

Rule No. 10

DISPUTED BILLS

Page 1 of 2

- A. Domestic Service to a Residential Dwelling. Any customer who has initiated a billing complaint to the Utility or requested an investigation by the Utility within five days of receiving a contested bill for domestic service shall be given an opportunity for review of such complaint or investigation by the Company. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of his account over a reasonable period of time.
- B. Domestic and Nondomestic Service. Any customer, whose complaint or request for investigation regarding a bill for electric service has resulted in a determination by the Utility which is adverse to him, may appeal such determination to the California Public Utilities Commission.
- C. Commission Appeal. When a customer and the Utility fail to agree on a bill for electric service:
1. In lieu of paying the disputed bill the customer may deposit with the California Public Utilities Commission at its , Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, the amount claimed by the Company to be due. A nonresidential customer who is unable to deposit the full amount in dispute for a bill covering a period in excess of 90 days shall deposit an amount equal to 90 days at the average disputed charge per day of the disputed bill. (T)
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 2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission.
 3. Upon receipt of the deposit the Commission will notify the Utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.
 4. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.
 5. Failure of the customer to make such deposit within 19 days after presentation of the disputed bill and prior to the expiration date of a 15-day discontinuance of domestic service notice or a 5-day discontinuance of nondomestic service notice will warrant discontinuance of his service. For domestic service the Utility shall make reasonable attempts to contact an adult at the customer's residence either by telephone or visit at least 24 hours prior to discontinuance of service. For elderly (age 62 and over) or handicapped* residential customers the Utility shall provide at least 48 hours notice by telephone or visit; however,

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Rule No. 10

(T)

DISPUTED BILLS
(Continued)

Page 2 of 2

C. Commission Appeal. (Continued)

if a personal contact cannot be made a notice shall be posted in a conspicuous location at the service address at least 48 hours prior to discontinuance of service.

- 6. If before completion of the California Public Utilities Commission's review, additional bills become due which the customer wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the Utility to be due for such additional bills before they become past due and failure to do so will warrant discontinuance of his service in accordance with Rule No. 11.

Notification of a customer's right to make deposit with the Commission (Consumer Affairs Branch) in order to avoid discontinuance of service shall be printed on each customer's bill and discontinuance of service notice as set forth in Rule No. 5.

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*Certification from a licensed physician, public health nurse, or a social worker may be required by the Company.

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