



**RULE 9**

Sheet 1

RENDERING AND PAYMENT OF BILLS

A. Rendering of Bills

1. Regular Bills. Bills for gas service will be rendered monthly or as may otherwise be provided under applicable tariff schedules, and will be based on the measured quantity of gas delivered to the customer except as provided in Section C below and as noted in Rule 17, Meter Reading, Section C.

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2. Electronic Bills. At the mutual option of the customer and the Utility, the customer may elect to receive, view and pay regular bills for service electronically and no longer receive paper bills. All legal and mandated notices, and all charges that would have appeared on the paper bill, will be provided with the electronic bill transmittal. Even if the Utility allows bill payment using a bill aggregator or by credit/debit card, responsibility for handling complaints about the bill still resides with the Utility. All notices for termination of service for non-payment will be delivered by a Utility visit or by U.S. Mail. Either party may discontinue electronic billing upon 30-day notice. The Utility will not release confidential information, including financial information, to a third party without the customer's consent. The customer's consent shall be provided to the Utility either in writing or electronically.

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3. Summary Billing. Summary Billing presents bills for customers with multiple accounts in a summarized bill. A customer will receive one bill each month for such a group of accounts. This option is available to both Residential and Non-residential customers.

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Customers requesting Summary Billing must have a minimum of 10 accounts. In addition, customers must have demonstrated an acceptable payment record (no more than two late payments in the past 12 months on any account), their accounts must be current at the time they begin Summary Billing and they must not have been involuntarily terminated from Summary Billing within the past 12 months.

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Direct Access customers electing the UDC Consolidated or Dual Billing option are eligible for the Utility's Summary Billing. Direct Access customers who elect UDC Consolidated Billing must have the approval of their ESP for the Utility to provide Summary Billing.

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Once a customer has been placed on Summary Billing, the customer must maintain the minimum number of accounts required and an acceptable payment record as described above in order to remain eligible for Summary Billing.

B. Payment of Bills

1. Bills Due on Presentation. Bills are due and payable upon presentation, Such bills are the first notice to the customer that the amount shown is due and payable and when not timely paid, will become past due as provided for in Rule 11, Discontinuance of Service. Payment must be received at the office of the Utility or, at the Utility's option, by duly authorized collectors of the Utility.

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**RULE 9**

RENDERING AND PAYMENT OF BILLS

B. Payment of Bills (Continued)

2. Closing Bills Payable on Presentation. Special bills, bills rendered on vacation of premises, or bills rendered to persons discontinuing the gas service must be paid on presentation.

3. Bills for Connection or Reconnection of Service and Deposits. Bills for connection or reconnection of service and payments of deposits or for reinstatement of deposits as required under the rules of the Utility must be paid before service will be connected or reconnected.

4. Payment Options. Payments for gas service may be made using the following options: cash, check, money order, auto debit, debit card, credit card, pay by phone, or electronically, as defined in Rule 1.

The Utility is not responsible for any transfer or transaction fee by a third party vendor for their services over and above the Utility bill charged to the customer. Customers choosing to use an alternative payment method, such as a bill aggregator or financial institution, may be charged a fee by the third party.

5. Dishonored Payment. If all or any portion of the amount to be paid is not honored, the Utility may bill the unpaid amount to the applicant's subsequent service or to the customer's present service. Such applicant or customer shall be deemed to have consented to such billing. Nonpayment of the amount so billed shall constitute nonpayment of the service or billing and will be subject to the provision for discontinuance of service as set forth in Rule 11.

A bill paid with a check that is subsequently dishonored will be subject to an \$8.00 Returned Check Service Charge. This charge will be added to the customer's bill for each occurrence. However, if a customer's check covers payment for other utility services in addition to payment for gas service, only one Returned Check Service Charge will be added to the customer's bill for each occurrence.

The Returned Check Service Charge shall also apply to all other forms of payment that are subsequently dishonored. This charge will be added to the customer's bill for each occurrence.

6. Refunds. If all or any portion of an amount paid must be refunded by the Utility, such refund may be made at the Utility's option by check or draft, or as a credit on the customer's monthly Utility bill. The Utility will not refund electronic check, debit card, or credit card payments made through a third party.

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**RULE 9**

RENDERING AND PAYMENT OF BILLS

C. Level Pay Plan

Individually metered residential customers, residential master-metered customers, and non-residential customers (subject to the Utility's capability of handling the billing mechanisms) who wish to minimize seasonal variations in monthly bills may elect to participate in the Level Pay Plan (LPP) under the following conditions.

