



RULE 11

Sheet 1

DISCONTINUANCE OF SERVICE

A. Non-Payment of Bills

1. Past Due Date. Bills for gas service are due and payable upon presentation. Such bills are the first notice to the customer that the amount shown is due and payable. Residential bills will become past due if not paid within 19 days of the date mailed; non-residential bills will become past due if not paid within 15 calendar days from the date mailed. Payment shall be received at the office of the Utility, or by an authorized agent of the Utility.

2. Past Due Notice

a. Residential. The Utility may mail to any residential customer a notice that a bill is past due after the expiration of the applicable period specified in paragraph A.1. The notice that a bill is past due shall state that if the customer is unable to pay the bill by the final date (15 calendar days after the date of mailing of said notice), the customer should contact the Utility to discuss payment arrangements to avoid discontinuance of service. If the bill is not paid, or payment arrangements have not been made by the final date, service may be discontinued for non-payment. A customer's deposit to establish credit will not be used as payment to avoid discontinuance of service. A minimum of 34 days shall elapse between the date of billing and the date of discontinuance.

b. Non-Residential. A non-residential customer's gas service may be discontinued for non-payment of a past due bill provided that a written notice of discontinuance has been issued and the past due amount has not been paid within seven calendar days of the issuance of the past due notice.

3. Reasonable Attempt to Contact Customers. For residential service, the Utility shall make a reasonable attempt to contact an adult person residing at the customer's residence either by telephone or by personal contact at least 24 hours prior to termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Utility shall give, either by mail or in person, a notice of termination of service at least 48 hours prior to termination.

For elderly (age 62 and over) and handicapped* residential customers, the Utility shall provide at least 48 hours notice by telephone or visit; however, if personal contact cannot be made by telephone or visit, notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination.

4. Third Party Notification. The Utility shall allow elderly (age 62 and over) and handicapped* customers, at their option, to designate a friend, family member, or public or private agency as a third party representative to receive a copy of the notice. The Utility shall establish procedures to ensure that third parties consent to receive such notice, and that a copy of the notice is sent directly to a third party. The Utility shall inform all customers at least once annually of the availability of this service.

* Certification from a licensed physician, public health nurse, or a social worker may be required by the Utility.

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RULE 11

DISCONTINUANCE OF SERVICE

A. Non-Payment of Bills (Continued)

5. Payment Agreement. If a residential customer fails to comply with a payment agreement, the Utility shall not terminate service without giving notice to the customer, at least 48 hours prior to termination, of the conditions the customer is required to meet to avoid termination; but, such notice shall not entitle the customer to further investigation by the Utility.

6. Termination Dispute for Residential Customers.

a. Customer Contacts Utility. If the customer is temporarily unable to pay its bill, the customer may be eligible for payment arrangements. The customer must contact the Utility prior to the expiration date of any delinquency notice before termination of service to be eligible for payment arrangements. If arrangements are granted, the customer must comply with the agreement and pay all future bills on time in order to continue service. The Utility shall furnish information on the availability of various financial assistance programs to those customers who demonstrate an inability to pay their bill.

b. Customer Contacts the Consumer Affairs Branch (CAB). If a payment arrangement is not extended, the customer may communicate in writing to the CAB of the California Public Utilities Commission (Commission), State Office Building, 505 Van Ness Avenue, room 2003, San Francisco, CA 94102, e-mail: consumer-affairs@cpuc.ca.gov to make an informal complaint. This must be done prior to any delinquent notice expiration date to avoid interruption of service. The customer is not required to place a deposit with the Commission in a termination dispute.

c. CAB Proposed Resolution. Within ten business days after receiving the informal complaint, the CAB will report its proposed resolution by letter both to the customer and the Utility.

d. Formal Complaint. If the customer is not satisfied with the proposed resolution of the CAB, the customer may file no later than ten business days after the date of the CAB letter, a formal complaint with the Commission at the same addresses as listed above in A.6.b.

e. Time Limits. If the customer fails to observe these time limits, the Utility will be entitled to payment, or, if the bill is not paid, to discontinue service.

f. Service Not Discontinued. No customer's service may be discontinued while the Utility is investigating a complaint, or while the customer is complying with a payment arrangement, provided the customer also keeps the account current as charges accrue in each subsequent billing period.

