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Witness: Grant Wooden
Chapter: 2

PREPARED DIRECT TESTIMONY OF
GRANT WOODEN
ON BEHALF OF SOUTHERN CALIFORNIA GAS COMPANY
AND SAN DIEGO GAS & ELECTRIC COMPANY

(PROGRAM DESIGN)

February 2019

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1 **CHAPTER 2**

2 **PREPARED DIRECT TESTIMONY OF GRANT WOODEN**

3 **(PROGRAM DESIGN)**

4 **I. PURPOSE**

5 The purpose of my prepared direct testimony on behalf of Southern California Gas
6 Company (SoCalGas) and San Diego Gas & Electric Company (SDG&E, and jointly herein “the
7 Utilities”) is to describe the proposed Renewable Natural Gas (RNG) Tariff program. My
8 testimony will include the proposed program design, including customer-facing aspects such as
9 enrollment, billing, marketing and outreach. I will also discuss the modifications to the bill
10 calculation, the required computer system updates and program reporting. This testimony will
11 also include the proposed funding mechanisms for the investments needed to implement the
12 RNG Tariff program.

13 **II. INTRODUCTION**

14 The Utilities respectfully submit the following proposal to create an RNG Tariff program
15 that offers customers the option to purchase RNG as part of their natural gas service. If
16 approved, the program will be a voluntary tariff offering that allows Procurement Customers as
17 defined in Rule No. 1, on core¹ rates, with the exception of customers receiving transportation-
18 fuel service under Schedule No. G-NGV, (hereafter referred to as ‘eligible’ customers), to
19 designate that all, or a portion of their natural gas service, be provided from RNG sources.

¹ Per SoCalGas Rule 23(B) (similar to the definition in SDG&E Gas Rule No.14(F)), core service is defined as follows:

Priority 1 All residential usage regardless of size. All nonresidential usage less than 20,800 therms per active month[], excluding usage reclassified to noncore service pursuant to customer request. All electric generation, refinery and enhanced oil recovery (EOR) usage less than 20,800 therms per active month[] electing core service.

Priority 2A All nonresidential usage of 20,800 therms or greater per active month[] eligible for core service, not electing noncore service.

1 Participating customers will remain on their existing commodity rate for any remaining
2 percentage of natural gas usage not supplied by RNG.

3 Each month, the actual usage amount allocated to RNG, and the per therm cost for the
4 RNG Tariff program will be shown on the customer's bill. Customers will receive periodic
5 email reports showing their current purchase amount, total RNG purchased, total amount spent
6 for RNG and total CO₂e reduction during their participation. More detailed descriptions of the
7 RNG Tariff program are listed in sections III – VIII, below.

8 The Utilities' vision for the program is similar in concept to electric green tariff shared
9 renewable ("GTSR") programs (for example, SDG&E's EcoChoice and EcoShare),² such that
10 customers would opt into the tariff to have the Utilities purchase all or a portion of their natural
11 gas needs from renewable sources. As described in Chapter 1 (Peacock), the RNG Tariff
12 program would further California policy goals to increase the proportion of the state's energy
13 derived from renewable resources, and would answer customer demand for renewable energy
14 options.

15 **III. PROGRAM DESIGN**

16 The Utilities propose that the design closely mirrors the already-approved and
17 implemented GTSR program at SDG&E, wherever it is possible and pragmatic. The RNG Tariff
18 is intended to be a voluntary tariff with a minimum commitment of one year for residential
19 customers and two years for non-residential customers. Requiring a commitment is necessary to
20 allow the Utilities to enter into longer-term contracts for supply, which should help reduce the
21 cost of RNG for participants.

22 ² Approved in D.15-05-051.

1 **A. Program Eligibility**

2 The RNG Tariff program would be open to any eligible gas customer of the Utilities in
3 good standing. Customers shut off for failure to pay natural gas service will be disenrolled in the
4 RNG Tariff program and will need to re-enroll (initiating a new commitment period) once their
5 service is restored. In order to provide equal access to low-income eligible customers, the
6 program will be available to eligible customers on the CARE rate, although the CARE discount
7 will not apply to their RNG Tariff purchase amount. There is no minimum or maximum gas
8 usage requirement.

9 **B. Program Enrollment**

10 RNG Tariff program enrollment will be available by either mailing in a paper form,
11 making a phone call to the Utilities’ Customer Contact Centers (CCC), or by visiting the
12 Utilities’ websites. During enrollment, customers will select a pre-defined maximum monthly
13 dollar amount for the purchase of RNG (e.g. \$10, \$20, \$30, \$50 per month).³ In order to assist
14 customers in estimating the impact of their selected RNG purchase commitment,⁴ the Utilities
15 will provide an on-line calculation tool for customers to see how the additional amount paid for
16 RNG will impact their bill and help to reduce GHG emissions. The online enrollment webpage
17 will show the current cost for the RNG Tariff program per therm and explain how customers can
18 compare their current annual energy costs to their estimated energy costs under the RNG Tariff.⁵
19 The enrollment webpages will contain complete information about the program, the terms and

³ The Utilities may adjust the pre-defined maximum monthly dollar amounts as needed to encourage the maximum amount of program participation and customer satisfaction. The amounts shown are only examples and may not be the final program offering.

⁴ Because the Utilities billing systems calculate on whole therms, the actual amount charged may be less. The pre-defined amount would be a ‘not-to-exceed’ amount each month. See § IV.B Bill Calculation, *infra*.

⁵ They will be able to do this by reviewing their billing history located in My Account (<http://myaccount.socalgas.com>) and (<http://myaccount.sdge.com>).

1 conditions of the program, and a listing of charges included in the RNG Tariff program rate. If
2 customers have further questions they can call the Utilities' CCC's and discuss their enrollment
3 options with a Customer Service Representative (CSR). CSRs will be trained to assist customers
4 with questions about the program, the enrollment process, program costs, and billing.

5 The Utilities have considered alternative RNG Tariff program participation options for
6 residential customers, such as RNG purchase as a percentage of customer usage per month.
7 However, given the inherent seasonal variability with residential customer heating usage, the
8 Utilities wish to limit any "sticker shock" to customers when gas bills increase. The Utilities
9 will proactively monitor customer satisfaction and preferences with all aspects of the program
10 and may request prospective adjustments to program design as they gain experience with the
11 program.

12 In order to assist non-residential eligible customers with their company sustainability and
13 GHG emission goals, non-residential customers will also be given the option to purchase RNG
14 as a percentage of their usage per month (e.g. 25%, 50%, 75% or 100%).⁶ Enrollment channels
15 will explain that non-residential customers may request this percentage enrollment option by
16 contacting the program administrator.

17 The Utilities will require acceptance of the terms and conditions during enrollment,
18 which will be contained in the tariff and enrollment materials. The Utilities will notify enrolling
19 customers of the commitment they are making by providing a welcome email explaining the
20 enrollment commitment term, how to change their RNG purchase amount, and options for
21 program disenrollment. The Utilities will allow new participants to sign up for the program at

⁶ The Utilities may adjust percentages as needed to encourage the maximum amount of program participation and customer satisfaction. The percentages shown are only examples and may not be the final program offering.

1 any time, and customers will have a 60-day “cooling-off period” during which the customer may
2 notify the Utility that they wish to cancel enrollment or modify their RNG Tariff purchase
3 amount.

4 A customer’s enrollment is fully portable to a customer’s new premises or account,
5 provided that the new premises or account is located within the original Utility’s service territory
6 and is in that customer’s name. As part of the customer’s transfer of service (moving to a new
7 location), the customer must let the utilities know to which account the existing enrollment
8 should be transferred to. A customer who elects to continue participation at their new premises
9 shall maintain the same RNG purchase amount elected at the previous premises for the
10 remainder of the applicable term.

