Advice No. 3045  
(U 904 G)

Public Utilities Commission of the State of California

Subject: Compliance Filing – CARE Outgoing Phone Messages & Quarterly Bill Notices

Southern California Gas Company (SoCalGas) hereby transmits for filing the following Advice Letter as directed by the California Public Utilities Commission (Commission).

Purpose

The purpose of this filing is to comply with Administrative Law Judge Meg Gottstein’s June 15, 2001 Ruling. Ordering Paragraph 3 of the Ruling requires all jurisdictional utilities to file advice letters to receive approval of the outgoing CARE phone messages and quarterly CARE bill notices as contained in Attachment B.

Information

On May 22, 2001 ABX1 3 was signed into law and added Section 739.4 to the Public Utilities Code. ABX1 3 requires the gas and electric utilities to comply with outreach activities to address nonpayment/potential disconnection of service required by §739.4. Section (b)(1) requires that the Commission approve standardized outgoing phone messages that briefly describe the CARE program, in multilingual formats. Section (b)(4) requires the utilities to develop quarterly CARE notices on a front facing page of their bills, also in multilingual formats. In addition, the Commission encouraged the jurisdictional utilities to meet and work to jointly develop a standardized format for the outgoing phone message and quarterly CARE bill notices before filing these advice letters.

A joint conference call was held among the small and larger jurisdictional utilities\(^1\) to discuss meeting the requirements of the ALJ’s June 15, 2001 Ruling. During the conference call, in order to meet the intent of the requirements, it was agreed each utility would identify mandatory elements to be included in the messages. This approach was taken due to existing CPUC mandates directing certain message content already approved for some utilities.

\(^{1}\) Those participating in the conference call referred to as the jurisdictional utilities include: Pacific Gas & Electric Company, Southern California Edison Company, Southern California Gas Company, San Diego Gas & Electric Company, Avista Utilities, Sierra Pacific Power, Southern California Water Company and Southwest Gas. Mountain Utilities, Alpine Natural Gas and West Coast Gas were invited to participate but were not present on the conference call.
utilities in the electric rate stabilization proceeding and Memoranda of Understanding with certain intervenors in the same proceeding. In addition, it was felt that the ALJ’s Ruling provided some latitude on providing multilingual information based upon customers’ needs and the geographical differences associated within each utility’s service territory. Therefore, no consensus was reached by the jurisdictional utilities on providing multilingual information. The jurisdictional utilities did agree that the following elements should be incorporated into CARE phone messages and the quarterly CARE bill notices:

<table>
<thead>
<tr>
<th>Service Establishment and On-Hold Message Elements</th>
<th>Quarterly Bill Message Elements</th>
<th>Languages</th>
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<tbody>
<tr>
<td>1. Messages must reference that a discount is available for enrolling in CARE.</td>
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<td>2. Customers must be given access to an 800 number and/or actual person to receive CARE information and application.</td>
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<td>3. Customers must be advised that there are income requirements for CARE program participation.</td>
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<td>1. Message on bill must be conspicuous (either through the use of fonts and/or graphics) and appear on a front facing page of the billing statement.</td>
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<td>2. Customers must be advised that they “may be eligible” for the CARE program and/or discount.</td>
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<td>3. Reference must be made regarding how customers can get more CARE information and/or application.</td>
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Interactive Voice Response (IVR)/On-Hold Messages
SoCalGas is currently providing and will continue to provide CARE messages in both English and Spanish on its Interactive Voice Response (IVR) and wait queue for customers who select turn-on and billing services which, as proposed, were recently approved by the Public Advisor’s Office (see Attachment B). If revisions are required, SoCalGas intends to implement the approved revised CARE phone messages within two weeks of Commission approval.

Quarterly CARE Bill Messages
SoCalGas will provide the quarterly CARE bill messages in both English and Spanish. SoCalGas will be implementing these bill messages in both English and Spanish either simultaneously or in alternating months, due to limited bill message space, and depending on other mandatory messages that are required to appear on the bill. In July 2001, SoCalGas began printing the English version of its quarterly CARE bill message on non-participating customer’s bills to comply with the Commission’s directive that “interim” outgoing messages be implemented without delay (see Attachment B). After the Commission’s approval, SoCalGas expects to be able to begin implementation of the Spanish quarterly bill messages in the fourth quarter and will continue to provide these messages on a quarterly basis thereafter.

