SoCalGas

2028 General Rate Case Frequently Asked Questions

Understand how the General Rate Case allows us to support Safe, Reliable, and Affordable energy delivery today. Ready for tomorrow.

Q: What is a General Rate Case?

A: A General Rate Case (GRC) is the formal process the California Public Utilities Commission (CPUC) uses to review and set the rates SoCalGas can charge customers. Through the GRC, SoCalGas requests recovery of the costs to operate and maintain its system and invest in infrastructure needed to deliver safe, reliable, and affordable service. SoCalGas files a GRC application every four years, detailing its expenses and proposed investments for the upcoming cycle. Following a thorough public and regulatory review, the CPUC issues a final decision that determines the amount of revenue SoCalGas is authorized to collect in customer rates.

Q: What happens immediately after the GRC filing?

A: SoCalGas is required to notify customers and the public. Customers receive notice by mail and email within 45 days, and a notice is published in a local newspaper within 20 days to ensure broad awareness.

Q: When can stakeholders raise concerns about the application?

A: After the application is filed, there is a 30-day protest period. The Public Advocates' Office, an independent branch of the Commission that represents ratepayers, files a protest for the application and undertakes a thorough review of the application's request.

Q: How is the application proceeding organized?

A: An Administrative Law Judge (ALJ) is assigned to oversee the case. Early in the process, the ALJ holds a pre-hearing conference to set the scope, schedule, and structure of the proceeding, including opportunities for settlement.

Q: When and how can the public weigh in?

A: After the pre-hearing conference, the CPUC holds Public Participation Hearings (PPHs), where customers and stakeholders can provide input directly. Utilities must notify the public of the PPH between 5 and 30 days in advance by mail and email, as well as newspaper postings

Q: What are the next steps after public input?

A: The proceeding moves into a more detailed review phase, where formal parties can submit testimony, present evidence, and participate in evidentiary hearings. This is where the record is built for decision-making. Often the parties will reach a settlement, which are then incorporated into the ALJ's proposed decision.

Q: How is a decision developed?

A: Based on the full record, including testimony, evidence, and any settlements, the ALJ issues a proposed decision that may approve, deny, or modify the requested rate changes.

Q: What is the final step in the GRC process?

A: CPUC Commissioners review the proposed decision and vote on a final decision at a public meeting. They can approve it as written, modify it, or reject it.

Q: How long does the GRC process take?

A: A General Rate Case typically takes 18 to 24 months from the time SoCalGas files its application to when the CPUC issues a final decision.

More information about the SoCalGas rate request is available at **socalgas.com/GRC**.

Message Funded by Ratepayers