11 **C. Residential Customer Commitment**

12 The proposed RNG Tariff is a voluntary tariff with a minimum commitment of one year
13 for residential customers. The commitment period will begin on the first billing date following
14 enrollment, unless enrollment is less than 15 days prior to that billing date, then it will begin on
15 the next billing date. Upon completion of the one-year commitment period, residential
16 customers may re-enroll for another year, request to disenroll in the program (discussed in
17 Section E), request to change their RNG purchase amount, or otherwise default to continue on a
18 month-to-month basis. If they wish to change their RNG purchase amount, they must re-enroll
19 for another one-year commitment. If residential customers wish to disenroll at the end of the
20 commitment period, they must request to do so at least 30 days prior to the end of their
21 commitment period. If they do not request to disenroll at least 30 days prior to the end of their
22 commitment period, they will remain in the RNG Tariff program on a month-by-month basis

1 until they request to disenroll. If a customer requests to disenroll, re-enrolls, or changes their
2 RNG amount, changes will become effective after one complete billing cycle.

3 **D. Non-Residential Customer Commitment**

4 The proposed RNG Tariff is a voluntary tariff with a minimum commitment of two years
5 for non-residential eligible customers. The commitment period will begin on the first billing
6 date following enrollment, unless enrollment is less than 15 days prior to that billing date, then it
7 will begin on the next billing date. Upon completion of the two-year commitment period, non-
8 residential customers may re-enroll for another two years, request to disenroll in the program
9 (discussed in Section E), request to change their RNG purchase amount or percentage or
10 otherwise default to continue on a 90-day by 90-day basis. If they wish to change their RNG
11 purchase amount or percentage, they must re-enroll for another two-year commitment. If non-
12 residential customers wish to disenroll at the end of the commitment period, they must request to
13 do so at least 30 days prior to the end of their commitment period.

14 If they do not request to disenroll at least 30 days prior to the end of their commitment
15 period, they will remain in the RNG Tariff program for 90-day commitment periods and must
16 request to disenroll at least 30 days prior to the end of a 90-day commitment period. Requests
17 for disenrollment after the 30-day window will become effective after 3 complete billing cycles.
18 If a customer re-enrolls or changes their RNG amount/percentage, changes will become effective
19 after one complete billing cycle.

20 **E. Disenrollment Process**

21 The Utilities will notify customers 45 and 60 days prior to the end of their commitment
22 period about their options for disenrollment, re-enrollment, and how to change their RNG
23 amount or percentage. The Utilities will also allow customers to disenroll in the program if they

close the account (e.g. moving out of service territory or terminating business operations) or, in cases where customers are in arrears, the customers contact the Utilities to request a payment arrangement or extension and request relief from the program (i.e., where customers are experiencing financial hardship).

For SoCalGas, online disenrollment will not be supported during the first years of the program in order to minimize CIS billing system upgrade costs, and will instead be handled by calling the SoCalGas Contact Centers. SDG&E does not have such limitations and disenrollment will be performed both online and by calling the SDG&E Contact Center.⁷

Table 1. RNG Tariff Program Terms by Customer Segment

	Residential	Non-Residential
Enrollment Channels	Online, Phone(CSR), Mail	Online, Phone(CSR), Mail, Phone or email to Program Administrator
Commitment Term	1 year	2 years
Post-Commitment Term	Month to month	90 days
Notice of Upcoming Commitment End to Customer	45 & 60 days prior	45 & 60 days prior
Disenrollment Notice from Customer	At least 30 days prior to commitment end	At least 30 days prior to commitment end
Disenrollment Channels	Online (SDG&E Only), Phone (CSR)	Online (SDG&E Only), Phone (CSR)
Post-commitment Disenrollment Timing	After one Bill Cycle following request to disenroll	After 3 Bill Cycles following request to disenroll
RNG Monthly Purchase Amount⁸	\$10, \$20, \$30, \$50	\$25, \$50, \$75, \$100
RNG Purchase Percentage Options⁹	n/a	25%, 50%, 75%, 100%

⁷ Where disenrollment is sought for financial hardship, the customer will still need to contact SDG&E through the Contact Center.

⁸ The Utilities may adjust the pre-defined maximum monthly dollar amounts as needed to encourage the maximum amount of program participation and customer satisfaction. The amounts shown are only examples and may not be the final program offering.

⁹ The Utilities may adjust the percentage amounts as needed to encourage the maximum amount of program participation and customer satisfaction. The amounts shown are only examples and may not be the final program offering.

1 **IV. PRICING AND BILLING**

2 **A. Pricing**

3 The price the Utilities will charge customers for the RNG Tariff program (“RNG Rate”)
4 will be charged on a per therm basis and will consist of the following components:

5 (1) The price the Utilities pay for RNG supply, including the cost of any renewable
6 attributes or credits that are bundled with the purchased RNG supply (the “RNG
7 Commodity Price”); and

8 (2) A fee calculated to collect the program’s administration and marketing costs
9 amortized over a period of approximately five years (the “Program charge”). The
10 Program charge will vary for each utility.

11 The RNG Rate will be determined by adding the Program charge costs to the RNG
12 Commodity Price. The RNG Rate will be calculated and set monthly as described in Chapter 3
13 (Cheung). The Utilities will post their updated RNG monthly rates on their websites.
14 Attachment B to my testimony includes an illustrative RNG Tariff for SoCalGas. SDG&E’s
15 RNG Tariff would be materially similar.

16 **B. Residential Bill Calculation**

17 The Utilities will modify their respective billing systems to present the charges for the
18 RNG Tariff program on the customers’ bills. The Utilities will unbundle the commodity costs
19 from the transportation service charges and itemize both the traditional natural gas and the RNG
20 Tariff charges as separate line items. The customers’ total usage will be apportioned between
21 traditional natural gas and RNG, based on the RNG monthly purchase amount or percentage
22 elected by the customer.

1 To calculate the customer's monthly bill, the system will first calculate the RNG usage
2 therms quantity by dividing the customer's monthly RNG purchase amount by the current RNG
3 Rate. This RNG usage quantity will be rounded down to the next whole therm.¹⁰ The new RNG
4 usage quantity will be subtracted from the total monthly usage quantity, and the remaining usage
5 quantity will be considered the usage quantity served by traditional natural gas. RNG Tariff
6 monthly charges will be calculated by multiplying the RNG usage therms by the current RNG
7 Rate. The traditional natural gas charges will be calculated by using the customer's current
8 traditional natural gas therm commodity rate. The customer will incur transportation and other
9 charges for all the natural gas quantity consumed (RNG plus traditional natural gas), as done
10 currently per the customer's traditional natural gas tariff rate. There will be no change to the
11 method used to calculate baseline usage and accordingly, a higher transportation rate will be
12 used for the monthly usage quantities that exceed the baseline allowance. All RNG delivered
13 through the program will be subject to the Utilities' delivery charges as applicable for the
14 customer's rate class, including the Public Purpose Program Surcharges (PPPS) and franchise
15 fees. Utility user taxes will be applied as appropriate.

16 By way of illustration, a customer enrolling in the RNG Tariff program could select an
17 RNG maximum monthly purchase amount of \$20. If, hypothetically, the traditional natural gas
18 rate that month was \$1.50 per therm (\$1.00 for transportation and \$0.50 for commodity), the
19 RNG Rate that month was \$3.00 per therm (Program charge at \$1.00, and \$2.00 RNG
20 Commodity Price), and the customer's usage was 20 therms, the bill calculation would be:

- 21 1. Divide \$20 by \$3 = 6.667 therms of RNG.
- 22 2. Round 6.667 therms down to next whole therm = 6 therms of RNG.