Effective Date
SoCalGas respectfully requested that the Commission approve this advice letter by September 8, 2001, which is not less than 40 days regular statutory notice.

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2 As noted in the advice letter, there was not a consensus on providing the CARE phone and bill messages in multilingual languages among all the jurisdictional utilities.
Protest

Anyone may protest this advice letter to the California Public Utilities Commission. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. The protest must be made in writing and received within 20 days of the date this advice letter was filed with the Commission. There is no restriction on who may file a protest. The address for mailing or delivering a protest to the Commission is:

Energy Division - IMC Branch
California Public Utilities Commission
505 Van Ness Avenue, 4th Floor
San Francisco, CA  94102

It is also requested that a copy of the protest be sent via electronic mail and facsimile to SoCalGas the same date it is mailed or delivered to the Commission (at the addresses shown below).

Attn:  Sid Newsom
Regulatory Tariff Administration - GT14D6
555 West Fifth Street
Los Angeles, CA  90013-1011
Facsimile No. (213) 244-4957
E-Mail:  snewsom@sempra.com

Attn:  C. Richard Swanson
Regulatory Tariff Manager - HQ14D
101 Ash Street
San Diego, CA 92101-3017
Facsimile No. (619) 696-4027
E-Mail:  rswanson@sempra.com

Notice

In accordance with Section III.G of General Order No. 96-A, a copy of this advice letter is being sent to the parties listed on Attachment A, which includes the service lists for A.00-11-011 and R.98-07-037.

LEE SCHAURIEN
Director -- Regulatory Case Management
and Tariff Administration

Attachments
ATTACHMENT A

Advice No. 3045

(See Attached Service Lists)
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<th>Case Description: Advice Letter Distribution List</th>
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<td>3430 Bundy Ave., Bldg. 3408 March AFC, CA 92518-1504</td>
<td>Charles Jacobini</td>
<td><a href="mailto:hans.herzog@acnenergy.com">hans.herzog@acnenergy.com</a></td>
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<tr>
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<td><a href="mailto:mark.warno@acnenergy.com">mark.warno@acnenergy.com</a></td>
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<td><a href="mailto:ceyap@earthlink.net">ceyap@earthlink.net</a></td>
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<td>ISD/Energy Mgmt. Div. 1100 Northeastern Ave., Rm. 101 Los Angeles, CA 90063</td>
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<td>Edward W. O’Neill</td>
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<td>Usha Kondragunta</td>
<td>925 L Street, Ste 1490 95814</td>
<td>Richard O. Baish 353 Sacramento, St., Suite 400</td>
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<tr>
<td>Andrew Skaff</td>
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<td><a href="mailto:hpatrick@gmssr.com">hpatrick@gmssr.com</a></td>
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<tr>
<td>K. S. Noller, Asst. Gen Mgr., Power</td>
<td>Jeff Nahigian</td>
<td>One Sansome Street, 12th Floor</td>
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<tr>
<td>P. O. Box 937</td>
<td><a href="mailto:jeff@jbsenergy.com">jeff@jbsenergy.com</a></td>
<td>San Francisco, CA 94104-4430</td>
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<td>Norman A. Pedersen, Esq.</td>
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Case Id: T-ADVICE  Case Description: Advice Letter Distribution List  Page: 3

MRW & Associates
Robert Weisenmiller
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ATTACHMENT B

Advice No. 3045

SoCalGas’ Interactive Voice Response (IVR) Script
And
CARE Bill Message

IVR Message:

The Gas Company provides assistance with a 20% discounted rate for qualified customers through the CARE program. Qualifications are based on income limits and number of people in your home with periodic recertifications. If you would like an application for the CARE program mailed to your residence, please press 1.

This is also provided in Spanish.

This is on the wait queue, once a customer has selected either Turn-On or Billing options:

The Gas Company has a CARE program that provides a 20% discounted rate for income qualified customers. If you would like information regarding this program, please ask our Customer Service Rep. to mail an application to you.

This is also provided in Spanish.

CARE Bill Message:

***Special Discount*** You may be eligible for the California Alternate Rates for Energy (CARE) program. For more information and to request an application, please call 1-800-772-5050.

This will be translated into Spanish.