



PUBLIC PARTICIPATION HEARINGS

Southern California Gas Company Branch Offices Closure Proposal Application (A.25-05-001)

The purpose of these Public Participation Hearings (PPHs) is to provide an opportunity for you to communicate directly with the California Public Utilities Commission (Commission or CPUC) on Southern California Gas Company (SoCalGas) Branch Offices Closure Proposal.

We invite you to attend in-person Public Participation Hearings on January 26 and February 2, 2026, at 2 p.m. and 6 p.m., and virtual PPHs on February 6, 2026, at 2 p.m. and 6 p.m., to share your perspective.

SoCalGas Branch Offices Closure Proposal Application (A.25-05-001)

In May 2025, SoCalGas filed Application (A.) 25-05-001 with the Commission requesting approval to permanently close its remaining 43 branch offices located throughout its service territory.

Why is SoCalGas requesting to close the offices?

SoCalGas states that customer use of branch offices has significantly declined since the COVID-19 pandemic. Most customers' needs, including bill payments, are now met through other channels such as online accounts, mail, or authorized payment locations (APLs). Only about 2% of payments are currently made at branch offices. According to SoCalGas, the cost to operate these offices, estimated at \$18.8 million in 2024, is no longer justified given the low level of use. SoCalGas estimates an average cost of \$13.34 per payment transaction at branch offices, compared to as low as \$0.07 through online payments. Other California regulated major energy utilities, Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison, have already closed their branch offices.

How might this transaction affect you?

The closures could affect SoCalGas customers by changing how they access in-person services including bill payments, and customer service transactions (account inquiries, service order requests, late bill assistance, financial assistance, billing disputes) potentially creating challenges for those who rely on branch offices. Most customers have already shifted to alternatives such as online accounts, mail, or authorized payment locations. SoCalGas states that vulnerable groups including low-income, elderly, and disabled customers will still have access to needed services, and SoCalGas plans outreach and advance notice to help with the transition. According to SoCalGas, closing underused offices will save money, streamline operations, and reduce customer costs, while keeping services accessible. If approved by the Commission, SoCalGas will return the savings to customers. The new service options won't cost much more. SoCalGas expects to spend only \$295,000 annually on new service options, saving about \$18.5 million per year, with closure costs estimated at \$4.1 million. After branch office closures, SoCalGas states customers can still access non-payment services through its online My Account platform: [Login | SoCalGas](#) and by calling the Customer Contact Center, which offers extended weekday and weekend hours, multi-lingual support, with 24/7 support for emergencies.

How will the Commission review the Application?

The Commission will evaluate the proposal by reviewing its impact on customers, including cost savings and service availability. The Commission will assess whether the closure of branch offices is justified based on usage data and whether alternative service options adequately meet customer needs. Specifically, potential impacts on vulnerable populations, including low-income, elderly, and disabled customers. The Commission will also consider the reasonableness of SoCalGas's outreach efforts and plans to notify customers prior to closures. Ultimately, the Commission will weigh the benefits of cost savings against any potential risks to customer access and service before making a decision.

What steps has SoCalGas already taken?

SoCalGas has submitted customer service performance metrics and surveys to study customers payment behavior. SoCalGas conducted three customer surveys to gather feedback on its branch office closure proposal: a bill insert survey (August and September 2023) with 4,282 responses, an online survey (March 2024) with 747 responses, and in-person surveys at eight branch offices (May–June 2024) with 400 interviews. SoCalGas worked with local community and faith-based organizations to raise awareness, offered surveys in multiple languages and accessible formats, and allowed customers to respond through various methods. Participants in the in-person survey received a \$10 Starbucks gift card. A summary of these studies is included in the Application: (apps.cpuc.ca.gov/p/A2505001). SoCalGas has completed the required Americans with Disabilities Act (ADA) audits for nearby APLs and provided information on transportation options to help customers access these sites.

How does SoCalGas propose to communicate the branch office closures to customers?

SoCalGas proposes to close its remaining 43 branch offices within 120 days of Commission approval, following lease terms. Customers will be notified at least 60 days in advance through a variety of methods, including direct mail, signs at offices, flyers, local ads, social media, and in-person events. SoCalGas will also work with community and faith-based organizations, local officials, and business groups to help spread the word and support customers during the transition.

Recent Activity in This Proceeding

All filings on the docket card of the proceeding can be found at: apps.cpuc.ca.gov/p/A2505001 , including Scoping Memo and Administrative Law Judge ruling setting these Public Participation Hearings. Customers can submit their comments and read public comments of others at: apps.cpuc.ca.gov/c/A2505001.

The Commission is expected to reach a final decision in Q2 2026.

Public Participation Hearings Schedule

Public Participation Hearings are an opportunity for the public to communicate directly with the assigned Administrative Law Judge and/or Commissioner regarding the issues raised in this proceeding. Your thoughts will help inform their decisions. You can attend the in-person PPH or, for the remote PPH, watch a livestream of the hearings or participate via telephone. You can also submit comments by mail or post them on the Commission's public comment portal: apps.cpuc.ca.gov/c/A2505001.

WHEN	FORMAT	LOCATION
January 26, 2026 2pm & 6pm	In-person only	Glendale City Council Chambers 613 E. Broadway; 2nd Floor Glendale CA, 91206
February 2, 2026 2pm & 6pm	In-person only	Santa Ana Council Chambers 22 Civic Center Plaza Santa Ana, CA 92701
February 6, 2026 2pm & 6pm	Remote only	Phone Number 800-857-1917 Passcode: 1673482# Dial *1 if you wish to comment Webcast: http://www.adminmonitor.com/ca/cpuc/

During these public hearings, representatives of parties already involved in the proceeding are not permitted to comment. More information about public hearings may be found at www.cpuc.ca.gov/pph.