¹⁰ All ensuing usage calculations will be in whole numbers for therms as is done currently by the Utilities.

- 1 3. RNG usage would be 6 therms, traditional natural gas usage would be 14 therms
2 (20 therms minus 6 therms).
- 3 4. RNG charges would be 6 therms at \$3.00 per therm or \$18.00.
- 4 5. Traditional natural gas charges will be 14 therms at \$0.50 or \$7.00.
- 5 6. Total gas commodity charges will be \$25.00 (\$18.00 for RNG + \$7.00 for
6 traditional).
- 7 7. Transportation charges would be 20 therms at \$1.00 transportation or \$20.00.
- 8 8. Total Bill would be \$25.00 commodity + \$20 transportation + all applicable fees
9 and charges.

10 In the above example, the transportation charge (\$1.00) was unchanged because the
11 baseline usage allowance was not exceeded. Total transportation charges are calculated by
12 adding the product of the actual usage quantity below baseline allowance times the baseline
13 transportation rate, and the product of the actual usage quantity above the baseline allowance
14 times the over baseline transportation rate.

15 The amount of RNG used and the total RNG Tariff charges will be shown on the
16 customer's bill each month. Attachment C provides an illustrative sample proposed billing
17 statement including RNG Tariff program charges under the fixed purchase amount scenario.

18 **C. Non-Residential Bill Calculation**

19 Bills for non-residential customers enrolling in the RNG Tariff program will be
20 calculated following the same rules and steps as shown in the preceding section (B. Residential
21 Bill Calculation), except non-residential customers that have selected the option of a percentage
22 allocation will have their total usage apportioned between traditional natural gas and RNG, based

1 on the RNG percentage elected by the customer, and will use the following RNG usage
2 calculation method.

3 To calculate the customer's monthly bill, the system will first calculate the RNG usage
4 therms amount by multiplying the total therm usage for the customer by their RNG purchase
5 percentage and then rounding down to the next whole therm. The remaining usage will be
6 considered traditional natural gas therm usage. RNG Tariff monthly charges will be calculated
7 for each utility by multiplying the RNG usage therms by the current RNG Rate. The traditional
8 natural gas charges will then be calculated by using the customer's current traditional natural gas
9 therm commodity rate.

10 By way of illustration, a customer enrolling in the RNG Tariff program could select a
11 RNG purchase percentage of 50% per month. If, hypothetically, the traditional natural gas rate
12 that month was \$1.50 per therm (\$1.00 for transportation and \$0.50 for commodity), the RNG
13 Rate that month was \$3.00 per therm (RNG Commodity Price at \$2.00 and Program charge at
14 \$1.00), and the customer's usage was 20 therms, the bill calculation would be:

- 15 1. Multiply 20 therms by 50% = 10 therms of RNG.
- 16 2. Round down to next whole therm if necessary (not necessary in this example).
- 17 3. RNG usage would be 10 therms, traditional natural gas would be 10 therms (20
18 therms minus 10 therms).
- 19 4. RNG charges will be 10 therms at \$3.00 per therm or \$30.00.
- 20 5. Traditional natural gas charges will be 10 therms at \$1.50 or \$15.00.
- 21 6. Total gas commodity charges will be \$45.00 (\$30.00 for RNG + \$15.00 for
22 traditional).
- 23 7. Transportation charges would be 20 therms at \$1.00 transportation or \$20.00.

1 8. Total Bill would be \$45.00 commodity + \$20 transportation + all applicable fees
2 and charges.

3 As in the example above, the transportation charge (\$1.00) was unchanged because the
4 baseline usage allowance was not exceeded. Total transportation charges are calculated by
5 adding the product of the actual usage quantity below baseline allowance times the baseline
6 transportation rate, and the product of the actual usage quantity above the baseline allowance
7 times the over baseline transportation rate. Attachment D provides an illustrative sample
8 proposed billing statement, including RNG Tariff program charges under the percentage of bill
9 scenario.

10 **V. ESTIMATED PROGRAM COSTS**

11 The Utilities will incur incremental start-up costs prior to program implementation.
12 Start-up costs will include the development and distribution of marketing material, modification
13 of each Utility's Customer Information Systems (CIS) and modifications to the gas acquisition
14 system shared by both Utilities. The Utilities will also incur on-going costs annually for the
15 continued development and distribution of marketing material, and annual administrative costs to
16 manage the RNG Tariff program. Estimated expenses for the first five years are shown by
17 Utility in Attachment A, Table 3, Total Program Costs by Utility. Program costs are expected to
18 thereafter continue at approximately the same cost as year 5 with the addition of escalation for
19 inflation. Sections A – C below contain detailed descriptions of those costs.

20 **A. Computer System Programming Costs**

21 SoCalGas estimates it will incur approximately \$785,000 in computer programming costs
22 prior to, and during the first year of program implementation to develop a program website with
23 RNG monthly cost estimation online software, programming costs to modify SoCalGas's

1 Customer Information System (CIS) to accommodate enrollment, disenrollment and reporting of
2 the new customer offering, costs to modify the billing calculation programs and costs to modify
3 bill presentment.

4 As the Commission is aware, SDG&E is in the midst of implementing a CIS replacement
5 program as approved in D.18-08-008, which adopted an all-party settlement, including costs and
6 the replacement program's implementation timeline. The new CIS system is expected to go live
7 in January 2021. The implementation timeline includes a "freeze period" on changes to
8 SDG&E's legacy CIS system during 2020 to reduce the overall risks and customer impact during
9 the transition to the new system. The "freeze period" requires that any new structural rate
10 changes or other similar initiatives be deferred for one year to permit transition from the legacy
11 CIS to the new system. Given the timeline for the CIS replacement program, it is not possible
12 for SDG&E to estimate the costs to implement the RNG Rate in the new billing system at this
13 time, because it has not yet been built. However, SDG&E did not see that as prohibitive in
14 joining this application.

15 Therefore, SDG&E requests approval of the RNG Tariff program in purpose, concept,
16 and design at this time jointly with SoCalGas. SDG&E requests that should the Commission
17 approve this program application, SDG&E's capital costs to implement the IT changes be filed
18 in their next General Rate Case (GRC). SDG&E anticipates that cost estimates would be
19 gathered in early 2021, and the earliest estimated date that SDG&E can bill customers on this
20 RNG Tariff rate would be 2022, depending on timing of the Decision.

21 Additionally, the Utilities estimate that they will also incur approximately \$50,000 in
22 costs to modify the shared gas management system in order to accurately purchase, track and
23 report on RNG acquisition as a separate portfolio for the RNG Tariff program.

1 **B. Administrative Costs**

2 SoCalGas estimates it will incur approximately \$440,000 in program management costs
3 over the first 5 years of the RNG Tariff program. SoCalGas estimates the RNG Tariff program
4 will incur approximately \$74,000 in labor charges during the first year of the program to manage
5 the oversight of system designs and testing for the computer system upgrades, manage
6 marketing collateral creation (including content for webpages, email, and social media), oversee
7 the creation of new accounts and accounting cost tracking procedures, training for CSRs, and
8 design and create regulatory reporting. After the second year, labor charges are estimated to
9 decline to approximately \$47,000 annually,¹¹ with a 3% average annual cost increase for the
10 designated labor and non-labor expenses.

11 SoCalGas has estimated the annual fee for Green-e certification at \$25,000.¹² Actual
12 annual Green-e certification costs are unknown at this time. Travel and miscellaneous expenses
13 for workshop and Commission meetings is also estimated at \$3,000 annually for the first 3 years.

