Rule No. 10 Sheet 1
DISPUTED BILLS

A. Correctness of Bill
Any Customer (or adult Occupant of a Residential Service Address) 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 or her account over a reasonable period of time. (C) (T)

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 the nonresidential Customer within 7 days of the date of this notice, must deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3rd Floor, San Francisco, California 94102, the amount of the bill claimed by the Utility to be due. Review of the dispute will be conducted by the Commission's Consumer Affairs Branch. Pending the Commission's review of the disputed bill, water service will not be discontinued. (T) (N) (N) (N)

2. You must continue to pay your current charges while your complaint is under review to keep your service turned on. (D)

C. Commission Appeal
When a Customer and the Utility fail to agree on a bill for service:

1. In lieu of paying the disputed bill, the Customer may deposit, with the California Public Utilities Commission Consumer Affairs Branch, 505 Van Ness Ave, 3rd Floor, San Francisco, California 94102", the amount claimed by the Utility to be due. Whether or not the residential customer makes a deposit with the California Public Utilities Commission, the utility shall not discontinue the water service of any residential customer for a minimum total of 79 days from the date of mailing its bills for services, postage prepaid. (T) (T)

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. (N) (N) (N)

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 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 prior to the expiration of the discontinuance of service notice as given in Rule No. 10 B.1. will warrant a discontinuance of service. (T)

6. If before completion of the Commission's review, additional bills become due which the Customer wishes to dispute, he or she 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 or her service in accordance with Rule No. 11. (T) (T)

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