

Rule No. 10

**DISPUTED BILLS**

A. Correctness of Bill

Any customer who has initiated a complaint to the utility or requested an investigation by the utility within five days of receiving a contested bill shall be given an opportunity for review of such complaint or investigation by a review manager of the utility. 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. Notice of Deposit to Avoid Discontinuance

If an explanation satisfactory to the customer is not made by the utility and the bill is not paid within 19 days after its presentation or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows:

1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and nonresidential customer within 7 days of the date of the notice must deposit with the California Public Utilities Commission, 505 Van Ness Avenue, San Francisco 94102 the amount of the bill claimed by the utility to be due.

C. Commission Appeal

1. To avoid discontinuance of service, in lieu of paying the bill in question, the customer may deposit with the California Public Utilities Commission, 505 Van Ness Avenue, San Francisco 94102 the amount of the bill claimed by the utility to be due.
2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the dispute of the amount of the bill.
3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, will review the basis for 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 which any such deposit has been made pending the outcome of the review by the Commission.

(TO BE INSERTED BY UTILITY)

VICE LETTER NO. 582 *ldps*

ISSUED BY

D. P. STEPHENSON

NAME

(TO BE INSERTED BY C.P.U.C.)

DATE FILED MAY 13 2003

EFFECTIVE JUN 12 2003

RESOLUTION NO.

DECISION NO. 03-02-044

DIRECTOR - RATES & REVENUES

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(Continued)

- 5. Failure of the customer to make such deposit prior to the expiration of the discontinuance of service notice as given in Rule 10 B.1. will warrant discontinuance of service.
- 6. If before completion of the Commission's review, additional bills become due which the customer wishes to dispute, the customer 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 service in accordance with Rule No. 11.

(TO BE INSERTED BY UTILITY)

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