14 SDG&E estimates it will incur approximately \$441,000 for total Program Administration
15 costs during the first 5 years of the RNG Tariff program. SDG&E estimates the RNG Tariff
16 program will incur approximately \$74,000 in labor charges during the first year of the program
17 to manage the oversight of business process designs for such things as call center scripts and
18 enrollments, oversee the creation of new accounts and accounting cost tracking procedures,
19 training for CSRs, and design and create regulatory reporting. After the second year, the
20 SDG&E Program Administration labor charges are estimated to decline to approximately

¹¹ CSR costs are expected to be minimal and are not included in the administration budget. Any CSR costs incurred will be tracked and charged to the program.

¹² These costs are estimated at this time based on SDG&E's experience with their EcoChoice program.

1 \$47,000, while experiencing 3% average annual cost increase for the designated labor and non-
2 labor expenses.

3 SDG&E has estimated the annual fee for Green-e certification at \$25,000.¹³ Actual
4 annual Green-e certification costs are unknown at this time. Travel and miscellaneous expenses
5 for workshop and Commission meetings is also estimated at \$3,000 annually for the first 3 years.

6 **C. Marketing Costs**

7 SoCalGas estimates that they will incur approximately \$330,000 in marketing costs over
8 the first 5 years of the RNG Tariff program. Marketing efforts by the Utilities will be required to
9 increase awareness of the RNG Tariff program across the Utilities' core customer base. There is
10 a large body of research showing a relationship between increased advertising and increased
11 sales,¹⁴ and increased customer enrollment will lead to increased consumption of RNG with a
12 corresponding decrease in GHG emissions and lower RNG Tariff program costs from a greater
13 number of participating customers. SoCalGas estimates the RNG Tariff program will incur
14 approximately \$90,000 in program marketing costs during the first year of the program and
15 approximately \$60,000 annually thereafter.

16 SDG&E estimates the RNG Tariff program will incur approximately \$40,000 in program
17 marketing costs annually and estimates approximately \$200,000 in marketing costs during the
18 first 5 years of the RNG Tariff program.

19 Each Utility will perform marketing outreach and education about the RNG Tariff
20 program using the most effective and efficient customer communication channels available for
21 their service territory and may make adjustments or shift funds to/from channel (or to new

¹³ These costs are estimated at this time based on SDG&E's experience with their EcoChoice program.

¹⁴ See Nariman K. Dhalla, Assessing the Long-Term Value of Advertising, available at <https://hbr.org/1978/01/assessing-the-long-term-value-of-advertising> (last visited Feb. 27, 2019).

1 channels), as they gain experience with the offering and success rates for each channel, while
2 staying within the budget. Estimated expenses for the first five years are shown by utility in
3 Attachment A, Table 1, Planned Marketing Costs.

4 **D. EE Program Integration**

5 Marketing collateral will contain customer education on the environmental benefits of
6 RNG, the sources of RNG and the ease of customer participation. In order to achieve the
7 greatest reduction in GHG emissions for each participating customer, the Utilities will integrate
8 the promotion and enrollment in Energy Efficiency (EE) and Demand Response (DR) programs
9 as part of the RNG Tariff program. Marketing emails, bill inserts, the enrollment website, the
10 enrollment welcome email, and the regular program reporting will encourage customers to offset
11 the increased cost for RNG with energy bill reductions from more energy efficient appliances,
12 smart thermostat utilization, and participation in no-cost energy efficiency programs such as the
13 Energy Savings Assistance program or SoCalGas' Residential Direct Install program. Marketing
14 materials will drive customers to program webpages and to energy assessment tools available on
15 the Utilities' websites to analyze their bills and create energy savings plans.

16 **VI. PROGRAM REPORTING AND CUSTOMER NOTIFICATIONS**

17 **A. Regulatory Reporting**

18 The Utilities propose to file a report on the RNG Tariff program with the CPUC within
19 45 days of the close of each quarter. Each report will contain quarter-to-date information, year-
20 to-date information and program-to-date information. The Utilities propose the report contains
21 the following information for each utility:

- 22 1. Overall description of RNG Tariff program activity since the previous report;

2. Program participation, new customers enrolled, and customers dis-enrolled by customer type (residential or non-residential);
3. Number of customers (residential or non-residential) by each maximum RNG Purchase amount, or in the case of some non-residential customers, by RNG purchase percentage;
4. Quantity and revenues from RNG sold by customer type;
5. Expenses incurred for Marketing and Administration; and
6. GHG Reductions achieved.

B. Customer Notifications and Reports

The Utilities will notify customers 45 and 60 days prior to the end of their commitment period, how they can maintain, increase, reduce or cancel their RNG Purchase Amount. The Utilities will also provide customers with an annual report on their participation in the RNG Tariff program, including their reduction in CO₂e emissions by purchasing RNG compared to using traditional natural gas, the sources of RNG and other renewable/sustainable energy news related to RNG. Both of these notifications will take the form of an email and the information will be provided on the Utilities' websites. Each month the Utilities will post the monthly RNG Rate on their websites.

VII. COST RECOVERY FOR THE RNG TARIFF PROGRAM

Administrative and marketing costs for the program would be recovered from RNG Tariff program participants via the RNG Tariff program charge per utility. The Utilities will manage costs each year to minimize any under or over collection of program charges as much as possible and will adjust expenses accordingly.

1 Funding for the computer system modifications required for SoCalGas' Customer
2 Information Systems (CIS), websites and the shared gas acquisition system to accommodate the
3 new RNG Tariff program will be from existing capital budgets approved in SoCalGas' General
4 Rate Case (GRC). As stated above, SDG&E will estimate IT costs and request recovery of
5 capital funds in its next GRC.

6 **VIII. MODIFICATIONS TO THE RNG TARIFF PROGRAM**

7 The Utilities request that any proposed modifications to the program design or the
8 reporting frequency would be authorized by submission by a Tier 3 advice letter.

9
10 This concludes my prepared direct testimony.

1 **IX. QUALIFICATIONS**

2 My name is Grant Wooden. My business address is 555 West 5th Street, Los Angeles,
3 California 90013-1011. I am employed by SoCalGas as an Integrated Customer Services
4 Manager. I received a Master of Business Administration degree from the University of
5 Southern California and a Bachelor of Science degree in Management Information Systems from
6 the California Polytechnic State University, San Luis Obispo. I joined SoCalGas in 1989 as a
7 Computer Programmer in the Information Technology Department and have held positions of
8 increasing responsibility in the Information Technology, Customer Strategy & Engagement, and
9 Customer Solutions departments. I have been in my current position since April of 2015. In my
10 current position, I oversee and recommend customer services and customer services strategies
11 for residential and small commercial and industrial customers of SoCalGas to ensure that those
12 customers receive excellent service and support.

ATTACHMENT A

APPENDIX A

Table 1 Planned Marketing Costs by Utility¹ (all costs in thousands)

	Year 1	Year 2	Year 3	Year 4	Year 5	5-Year Total
SoCalGas						
Social Media	\$5	\$5	\$5	\$5	\$5	\$25
Email	\$25	\$25	\$25	\$25	\$25	\$125
Bill Inserts	\$60	\$30	\$30	\$30	\$30	\$180
Total SoCalGas	\$90	\$60	\$60	\$60	\$60	\$330
SDG&E						
Social Media	\$5	\$5	\$5	\$5	\$5	\$25
Email	\$10	\$10	\$10	\$10	\$10	\$50
Bill Inserts	\$25	\$25	\$25	\$25	\$25	\$125
Total SDG&E	\$40	\$40	\$40	\$40	\$40	\$200

Table 2 Planned Administrative Costs by Utility (all costs in thousands)

SoCalGas	Year 1	Year 2	Year 3	Year 4	Year 5	5-Year Total
Administration	\$74	\$76	\$47	\$49	\$50	\$296
Green-e Cert.	\$25	\$26	\$27	\$28	\$29	\$135
Misc.	\$3	\$3	\$3	\$0	\$0	\$9
Total Costs	\$102	\$105	\$77	\$77	\$79	\$440
SDG&E						
Administration	\$74	\$77	\$47	\$49	\$50	\$297
Green-e Certif. & Misc.	\$25	\$26	\$27	\$28	\$29	\$135
Misc.	\$3	\$3	\$3	\$0	\$0	\$9
Total Costs	\$102	\$106	\$77	\$77	\$79	\$441

¹ Each utility will perform marketing outreach and education about the RG program using the most effective and efficient customer communication channels available for their service territory and may make adjustments or shift funds to/from channel (or to new channels), as they gain experience with the offering and success rates for each channel, while staying within the budget.