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RULE 11

DISCONTINUANCE OF SERVICE

A. Non-Payment of Bills (Continued)

7. Individually-Metered Residential Tenant. Discontinuance of service to a residential tenant in a multiunit residential structure who is individually metered by the Utility and it is known to the Utility that service is in the name of the owner, manager, or operator.

a. A 10-day notice of discontinuance, as provided for in Rule 8.A., Notices, shall inform the tenant of his right to become a customer, to whom the service will then be billed without being required to pay any amount which may be due on the delinquent account.

b. The tenant must establish credit to the satisfaction of the Utility. However, where a tenant is establishing service under the provisions of this section and prior service for a period of time is a condition for establishing credit with the Utility, residence and proof of prompt payment of rent or other credit obligation acceptable to the Utility for that period of time is a satisfactory equivalent.

8. Master Meter. When the Utility is aware that discontinuance of service to a master meter may deprive residential tenants of gas service, the Utility shall comply with the provisions of paragraph A.1., A.2. and A.8. In addition, the Utility shall give the tenants not less than 15 calendar days prior to the date of discontinuance, notice of their right to become customers without obligation for the bills which have accrued on the master meter. The Utility may satisfy the notice required under this paragraph by posting two such notices at each access point and common areas on the premises when it is not practicable to post a notice on each tenant's door. The notice will be in both English and Spanish and shall specify:

a. The date on which service will be discontinued.

b. That the occupants have the right to become customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.

c. What the occupants are required to do in order to prevent the termination of service or to reestablish service.

d. The estimated monthly cost of service.

e. The title, address, and telephone number of a representative of the Utility who can assist the occupants in continuing service.

f. The address and telephone number of a legal service project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association.

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RULE 11

DISCONTINUANCE OF SERVICE

A. Non-Payment of Bills (Continued)

8. Master Meter. (Continued)

The Utility is not required to make service available to the occupants unless each occupant or a "representative of the residential occupants" agrees to the terms and conditions of service and meets the requirements of law and the Utility's rules and tariffs. However, if one or more of the occupants or the representatives of the occupants are willing and able to assume responsibility for subsequent charges to the account to the satisfaction of the Utility, or if there are physical means, legally available to the Utility, of selectively terminating service to those occupants who have not met the requirements of the Utility's rules and tariffs or for whom the representative of the occupants is not responsible, the Utility shall make service available to those occupants who have met those requirements or on whose behalf those requirements have been met. As used herein, "representative of the residential occupants" does not include a tenants' association.

Credit must be established to the satisfaction of the Utility. Where prior service for a period of time or other demonstration of credit worthiness is a condition for establishing credit with the Utility, residence and proof of prompt payment of rent or other credit obligation during that period of time acceptable to the Utility is a satisfactory equivalent.

Where the Utility furnishes services under a Domestic rate schedule to a multiunit residential structure through a master meter, the Utility may not discontinue service in any of the following situations:

- g. During the pendency of an investigation by the Utility of a customer dispute or complaint.
- h. When the customer has been granted an extension of the period for payment of a bill.
- i. For an indebtedness owed by the customer to any other person or corporation or when the obligation represented by the delinquent account or other indebtedness was incurred with a person or corporation other than the gas Utility demanding payment therefore.
- j. When a delinquent account relates to another property owned, managed, or operated by the customer.
- k. When a public health or building officer certifies that disconnection would result in a significant threat to the health and safety of the occupants or the public.

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RULE 11

DISCONTINUANCE OF SERVICE

A. Non-Payment of Bills (Continued)

- 9. Unpaid Bill at a Previous Location. A customer's gas service may be discontinued for nonpayment of a bill for service of the same class rendered to the customer at a previous location served by the Utility and provided that the Utility has followed the notice requirements of paragraphs A.2. and A.9. at the current location for the bill incurred at the previous location.
- 10. Service to Multiple Locations. Any individual, firm or corporation failing to pay bills due for gas service rendered at one or more locations, within the time limits and subject to the procedures specified in this Rule, shall be subject without further notice to discontinuance of gas service at any or all locations where the Utility provides gas to such individual, firm or corporation, until such bills are paid and credit is re-established. Residential service, however, may not be discontinued because of nonpayment of bills for other classes of service.
- 11. Weekends and Holidays. The Utility shall not, by reason of delinquency in payment for gas service, cause cessation of service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the Utility are not open to the public.
- 12. Termination in Error. Service terminated in error shall be restored without charge and a notification thereof shall be mailed to the customer at the billing address.