1. Participation is subject to approval by the Utility.
2. The LPP year begins when the first LPP billing is rendered and extends for 11 subsequent months. Eligible customers may join the LPP in any month.
3. Participants must have maintained a satisfactory payment record or shall have otherwise qualified for credit to the satisfaction of the Utility.
4. Participants must have no outstanding arrears on their account at the time their LPP starts, or agree to amortize their arrears amount.
5. Participants may voluntarily withdraw from the LPP at any time upon notice to the Utility. However, any amounts due for usage over and above the LPP amounts already paid are then due and payable in accordance with the Utility's approved tariffs. Any credit for the LPP amounts paid in excess of actual charges will be applied to the customer's next regular monthly bill or will be refunded by check if so requested by the customer.
6. Participants are expected to pay the LPP amount shown due each month. Participants may be removed from the LPP if a bill containing a prior unpaid amount becomes past due as defined in Rule 11, Discontinuance of Service. Re-entry into the LPP will be contingent upon all past due amounts being paid.
7. The LPP amount will be one-twelfth of the annual bill, as estimated by the Utility, based on the customer's most recent 12 months of billing history, or, if such billing information is not available, the available billing information for the premises will be used.
8. Participants' accounts are periodically reviewed and adjusted in order to reduce the likelihood of a large imbalance between actual charges and LPP charges.
9. Participants will have the option of having any over- or under-billings resolved in an annual settlement process. The twelfth billing month will be the settlement month at which time actual charges will be balanced against the amounts billed. The resulting credit or charge will be applied to the bill for the settlement month.
10. Over- or under-billings for participants who do not select the annual settlement option will be amortized as part of the periodic review and adjustment of the LPP amount.

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San Diego, California

	<u>Revised</u>	Cal. P.U.C. Sheet No.	<u>16396-G</u>
	<u>Revised</u>		<u>16104-G</u>
Canceling	<u>Revised</u>	Cal. P.U.C. Sheet No.	<u>15127-G, 13161-G</u>

**RULE 9**

Sheet 4

RENDERING AND PAYMENT OF BILLS

D. Late Payment Charge

A monthly late payment charge, equal to SDG&E's authorized return on rate base divided by 12 and rounded to the nearest one-tenth of one percent, may be assessed on non-residential accounts with billing in arrears if not received by the Utility, or by a duly authorized agent of the Utility, by the "late charge date" as shown on the bill. The "late charge date" will be at least 25 days from the date mailed as indicated on the bill. Payments applied shall satisfy the oldest portion of the bill first, any other billings second, and the current billing last. The charge may then be applied to any remaining unpaid balance.

Effective March 1, 2000, the Late Payment Charge is 0.7% (seven-tenths of one percent).

Where an account serves a state agency and payment is not received within 45 calendar days after the date of electronic transfer or the postmark date of the bill, the late payment charge applicable to that account will be at a rate of one (1) percent above the rate accrued on June 30th of the prior year by the Pooled Money Investment Account (PMIA), but not to exceed 15 percent, all as set forth in Government Code Section 927.6 (b). Such rate shall be applied to and accrue on a state agency account only after 45 days from the date of the postmark on the bill has elapsed.

The State of California shall notify the Utility as to which accounts serve state agencies. The provisions of the above paragraph shall apply after such notification, except where the Utility has previously identified the account as one belonging to the state agency.

E. Payment of Collection Charge

The Utility may require payment of a collection charge when an authorized Utility representative makes a visit to a customer's premises to: 1) effect collection of a past due billing for service or deposit, or 2) discontinue or partially discontinue service (service extender) for non-payment of a past due billing for service or deposit. The collection charge for visits by the Utility to a customer's premises will be \$9.00 for a visit made to collect the amounts owed or to effect a plan of payment and \$15.00 for a visit at which the attempt at collection has failed and the service is actually restricted or terminated. There shall be no charges for a telephone call. In lieu of the first visit, the Utility may telephone the customer, in which case the \$9.00 charge will not be applied.

F. Waiver of Payment

In the event a customer is unable to use the Utility's service for reasons such as strikes, accidents, fires, bankruptcy or any cause beyond the customer's control, the payment of the minimum charge may be waived by the Utility during the time the customer is unable to use such service.

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