Table 3 Total Program Costs by Utility (all costs in thousands)

	Year 1	Year 2	Year 3	Year 4	Year 5	5-Year Total
SoCalGas						
Administrative	\$102	\$105	\$77	\$77	\$79	\$440
Marketing	\$90	\$60	\$60	\$60	\$60	\$330
Total Costs	\$192	\$165	\$137	\$137	\$139	\$770
SDG&E						
Administrative	\$102	\$106	\$77	\$77	\$79	\$441
Marketing	\$40	\$40	\$40	\$40	\$40	\$200
Total Costs	\$142	\$146	\$117	\$117	\$119	\$641

ATTACHMENT B

Schedule No. G-RNG
RENEWABLE NATURAL GAS TARIFF

Sheet 1

APPLICABILITY

This Renewable Natural Gas Tariff (RNGT) program is available to eligible Core customers, who upon request, voluntarily choose to designate all or a portion of their natural gas service to be Renewable Natural Gas (RNG) at an additional premium.

TERRITORY

Applicable throughout the service territory.

RATES

G-RNG

The RNG rate charged to customers for the RNGT program will be charged on a per therm basis and will consist of: 1) RNG Commodity Charge and 2) Program Charge as described below.

The RNG Commodity Charge will be comprised of the Schedule G-CP "Core Procurement Service" tariff rate less the following Schedule G-CP rate components: 1) adjustment for over or under-collection imbalance in the Core Purchase Gas Account; 2) adjustment for the Gas Cost Incentive Mechanism (GCIM) reward / penalty pursuant to D.02-06-023; 3) authorized franchise fees and uncollectible expenses (FF&Us); and 4) authorized core brokerage fee. In addition to the net rate after considering items 1-4 described above, the following rate components will also be included to arrive at the total RNG commodity charge: 5) a premium for RNG purchases defined as the difference in the estimated monthly weighted average cost of RNG purchases (including the cost of any renewable attributes or credits that are bundled with the RNG purchases) and the estimated monthly weighted average cost of traditional natural gas purchases; 6) Renewable Natural Gas Tariff Balancing Account (RNGTBA) RNG Commodity Charge sub-account over/under-collection adjustment; 7) less the estimated value of an amount reflecting the reduction in SoCalGas' cap-and-trade obligation from bringing biomethane into the Utility's system; 8) authorized franchise fees and uncollectible expenses; and 9) authorized core brokerage fee.

Program Charge: The Program Charge will be comprised of 1) an amortization of administration and marketing costs associated with program oversight, program marketing collateral creation and customer outreach; and 2) an RNGTBA Program Charge sub-account over/under-collection adjustment.

RNG Commodity Charge, per therm: \$X.XX
RNG Program Charge, per therm: \$X.XX
 Total RNG Rate, per therm: \$X.XX

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO.
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED _____
 EFFECTIVE _____
 RESOLUTION NO. _____

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Schedule No. G-RNG
RENEWABLE NATURAL GAS TARIFF

Sheet 2

(Continued)

SPECIAL CONDITIONS

1. Definitions of the principal terms used in this rate schedule and the Utility's other tariffs are provided in Rule No. 1.
2. Service provided hereunder is subject to the terms and conditions of the Utility's tariff schedules on file with the Commission. Charges for transmission service will be in accordance with the Utility's core transportation rate schedules. The terms and conditions in the customer's otherwise-applicable core procurement schedule apply.
3. All special conditions specified in the otherwise-applicable rate schedules will apply unless superseded by the special conditions specified herein. These special conditions apply only to this tariff unless specifically noted otherwise elsewhere.
4. Eligible Customer: Procurement Customers, as defined in Rule No. 1, on core rates, with the exception of customers receiving transportation-fuel service under Schedule No. G-NGV.
5. Renewable Natural Gas: Renewable natural gas is produced from organic material, such as food and animal waste, landfills, and wastewater.
6. Subscription Levels:
 - a. Monthly Purchase Amount: For all residential customers and non-residential customers who elect this option, the Monthly Purchase Amount is a pre-defined dollar amount that the customer selects for the amount of RNG to purchase (e.g., \$10, \$20, \$30, \$50 per month).
 - b. RNG Purchase Percentage: For non-residential customers who elect this option, the RNG Purchase Percentage is a pre-defined percentage of usage per month that the non-residential customer selects to be renewable (25%, 50%, 75% or 100%).
7. Residential Customer Commitment Period: A minimum commitment of one year for residential customers is required when beginning in the RNGT program. The commitment period will begin on the first billing date following enrollment, unless enrollment is less than 15 days prior to that billing date, then service will begin on the next billing date.
8. Non-residential Customer Subscription Commitment: A minimum commitment of two years for non-residential customers is required when beginning in the RNGT program. The commitment period will begin on the first billing date following enrollment, unless enrollment is less than 15 days prior to that billing date, then service will begin on the next billing date.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO.
DECISION NO.
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ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED _____
EFFECTIVE _____
RESOLUTION NO. _____

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Schedule No. G-RNG
RENEWABLE NATURAL GAS TARIFF

(Continued)

SPECIAL CONDITIONS (Continued)

9. Program Enrollment

- a. A completed enrollment form must be received by the Utility and the Eligible Customer must accept the terms and conditions of enrollment. Enrolled customers will have 60 days from their enrollment date during which the customer may notify the Utility that they wish to cancel enrollment or modify their RNG Monthly Purchase Amount or Purchase Percentage.
- b. A Customer's enrollment is fully transferrable to a customer's new premises, provided that (1) the customer is still eligible; (2) the new location is within the Utility's service territory; and (3) service will be in the customer's name. The customer must notify the Utility which account the existing enrollment should be transferred to.

10. Disenrollment

- a. Customers may disenroll from the RNGT program if they close the enrolled account, or they request a payment arrangement or extension and request relief from the program.
- b. Customers shut off for failure to pay natural gas service will be disenrolled from the RNGT program and will need to re-enroll once their service is restored.
- c. The Utilities will notify customers 60 days prior to the end of their commitment period about their options for disenrollment, re-enrollment, and how to change their RNG Monthly Purchase Amount or Purchase Percentage.
- d. Residential customers, upon completion of the one-year commitment period, may re-enroll for another year, request to disenroll in the program, request to change their RNG Monthly Purchase Amount, or allow their commitment to continue on a month-to-month basis. If a Residential customer wishes to change their RNG Monthly Purchase amount, then they must re-enroll for another one-year commitment.
- e. Residential customers must request to disenroll at least 30 days prior to the end of their commitment period. If they do not request to disenroll at least 30 days prior to the end of their commitment period, they will remain in the RNGT program on a month-by-month basis until they request to disenroll. When a customer requests to disenroll, re-enrolls, or changes their RNG Monthly Purchase Amount, changes will become effective after one complete billing cycle.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO.
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED _____
EFFECTIVE _____
RESOLUTION NO. _____

Schedule No. G-RNG
RENEWABLE NATURAL GAS TARIFF

Sheet 4

(Continued)

SPECIAL CONDITIONS (Continued)

10. Disenrollment (Continued)

- f. Non-residential customers, upon completion of the two-year commitment period, may re-enroll for another two years, request to disenroll from the program or request to change their RNG Monthly Purchase Amount or Purchase Percentage. If a Non-residential customer wishes to change their RNG Monthly Purchase Amount or Purchase Percentage, they must re-enroll for another two-year commitment.
- g. Non-residential customers must request to disenroll at least 30 days prior to the end of their commitment period. If a Non-residential customer does not request to disenroll at least 30 days prior to the end of their commitment period, they will remain in the RNGT program for 90-day commitment periods and must request to disenroll at least 30 days prior to the end of a 90-day commitment period. Requests for disenrollment after the 30-day window will become effective after 3 complete billing cycles. If a Non-residential customer re-enrolls or changes their RNG Monthly Purchase Amount or Purchase Percentage, changes will become effective after one complete billing cycle.