B. Unsafe Equipment

- 1. The Utility may deny or discontinue service to a customer when:
 - a. the Utility determines that the premises' facilities, appliances or other gas equipment, or the use of either, is unsafe, or
 - b. any governmental agency, authorized to enforce laws, ordinances, or regulations involving gas facilities and/or the use of gas, notifies the Utility in writing that the customer's gas facilities and/or use of gas is unsafe or not in compliance with such laws, ordinances, or regulations.
- 2. At the time of denial or discontinuance of service, as stated in B.1. above, the Utility will:
 - a. post a written notice, stating the reason for denial or discontinuance and referring to this rule, at or near the metering equipment, or
 - b. give the written notice to the occupant of the premises, and
 - c. within 24 hours of service termination or denial of service, send a copy of the written notice by certified mail to the customer at the address to which billing is made.

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RULE 11

DISCONTINUANCE OF SERVICE

B. Unsafe Equipment (Continued)

- 3. The Utility will not connect or restore service until:
 - a. the Utility determines the customer's facilities, appliances or other gas equipment, or the use of either, has been made safe, or
 - b. the Utility has received written notice from the appropriate governmental agency that the premises meet applicable laws, ordinances or regulations.
- 4. When service is denied or discontinued solely under B.1.a. above, the customer may seek remedies before the Public Utilities Commission.
- 5. When service is denied or discontinued under B.1.b. above, it is the customer's responsibility to resolve the matter with the governmental agency.
- 6. The Utility does not assume any responsibility of inspecting or repairing the customer's facilities or other equipment or any part thereof and assumes no liability therefore.

C. Unauthorized Use

The Utility may discontinue service if the acts of the customer or the conditions upon the premises indicate an intent to deny the Utility full compensation for services rendered, including, but not limited to, tampering or unauthorized use. Discontinuance of service for nonpayment of a bill for unauthorized use shall be in accordance with the provisions of A. above.

D. Fraud - Refusal or Discontinuance of Service

The Utility shall have the right to refuse to provide gas to, or on, any premises and at any time to discontinue service if found necessary to do so in order to protect itself against abuse or fraud.

The Utility may refuse or discontinue gas service if the acts of the applicant or the customer indicate an intent to evade the credit practices of the utility or if the acts of the customer or conditions on the customer's premises indicate an intent to evade payment of a Utility bill or the credit practices of the Utility. If an applicant or customer knowingly furnishes false, incomplete, misleading or inaccurate information or refuses to provide required information to the Utility, it shall be deemed to be an intent to evade the credit practices of the Utility. Upon written request of the applicant or customer, the Utility shall provide a written statement of the reason for such refusal or discontinuance.

E. Non-Compliance with the Utility's Tariffs

Except as otherwise specifically provided in this rule, the Utility may discontinue service to a customer for non-compliance with any of the utility's effective tariffs, if, after written notice of at least seven calendar days, the customer has not complied with the notice.

This notice may be waived when, in the opinion of the Utility, either a dangerous condition has been discovered or a bonafide emergency is found to exist on a customer's premises, or in the case of a customer utilizing the service in such a manner as to make it dangerous for occupants of the premises, thus rendering the immediate discontinuance of service to the premises imperative.

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RULE 11

DISCONTINUANCE OF SERVICE

F. Unsafe Environment

If a customer or anyone on the premises inflicts violence, as defined in Rule 1, or threatens with present ability to inflict violence upon a Utility employee, the Utility may discontinue service to a customer after written notice of at least 5 days. Prior to issuing a notice of discontinuance of service, the Utility will seek to arrange a meeting with the customer, Utility management and/or law enforcement to discuss the situation and explain the alternatives available to the customer so that discontinuance of service may be avoided. If such efforts fail to result in the customer agreeing to cease from any act of violence, the Utility shall at its discretion, issue a notice of discontinuance of service under the provisions of the following Sections of Rule 11: Section A, Non-Payment of Bills, Section B, Unsafe Equipment, and Section H, Usage of Service Detrimental to Other Customers.

G. Multilingual Service.

The Utility shall provide a reasonable number of multilingual individuals to advise customers of termination policy where a substantial portion of the customers in the Utility's service area do not speak English.

H. Customer's Request for Service Discontinuance

1. A customer who wants gas service discontinued shall give the Utility notice at least two business days prior to the date service is desired to be discontinued.
2. The Utility shall not be required to terminate service earlier than two business days after notice of discontinuance is received. A customer will be held responsible for payment of charges for all services furnished at the premises until the requested date of termination or until the expiration of the required period of notice, whichever date is later.

