

Competitively Neutral Script

In response to customer inquiries regarding the Distributed Energy Resources Services Tariff, SoCalGas will use the following competitively neutral script to respond to customer questions:

Customer Question: What is the Distributed Energy Resources Services Tariff?

SoCalGas Response: The Distributed Energy Resources Services Tariff is an optional tariff service for customers that allows SoCalGas to plan, design, procure, construct, own, operate, and/or maintain distributed energy equipment on or adjacent to customer premises to satisfy onsite energy requirements as requested by the customer and agreed to by SoCalGas. Non-utility service providers may offer services that are the same or similar to the Distributed Energy Resources Services Tariff and customers are encouraged to explore these service options. To assist customers in understanding all of their service options, SoCalGas maintains and provides customers with a list of non-utility service providers.

Customer Question: What are some examples of end-use applications that would use this tariff?

SoCalGas Response: Examples of customer end-use applications that can be served by the Distributed Energy Resources Services Tariff include Combine Heat and Power (CHP), Waste Heat to Power (WHP), fuel cells, and mechanical drives.

Customer Question: Is the Distributed Energy Resources Services Tariff mandatory if customers want to have a distributed energy system?

SoCalGas Response: No. Customers may elect to install and maintain their own distributed energy equipment or engage a third party to install and maintain their distributed energy equipment rather than take the Distributed Energy Resources Services Tariff from SoCalGas.

Customer Question: Does enrollment in this tariff result in any preferential treatment when it comes to getting gas service?

SoCalGas Response: No. The Distributed Energy Resources Services Tariff is a fully elective, optional, non-discriminatory tariff service that is neither tied to any other tariff or non-tariff services the customer may receive from SoCalGas nor will it change the manner in which these services are delivered. As an example, requests for natural gas service are processed on a “first come, first served” basis for all customers, including customers that elect to take the Distributed Energy Resources Services Tariff and customers that do not.

Customer Question: Can anyone receive service under the Distributed Energy Resources Services Tariff?

SoCalGas Response: The Distributed Energy Resources Services Tariff is not restricted to a particular customer class. Any agreement to provide service under the Distributed Energy Resources Services Tariff is at SoCalGas' discretion and will depend on nondiscriminatory factors such as safety, system capacity, SoCalGas resource availability, technical feasibility, and acceptability of commercial terms.

Customer Question: Under this service, would SoCalGas be responsible for all equipment connected to the distributed energy facilities?

SoCalGas Response: No, this service will not cover any activities upstream of the Distributed Energy Resources Services Tariff Receipt Point where fuel is delivered to the distributed energy system or downstream of the DER Point of Service Delivery where energy outputs are delivered to the customer.