11. Bill Calculation

- a. Monthly Purchase Amount: To calculate the customer's monthly bill, the Utility will first calculate the RNG usage therms quantity by dividing the customer's Monthly Purchase Amount by the current RNG Rate. This RNG usage quantity will be rounded down to the next whole therm. The new RNG usage quantity will be subtracted from the total monthly usage quantity and the remaining usage quantity will be considered the usage quantity served by traditional natural gas. Monthly charges will be calculated by multiplying the RNG usage therms by the current RNG Rate. The traditional natural gas charges will then be calculated by using the customer's current traditional natural gas therm commodity procurement rate. The customer will incur transportation and other charges for all the natural gas quantity consumed (RNG plus traditional natural gas), as done currently per the customer's traditional natural gas tariff rate. There will be no change to the method used to calculate baseline usage and accordingly, a higher transportation rate will be used for the monthly usage quantities that exceed the baseline allowance. Utility user taxes will be applied as appropriate.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO.
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED _____
EFFECTIVE _____
RESOLUTION NO. _____

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Schedule No. G-RNG
RENEWABLE NATURAL GAS TARIFF

Sheet 5

(Continued)

SPECIAL CONDITIONS (Continued)

11. Bill Calculation (Continued)

- b. RNG Purchase Percentage: To calculate the customer's monthly bill, the Utility will first calculate the RNG usage therms amount by multiplying the total therm usage for the customer by their RNG Purchase Percentage. The remaining usage will be considered the usage quantity served by traditional natural gas. Monthly charges will be calculated by multiplying the RNG usage therms by the current RNG Rate. The traditional natural gas charges will then be calculated by using the customer's current traditional natural gas therm commodity procurement rate.

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(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO.
DECISION NO.

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ISSUED BY

Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED _____
EFFECTIVE _____
RESOLUTION NO. _____

ATTACHMENT C



ACCOUNT NUMBER 000 000 0000 0
 SERVICE FOR
 JOHN Q PUBLIC
 1801 S ATLANTIC BLVD
 MONTEREY PARK CA 91754

DATE MAILED Dec 14, 2018 Page 1 of 2
 24 Hour Service
 1-800-427-2200 English
 1-800-342-4545 Español
 1-800-252-0259 TTY
 socialgas.com

Account Summary

Amount of Last Bill		\$19.18
Payment Received	7/03/18	THANK YOU - 19.18
Current Charges		+ 43.38
Total Amount Due		\$43.38

Current Charges

Rate: GR - Residential Climate Zone: 1 Baseline Allowance: 16 Therms
 Meter Number: 15xxxxx9 (Next scheduled read date Jan 14 2019) Cycle: 9

Billing Period	Days	Current Reading	Previous Reading	= Difference	x Billing Factor	= Total Therms
6/09/18 - 7/12/18	33	0986	0967	19	1.028	20

GAS CHARGES

Customer Charge	33 Days x \$.16438	5.42
Gas Transportation (Details below)	20 Therms	
	Baseline	Over Baseline
Therms used	16	4
Rate Therm	\$.54841	\$.87852
Charge	\$8.77	\$3.51 = 12.28
Renewable Natural Gas	Maximum \$20	6 Therms x \$ 3.00000
Gas Commodity		14 Therms x \$.41192
	Total Gas Charges	\$41.47

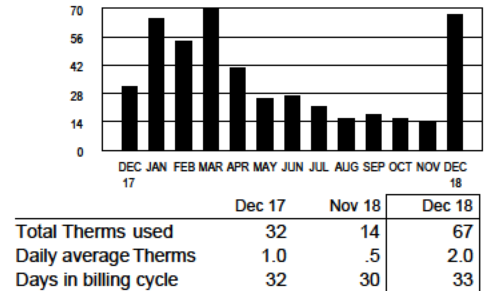
TAXES & FEES ON GAS CHARGES

State Regulatory Fee	20 Therms x \$.00166	.03
Public Purpose Surcharge	20 Therms x \$.09402	1.88

Total Taxes and Fees on Gas Charges \$1.91
Total Current Charges 43.38

DATE DUE	Jan 8, 2019
AMOUNT DUE	\$43.38

Gas Usage History (Total Therms used)



CARE to save? Income-qualified customers may receive a 20% discount through the CARE program. Visit socialgas.com/care for details.

¿Quiere ahorrar? El programa CARE ofrece un 20% de descuento en la factura mensual a clientes elegibles. Visite socialgas.com/careparami para más información.

SoCalGas' gas commodity cost per therm for your billing period:

Jun.	\$50314	Jul.	\$35980
--------------	---------	--------------	---------

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)
 PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)



Save Paper & Postage
 PAY ONLINE
 socialgas.com

ACCOUNT NUMBER
 000 000 0000 0

DATE DUE	Aug 8, 2018
AMOUNT DUE	\$43.38

Please enter amount enclosed.

\$

Write account number on check and make payable to SoCalGas.

JOHN Q PUBLIC
 1801 S ATLANTIC BLVD
 MONTEREY PARK CA 91754

SoCalGas
 PO BOX C
 MONTEREY PARK CA 91756-5111

80 06xxxx85xx 0000xxx7 48 06xxxx85xx 0000xxxxxx

CV 09 3xxxxxxx

SoCalGas Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. *If you do not wish to participate in this program, please have your account number ready and call 1-877-272-3303.*

Closing your Gas Service - We require two (2) working days and access to the meter to close your gas service.

Information about Deposits

Amount of Deposit - The amount of deposit required to establish or re-establish service credit is twice the estimated average periodic bill.

Return of Deposit/Interest on Deposit - This deposit, together with any interest due, less the amount of any unpaid bills, will normally be returned either on discontinuance of service or after the deposit has been held for twelve (12) consecutive months, during which time continuous gas service has been received and all bills for such service have been paid in accordance with the rules in effect and filed with the Public Utilities Commission of the State of California. No Interest will be paid if the service is temporarily or permanently discontinued for non-payment of bills.

Public Utilities Commission Notice - Should you question the amount of this bill, please request an explanation by calling the telephone number at the top of your bill. If you thereafter believe you have been billed incorrectly, the amount of the bill should be deposited with the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, e-mail: consumer-affairs@cpuc.ca.gov, to avoid discontinuance of service. Make remittance payable to the California Public Utilities Commission, and attach the bill and the statement supporting your belief that the bill is not correct. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings. However, the Commission will not accept the deposits when it

appears that the dispute is over matters such as quality of service, level of rates, pending applications for rate increase, etc., which do not relate directly to the question of the accuracy of the bill.

If you do not make such a deposit with the commission within 15 days after SoCalGas notifies you of your right to do so, SoCalGas may discontinue your service for non-payment.

