

RULE NO. 11

DISCONTINUANCE OF SERVICE

A. NONPAYMENT OF BILLS

1. A customer's gas service may be discontinued for the nonpayment of a bill for gas service rendered except as limited by Sections A.6 and A.7, provided that the bill has not been paid within 19 days after presentation and following:
  - a. Written notification by first class mail, a minimum of 15 calendar days prior to the proposed termination, to the customer of such delinquency and impending termination, thus a minimum 34-day period between the date of billing and service termination, and
  - b. A reasonable attempt to contact an adult person residing at the premises of the customer by telephone or personal contact at least 24 hours prior to any termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Company shall give, either by mail or in person, a notice of termination of service at least 48 hours prior to termination.
  - c. A minimum of a 48-hour notice by telephone or personal contact prior to the proposed termination for elderly and/or handicapped residential customers. In the event a personal contact cannot be made, a notice shall be posted in a conspicuous location at the service address a minimum of 48 hours prior to the proposed termination. The Company will make every reasonable effort to notify the third party who has been designated by the elderly and/or handicapped customer to receive notice on his behalf of the impending termination.
2. When a bill for gas service for a master metered establishment meets the criteria set forth in Section A.1, gas service may be discontinued, provided that the landlord is notified in writing 15 days prior to the proposed termination. In addition, the Utility shall notify the residential tenants, at least 15 days prior to the termination, of the impending termination and of their right to become customers of the Utility without any obligation for the bills which have accrued on the master meter. Notification shall be accomplished by posting two copies of the notice at each accessible common area on the premises and at each point of access to the premises, or if reasonable or practicable, on each tenant's door. The notice shall include the amount of the average monthly bill and the name, address and telephone number of a local legal service agency.

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DISCONTINUANCE OF SERVICE

*(Continued)*

A. NONPAYMENT OF BILLS *(Continued)*

- 3. A customer's gas service may be discontinued for nonpayment of a bill for gas service of the same class rendered him at a previous location served by the Company, provided said bill is not paid within 30 days after presentation at the new location.
- 4. If a customer is receiving service at more than one location, service at any or all locations may be discontinued if the bills for service at any one or more locations are not paid within the time specified herein, provided, however, that domestic service may not be discontinued because of nonpayment of bills for other classes of service.
- 5. A customer's gas service may be discontinued for failure to comply with an amortization agreement entered into by the Company and the customer who establishes an inability to pay a delinquent bill, provided that a minimum 48-hour notice is given to the customer prior to termination of the conditions the customer is required to meet to avoid termination. Such notice shall not entitle the customer to further investigation by the Company.
- 6. The Company may discontinue or deny service at a premises where bills for service provided to a prior customer are still outstanding, if it is determined by the Company that the prior customer is still at that same premises or that it can be shown that the new and prior customers shared the premises during the period that the bills were incurred.
- 7. Gas service to a gas customer will not be terminated for non-payment without reasonable prior written notice, as established in Section A.1, which shall include:
  - a. The name and address of the customer whose account is delinquent.
  - b. The amount of the delinquency.
  - c. The date by which payment or arrangement for payment is required in order to avoid termination.
  - d. The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.

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RULE NO. 11

DISCONTINUANCE OF SERVICE  
(Continued)

A. NONPAYMENT OF BILLS (Continued)

- e. The procedure by which the customer may request amortization of the unpaid charges.
- f. The procedure for the customer to obtain information on the availability of financial assistance including private, local, state, or federal sources, if applicable.
- g. The telephone number of a representative of the Company who can provide additional information or institute arrangements for payment.
- h. The telephone number of the Commission to which inquiries by the customer may be directed.

8. A customer's gas service will not be terminated for nonpayment:

- a. Without a reasonable opportunity for the customer to contest the delinquent bill, as established in Rule No. 10, Disputed Bills, provided the customer has made contact with the Company within the termination notice period as established in Section A.1.
- b. Without a reasonable opportunity for the customer to dispute the reasons for termination of service, as established in Section G, Termination Disputes, provided the customer has made contact with the Company within the termination notice period as established in Section A.1.
- c. During the pendency of an investigation by the Commission or Company of a customer dispute or complaint, provided customer's other obligations to Company are kept current.
- d. Without extending payment arrangements to the customer who has established the ability to pay only by installment. The installment period shall not exceed twelve (12) months. During the customer's compliance with the amortization agreement, the customer's account for gas service must be kept current as charges accrue in each subsequent billing period.
- e. Without furnishing information on the availability of financial assistance from public and private programs to the customer who has signed a written declaration of his inability to pay.

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RULE NO. 11

DISCONTINUANCE OF SERVICE  
(Continued)

A. NONPAYMENT OF BILLS (Continued)

- f. When discontinuance would be especially dangerous to health due to illness, age or handicap; and the customer establishes the inability to pay the delinquent bill; and said customer agrees to amortize the unpaid balance of his account over a reasonable period of time, not to exceed twelve (12) months, and keep current his account for gas service as charges accrue in each subsequent billing period.

In proving entitlement to temporary exemption from termination of service, certification of the health or handicapped status of the customer by a licensed physician, a public health nurse or a social worker must be presented to the Company. The Company shall further require certification of age by driver's license, birth certificate, passport, or other reliable document.

- g. Under any circumstances on the day prior to a Company holiday or weekend.
9. Upon discontinuance of service for nonpayment of bills, any deposit made to guarantee bills will be applied to the customer's final bill and any remaining balance will be refunded to the customer.
10. The Company shall require payment of a reconnection charge, as specified on the Statement of Rates, Other Service Charges of this California Gas Tariff, before restoring service that has been discontinued for nonpayment of bills or for failure otherwise to comply with tariff schedules. Service wrongfully terminated shall be restored without charge, and a notification thereof shall be mailed to the customer at the billing address.

B. UNSAFE APPARATUS

The Company shall have the right to refuse or discontinue gas service to a customer if any part of his piping or equipment is found to be unsafe or in violation of any law or ordinance until such piping or equipment has been put in a safe condition or the violation remedied.



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*(Continued)*

G. TERMINATION DISPUTES

Should any customer dispute the reasons for termination of service for nonpayment of a bill for gas service and not pay said bill prior to the next regular monthly billing, the following procedure shall apply:

1. After receipt of a termination notice, the customer must first contact the Company within the termination notice period as established in Section A.1 to make special payment arrangements to avoid discontinuance of service.
2. After contacting the Company, if the customer alleges to the Commission an inability to pay and that reasonable payment arrangements have not been extended to him, he should write to the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. It is the responsibility of the customer to timely inform CAB to avoid discontinuance of service.
3. Within 10 business days after receiving the informal complaint, the CAB will report its proposed resolution to the Company and the customer by letter.
4. If the customer is not satisfied with the proposed resolution of the CAB, he shall file within 10 business days after the date of the CAB letter a formal complaint with the Commission on a form provided by the CAB. The Company shall not require the customer to deposit with the Commission the amount on the overdue bill in the termination dispute. The complaint shall be processed under the expedited complaint procedure.
5. Failure of the customer to observe these time limits shall entitle the Company to insist upon payment, or upon failure to pay, to terminate the customer's service.

H. UNSAFE ENVIRONMENT

The Company may discontinue service to the customer, after written notice of at least five days, if the customer or anyone on the premises inflicts bodily harm upon a Company employee.