



May 1, 2021

To All Customers of Alpine Natural Gas,

On March 16, 2020, Governor Newsom issued Executive Order N-28-20, requesting that the California Public Utilities Commission monitor the measures by public and private utility providers to implement customer service protections in response to the COVID-19 Pandemic. Alpine Natural Gas implemented emergency customer protections for its residential and small business customers in response to the COVID-19 Pandemic. These customer protections became effective retroactively, starting March 4, 2020, and will remain in effect through June 30, 2021.

This Notification is provided to all customers of Alpine Natural Gas for the purpose of notifying customers that the customer protections in connection with the COVID-19 Pandemic listed below will expire on July 1, 2021.

Customer Protections

- Suspend disconnection for non-payment and associated fees.
- Waive deposit and late fee requirements.
- Suspend all CARE program removals.
- Discontinue generating all CARE recertification and verification requests that require customers to provide their current income information.

In order to ease customers in transitioning away from these customer protections and in an effort to make sure that customers are aware of the expiration deadline, Alpine has developed the following transition plan timeline:

Date	Activity
May 1, 2021	First notification regarding July 1, 2021 expiration of COVID-19 customer protections
June 1, 2021	Second notification regarding July 1, 2021 expiration of COVID-19 EDRP customer protections will be <i>sent to all customers with a delinquent balance greater than thirty (30) days</i>
July 1, 2021	COVID-19 customer protections cease
July 10, 2021	Resumption of service disconnections for non-payment ¹
August 1, 2021	Alpine to re-start any resumption of service fees
December 1, 2021	CARE recertification and income verification (audit) resumes

¹ Alpine customers will receive a 15-day advance notice if the bill is not paid by the 10th of the month.

Alpine may be of assistance by providing a payment plan for bills in arrears. If you continue to be impacted by the COVID-19 Pandemic, please contact Alpine via phone or email to discuss options that may be available to you.

- Phone: (209) 772-3006
- Email: customerservice@alpinenaturalgas.com

Utility Bill Assistance and additional information and resources may also be available to customers through:

Resource	More Information
<p>The Amador - Tuolumne Community Action Agency</p>	<p>This provider offers utility payment assistance and weatherization services to low-income Californians in Calaveras County.</p> <ul style="list-style-type: none"> • Phone:(209) 223-1485 • Website: atcaa.org/utility-bill-assistance • Hours of Operation: Monday – Thursday, 9:00 am – 12:00 pm; 1:00 pm – 4:00 pm; Closed Friday, Saturday and Sunday
<p>California’s COVID-19 Tenant Relief Act (Senate Bill 91)</p>	<p>This act may provide relief for customers with utility bill arrearages, subject to funding availability and eligibility. For more information, please visit:</p> <ul style="list-style-type: none"> • California’s Business, Consumer Services and Housing Agency websites: <ul style="list-style-type: none"> ○ Housing.ca.gov ○ Bcsh.ca.gov/covidrelief/ • California Department of Housing and Community Development Website <ul style="list-style-type: none"> ○ hcd.ca.gov/grants-funding/active-funding/erap.shtml

Alpine Natural Gas
(209) 772-3006
customerservice@alpinenaturalgas.com