Billing Term Definitions

Baseline - Amount of gas billed at the lowest residential rate.

Billing Factor - Adjusts for differences in elevation, delivery pressure and the heating content of gas.

Climate Zone - Weather zone in which a customer lives. Colder zones receive more baseline allowance.

Customer Charge - Charge to recover costs of gas delivery including reading meters, preparing bills, and processing payments.

Gas Commodity Charge - Cost of gas purchased by SoCalGas on behalf of its customers.

Payment Due Date - Payment due date shown on the front bottom portion of the bill is for current charges only; it does not stop collection activity on an unpaid previous balance.

Public Purpose Surcharge - Charge to fund Public Purpose Programs such as California Alternate Rates for Energy (CARE), Energy Savings Assistance Program (ESAP), energy efficiency and research and development. CARE customers pay a reduced surcharge which excludes CARE program costs.

Rate - Identifies the rate schedule used to calculate your bill. You may review these rate schedules at a local office of SoCalGas or at socalgas.com

State Regulatory Fee - A fee used to fund the California Public Utilities Commission. Each customer's fee is determined by the number of therms used.

Therms - Standard unit of measuring heat energy.

Utility Users' Tax - Tax charged by some cities and counties based on the amount of the current monthly gas bill. These cities and counties require SoCalGas to collect this Utilities Users' Tax for them.

Other Important Phone Numbers 

For the following, call

Monday - Friday, 8am-5pm:

粵語電話 Cantonese 1-800-427-1420

한국어 전화 Korean 1-800-427-0471

國語電話 Mandarin 1-800-427-1429

NÓI TIẾNG VIỆT Vietnamese 1-800-427-0478

Self Service Options available 24

hours a day, 7 days a week 1-800-772-5050

For information regarding payment arrangements, office locations, account balance, billing recap, duplicate bill and CARE applications for income qualified customers.

To locate underground cables &

gas pipes, please call DigAlert,

Monday-Friday, 6am-7pm 8-1-1

Payment Options \$

Online: It's fast, easy and free. Just register or sign into My Account at <https://myaccount.socalgas.com>

Home banking: If you pay bills online through your bank, check with them, to see if you can receive your bill online.

Direct Debit: Have your payment automatically deducted from your account. For more information, call 1-800-427-2200 or visit socalgas.com

Pay by Phone: Call 1-800-427-2700 to enroll or, if already enrolled, call to authorize a payment from your checking account.

By Mail: Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SoCalGas, PO Box C, Monterey Park, CA 91756

ATM/Debit/Credit Card or Electronic Check: You can use most major ATM/debit cards, VISA and MasterCard credit cards, or the Electronic Check thru BillMatrix. A convenience fee is charged. Contact BillMatrix at 1-800-232-6629 or visit socalgas.com.

In Person: Pay in person at one of our conveniently located payment locations. To find the nearest location and hours of operation, call 1-800-427-2200 or visit socalgas.com.

SoCalGas Payment Locations

Authorize Payment Agencies - Call the Self Service Options number 1-800-772-5050 for the addresses of payment agencies in your area.

Company Offices

Alhambra, 333 E. Main St. Suite J
Anaheim, 716 S. State College Blvd.
Banning, 60 E. Ramsey St. #A
Commerce, 5708 E. Whittier Blvd.
Compton, 700 N. Long Beach Blvd.
Corona, 341 S. Lincoln Ave. #A
Covina, 932 N. Citrus Ave.
Delano, 1227 Jefferson St.
Dinuba, 239 E. Tulare St.
El Centro, 1111 W. Main St.
El Monte, 11912 Valley Blvd., Suite B
Fontana, 9781 Sierra Ave. #C
Glendale, 919 S. Central Ave. #B
Hanford, 321 N. Douty St., Suite B
Hemet, 527 N. San Jacinto St.

Hollywood, 1811 Hillhurst Ave.
Huntington Park, 5916 Pacific Blvd.
Indio, 45123 Towne Ave.
Inglewood, 3530 W. Century Blvd. Ste. 102
Lancaster, 2065 W. Avenue K
Lompoc, 128 S. "H" St.
Los Angeles, 3739 Crenshaw Blvd. #C
Los Angeles, 4619 S. Central Ave.
Los Angeles, 2522 N. Daly St.
Ontario, 962 N. Mountain Ave.
Oxnard, 1640 E. Gonzales Rd.
Pasadena, 1214 E. Green St. #102
Pomona, 196 E. 3rd St.
Porterville, 59 W. Thurman Ave.
Riverside, 7000 Indiana Ave. #105

San Bernardino,
1136 N. Mount Vernon Ave. #305
San Fernando, 444 S. Brand Blvd. Ste.101
San Luis Obispo, 2240 Emily St. Suite 140
San Pedro, 1851 N. Gaffey St. Suite A
Santa Ana, 738 S. Harbor Blvd.
Santa Barbara, 134 E. Victoria St.
Santa Fe Springs, 11516 Telegraph Rd.
Santa Maria, 550 E. Betteravia Rd. Suite B
South Gate, 3530 Tweedy Blvd.
Van Nuys, 6550 Van Nuys Blvd.
Visalia, 1305 E. Noble Ave.
Watts, 1665 E. 103rd St.
Wilmington, 929 N. Avalon Blvd.

Drop Box Location

Burbank, Public Service Department, 164 W. Magnolia

ATTACHMENT D



ACCOUNT NUMBER 000 000 000 0
 SERVICE FOR
 J.Q Public INC
 1801 S. Atlantic Blvd
 MONTEREY PARK CA 91754

DATE MAILED Dec 5, 2018 Page 1 of 2
 24 Hour Service
 1-800-427-2000 English
 1-800-427-6029 Español

socalgas.com

Account Summary

Amount of Last Bill		\$212.15
Payment Received	11/27/18	THANK YOU - 212.15
Current Charges		+ 380.32
Total Amount Due		\$ 380.32

.7% Late Payment Charge Due if Paid After DEC 31, 2018

This bill reflects modified gas charges due to a rate change.

Current Charges

Rate: GN-10 - Non-Residential

Meter Number: 12XXXXX1 (Next scheduled read date Jan 3) Cycle: 2

2019) Billing Period	Days	Current Reading	Previous Reading	= Difference	x Pressure Factor	x BTU Factor	= Total Therms
10/31/18 - 12/03/18	33	7457	7236	221	1.310	1.036	300

GAS CHARGES

Customer Charge 33 Days x \$.49315 Amount(\$)
16.27

Gas Transportation (Details below) 300 Therms

	Tier 1	Tier 2	
Therms used	250	50	
Rate/Therm	\$.55413	\$.30219	
Charge	\$138.53	+ \$15.11	= 153.64

Renewable Natural Gas 10% 30 Therms x \$3.00000 90.00

Gas Commodity 270 Therms x \$.37283 100.66

Total Gas Charges \$360.57

TAXES & FEES ON GAS CHARGES

State Regulatory Fee 300 Therms x \$.00166 .50 Amount(\$)

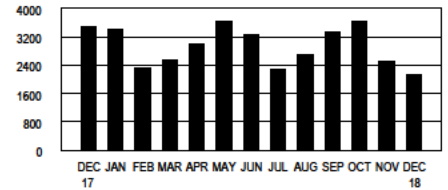
Public Purpose Surcharge 300 Therms x \$.06416 19.25

Total Taxes and Fees on Gas Charges \$19.75

Total Current Charges \$380.32

DATE DUE	Dec 27, 2018
AMOUNT DUE	\$380.32

Gas Usage History (Total Therms used)



	Dec 17	Nov 18	Dec 18
Total Therms used	3,479	2,523	2,159
Daily average Therms	112.2	84.1	65.4
Days in billing cycle	31	30	33

SoCalGas' gas commodity cost per therm for your billing period:

Dec.	\$.50314	Nov.	\$.35980
Oct.	\$.27872		

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)



Save Paper & Postage
 PAY ONLINE
 socalgas.com

ACCOUNT NUMBER
 000 000 0000 0

DATE DUE	Dec 27, 2018
AMOUNT DUE	\$380.32

Please enter amount enclosed.