Other Ways to Participate

Subscribe to receive documents in A.25-05-001 at: <http://subscribe.puc.ca.gov/>

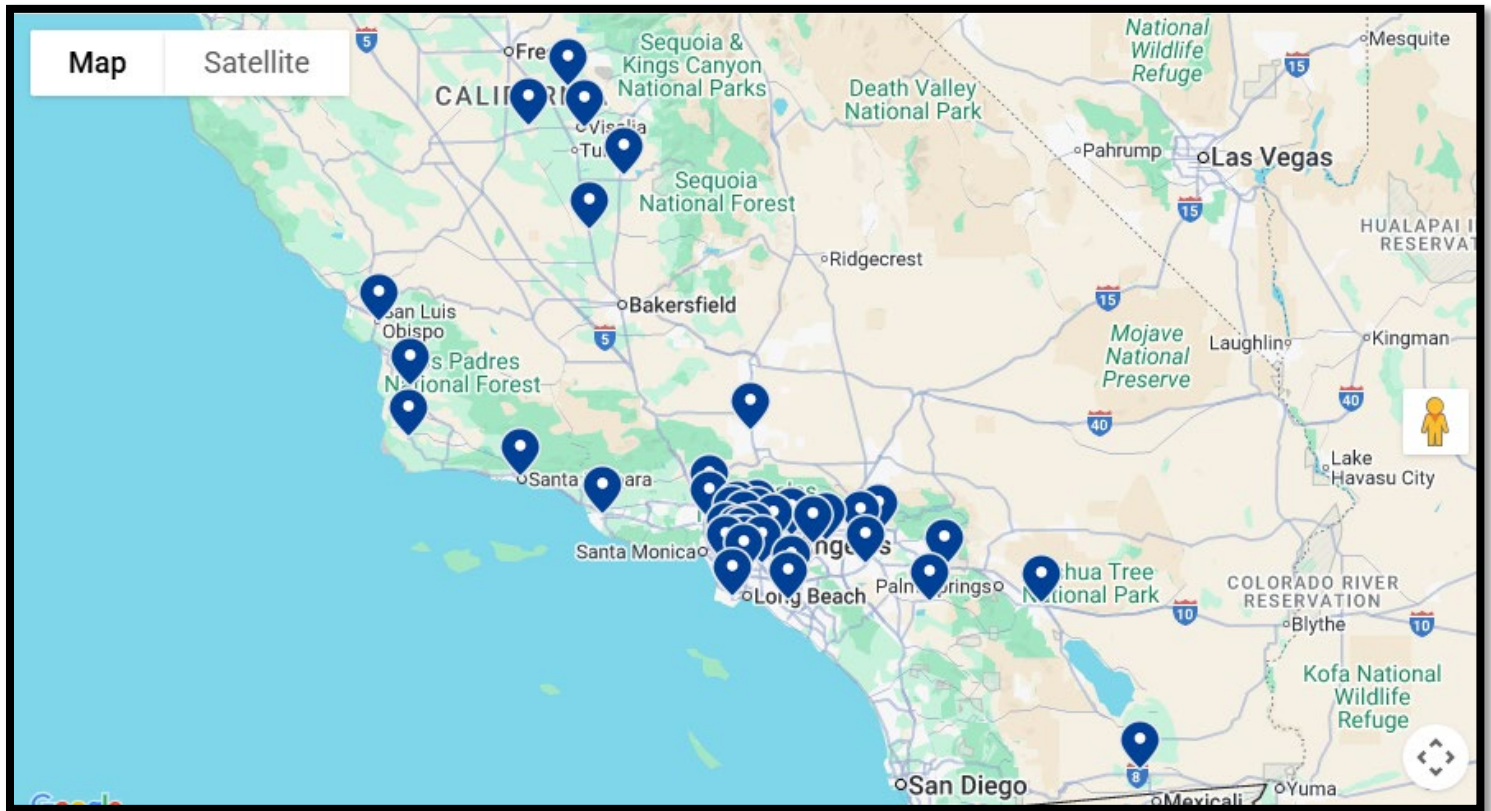
Submit comments electronically to the CPUC using the "Add Public Comment" button on the "Public Comment" tab of the Docket Card for A. 25-05-001 apps.cpuc.ca.gov/c/A2505001. You can also review other public comments related to this rulemaking. The public may submit multiple public comments throughout the proceeding.

If you have questions about the Commission's processes or how to participate you may contact the CPUC's Public Advisor at:

- Phone: 1-866-849-8390 (toll-free) or 1-415-703-2074
- Mail: CPUC Public Advisor's Office, 505 Van Ness Avenue, San Francisco, CA 94102
- Email: public.advisor@cpuc.ca.gov

Please reference SoCalGas Branch Offices Closure Proposal Application 25-05-001 in any communication with the CPUC.

SoCalGas Branch Offices



Branch Offices - Business Hours: Monday - Friday 9am - 5pm

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, 420 N. 11th Ave. #105
 Hemet, 280 E. Stetson Ave.
 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, 59W. Thurman Ave.
 Riverside, 7000 Indiana Ave. #105
 San Bernardino, 1136 N. Mount Vernon Ave. #305
 San Fernando, 444 S. Brand Blvd. Suite 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 Boulevard -
 (involuntarily closed on September 10, 2024)

Below is a link to SoCalGas's website with information on branch offices and authorized payment locations:

<https://www.socalgas.com/billing-payment/ways-to-pay/payment-locations>