I. Usage of Service Detrimental to Other Customers

The Utility will not provide service to gas equipment, the operation of which will be detrimental to other gas service, and will discontinue gas service to any customer who continues to operate such equipment after being notified by the Utility to discontinue the operation.

J. Residential Customer Notification Prior to Discontinuance of Service

The Utility shall provide a customer with the reason for service discontinuance prior to the scheduled termination date.

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RULE 11

DISCONTINUANCE OF SERVICE

K. Serious Illness - Residential Customers

Serious illness is a condition which could become life-threatening if service is discontinued.

The Utility shall postpone a scheduled discontinuance of residential service, or restore service if already discontinued, when a seriously ill person resides in the household.

Verification from a licensed physician, public health nurse and/or social worker may be required. The initial contact may be by telephone. Written certification within ten days may be required. The verification shall be valid for the duration of the illness or 25 calendar days, whichever is less.

The customer shall pay the delinquent amount or agree to installment payments no later than the end of the postponement period. If the customer fails to do so, the Utility may discontinue service.

L. Failure to Establish or Re-Establish Credit After Institution of Service

1. If, at the request or convenience of a customer, the Utility institutes gas service to a customer prior to his having established credit (as provided in Rule 6) and if, within seven calendar days from such institution of service, said customer has not established credit, the Utility shall have the right, after giving due notice, and upon the customer's failure to establish credit within such notice period, to discontinue further service of gas. Exceptions to discontinuance of service are as limited by paragraphs A.3., 6., 7., 11., and J.

2. If a non-residential customer does not provide information satisfactory to the Utility to re-establish credit, or fails to provide security as provided in Rule 6, the Utility shall have the right to discontinue service to that customer, after giving due notice.

M. Termination of Service for Fumigations

1. Every person planning to conduct any fumigation, where a fumigator places a tent over any portion of a structure served with natural gas, shall contact the Utility to request a termination of gas service at least two (2) business days prior to commencing the tenting of a structure. In cases where the Utility is unable to terminate the service on the date requested, the Utility shall contact the fumigator to arrange another date.

2. When the fumigation is complete and the structure is posted as suitable for occupancy (Certificate for Re-Entry), the Utility shall restore the gas service. The customer or their authorized agent is required to provide proof of Certificate for Re-Entry as a condition for reinstating gas service. The Utility shall offer a four-hour service appointment for restoring the gas service.

3. Where the fumigator tents the structure without contacting the Utility to request a termination of the gas service, or where the fumigator performs the tenting prior to the Utility terminating the service, and the Utility discovers this condition, the Utility may immediately and without notice, terminate the gas service as an unsafe condition pursuant to Rule 11.B.1. Thereafter, the Utility may restore service pursuant to Rule 11.B.3; however, Utility may, at its sole discretion, charge and collect from the fumigator any costs incidental to the termination or restoration of service, where the fumigator has tented the structure without notifying the Utility to terminate gas service or tented before service had been terminated.

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RULE 11

Sheet 9

DISCONTINUANCE OF SERVICE

M. Termination of Service for Fumigations (Continued)

- 4. If the fumigator violates any of the provisions of Rule 11.K, the Utility shall submit written notice of the alleged violation directly to the violating Branch 1 registered company (pest control operator), with a copy to the Executive Officer of the Structural Pest Control Board and the Director of the Consumer Protection and Safety Division of the California Public Utilities Commission.
- 5. In compliance with D.08-07-046 which approved the Memorandum of Understanding between SDG&E and the Pest Control Operators of California (PCOC), SDG&E commits to the following:
 - a) Offer gas shut-off service on holidays during which the Utility is already operating under a standard work day.
 - b) If a Utility representative arrives at a PCOC work site to perform a gas shut-off and is unable to perform the shut-off, the Utility representative will immediately contact the Utility scheduling function, or if possible, the PCOC business associated with the shut-off, to attempt to accomplish the shut-off as scheduled.
 - c) Endeavor to address PCOC service issues on an ongoing basis, which shall include, at a minimum, holding in-person meetings with PCOC on no less than an annual basis.
 - d) Reserve the right to modify or discontinue any or all of the services described above; however, the Utility will meet and discuss the planned actions with PCOC prior to making any such changes.

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