\$

Write account number on check and make payable to SoCalGas.

SERVICE ADDRESS 1801 S ATLANTIC BLVD MONTEREY PARK CA 91754

J.Q PUBLIC INC
 1801 S ATLANTIC BLVD
 MONTEREY PARK CA 91754

SoCalGas
 PO BOX C
 MONTEREY PARK CA 91756-5111

80 04XXX71XXX 00XXX8XX 01 04XXX71XXX 0000XXXXX3

CV 02 8XXX 7XXX

SoCalGas Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. *If you do not wish to participate in this program, please have your account number ready and call 1-877-272-3303.*

Closing your Gas Service - We require two (2) working days and access to the meter to close your gas service.

Information about Deposits

Amount of Deposit - The amount of deposit required to establish or re-establish service credit is twice the estimated average periodic bill.

Return of Deposit/Interest on Deposit - This deposit, together with any interest due, less the amount of any unpaid bills, will normally be returned either on discontinuance of service or after the deposit has been held for twelve (12) consecutive months, during which time continuous gas service has been received and all bills for such service have been paid in accordance with the rules in effect and filed with the Public Utilities Commission of the State of California. No Interest will be paid if the service is temporarily or permanently discontinued for non-payment of bills.

Public Utilities Commission Notice - Should you question the amount of this bill, please request an explanation by calling the telephone number at the top of your bill. If you thereafter believe you have been billed incorrectly, the amount of the bill should be deposited with the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, e-mail: consumer-affairs@cpuc.ca.gov, to avoid discontinuance of service. Make remittance payable to the California Public Utilities Commission, and attach the bill and the statement supporting your belief that the bill is not correct. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings. However, the Commission will not accept the deposits when it

appears that the dispute is over matters such as quality of service, level of rates, pending applications for rate increase, etc., which do not relate directly to the question of the accuracy of the bill.

If you do not make such a deposit with the commission within 15 days after SoCalGas notifies you of your right to do so, SoCalGas may discontinue your service for non-payment.

Billing Term Definitions

Baseline - Amount of gas billed at the lowest residential rate.

Billing Factor - Adjusts for differences in elevation, delivery pressure and the heating content of gas.

Climate Zone - Weather zone in which a customer lives. Colder zones receive more baseline allowance.

Customer Charge - Charge to recover costs of gas delivery including reading meters, preparing bills, and processing payments.

Gas Commodity Charge - Cost of gas purchased by SoCalGas on behalf of its customers.

Payment Due Date - Payment due date shown on the front bottom portion of the bill is for current charges only; it does not stop collection activity on an unpaid previous balance.

Public Purpose Surcharge - Charge to fund Public Purpose Programs such as California Alternate Rates for Energy (CARE), Energy Savings Assistance Program (ESAP), energy efficiency and research and development. CARE customers pay a reduced surcharge which excludes CARE program costs.

Rate - Identifies the rate schedule used to calculate your bill. You may review these rate schedules at a local office of SoCalGas or at socalgas.com

State Regulatory Fee - A fee used to fund the California Public Utilities Commission. Each customer's fee is determined by the number of therms used.

Therms - Standard unit of measuring heat energy.

Utility Users' Tax - Tax charged by some cities and counties based on the amount of the current monthly gas bill. These cities and counties require SoCalGas to collect this Utilities Users' Tax for them.

Other Important Phone Numbers 

For the following, call
Monday - Friday, 8am-5pm:

- 粵語電話 Cantonese 1-800-427-1420
- 한국어 전화 Korean 1-800-427-0471
- 國語電話 Mandarin 1-800-427-1429
- NÓI TIẾNG VIỆT Vietnamese 1-800-427-0478

Self Service Options available 24

hours a day, 7 days a week 1-800-772-5050
For information regarding payment arrangements, office locations, account balance, billing recap, duplicate bill and CARE applications for income qualified customers.

To locate underground cables & gas pipes, please call DigAlert, Monday-Friday, 6am-7pm 8-1-1

Payment Options \$

Online: It's fast, easy and free. Just register or sign into My Account at <https://myaccount.socalgas.com>

Home banking: If you pay bills online through your bank, check with them, to see if you can receive your bill online.

Direct Debit: Have your payment automatically deducted from your account. For more information, call 1-800-427-2200 or visit socalgas.com

Pay by Phone: Call 1-800-427-2700 to enroll or, if already enrolled, call to authorize a payment from your checking account.

By Mail: Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SoCalGas, PO Box C, Monterey Park, CA 91756

ATM/Debit/Credit Card or Electronic Check: You can use most major ATM/debit cards, VISA and MasterCard credit cards, or the Electronic Check thru BillMatrix. A convenience fee is charged. Contact BillMatrix at 1-800-232-6629 or visit socalgas.com.

In Person: Pay in person at one of our conveniently located payment locations. To find the nearest location and hours of operation, call 1-800-427-2200 or visit socalgas.com.

SoCalGas Payment Locations

Authorize Payment Agencies - Call the Self Service Options number 1-800-772-5050 for the addresses of payment agencies in your area.

Company Offices

Alhambra, 333 E. Main St. Suite J
Anaheim, 716 S. State College Blvd.
Banning, 60 E. Ramsey St. #A
Commerce, 5708 E. Whittier Blvd.
Compton, 700 N. Long Beach Blvd.
Corona, 341 S. Lincoln Ave. #A
Covina, 932 N. Citrus Ave.
Delano, 1227 Jefferson St.
Dinuba, 239 E. Tulare St.
El Centro, 1111 W. Main St.
El Monte, 11912 Valley Blvd., Suite B
Fontana, 9781 Sierra Ave. #C
Glendale, 919 S. Central Ave. #B
Hanford, 321 N. Douty St., Suite B
Hemet, 527 N. San Jacinto St.

Hollywood, 1811 Hillhurst Ave.
Huntington Park, 5916 Pacific Blvd.
Indio, 45123 Towne Ave.
Inglewood, 3530 W. Century Blvd. Ste. 102
Lancaster, 2065 W. Avenue K
Lompoc, 128 S. "H" St.
Los Angeles, 3739 Crenshaw Blvd. #C
Los Angeles, 4619 S. Central Ave.
Los Angeles, 2522 N. Daly St.
Ontario, 962 N. Mountain Ave.
Oxnard, 1640 E. Gonzales Rd.
Pasadena, 1214 E. Green St. #102
Pomona, 196 E. 3rd St.
Porterville, 59 W. Thurman Ave.
Riverside, 7000 Indiana Ave. #105

San Bernardino, 1136 N. Mount Vernon Ave. #305
San Fernando, 444 S. Brand Blvd. Ste.101
San Luis Obispo, 2240 Emily St. Suite 140
San Pedro, 1851 N. Gaffey St. Suite A
Santa Ana, 738 S. Harbor Blvd.
Santa Barbara, 134 E. Victoria St.
Santa Fe Springs, 11516 Telegraph Rd.
Santa Maria, 550 E. Betteravia Rd. Suite B
South Gate, 3530 Tweedy Blvd.
Van Nuys, 6550 Van Nuys Blvd.
Visalia, 1305 E. Noble Ave.
Watts, 1665 E. 103rd St.
Wilmington, 929 N. Avalon Blvd.

Drop Box Location

Burbank, Public Service Department, 164 W. Magnolia