

Rule 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 9

(Continued)

J. Restoration - Reconnection Charge. (Continued)

Reconnection Charge

<u>Method of Reconnect</u>	<u>Next Day</u>	<u>Same day during Working Hours</u>	<u>Weekends or after Hours</u>
Meter Panel	\$17.00 (R)	\$28.00 (I)	\$ 71.00 (I)
Pole/Serving Structure	\$79.00 (I)	\$80.00 (I)	\$110.00 (I)

Service wrongfully terminated shall be restored without charge for the restoration of service, and a notification thereof shall be mailed to the customer at the billing address. SCE may refuse to reconnect service if the acts of the customer or anyone on the premises creates an unsafe environment for SCE employee.

K. Inability to Pay. If upon receipt of a 15-day discontinuance of service notice, a domestic customer is unable to pay, he must first contact SCE within the discontinuance of service notice period to make special payment arrangements to avoid discontinuance of service.

After contacting SCE, if the domestic customer alleges to the Commission an inability to pay and that lawful payment arrangements have not been extended to him, he should write to the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. It is the responsibility of the customer to timely inform CAB to avoid discontinuance of service. SCE shall not require a customer to deposit with the Commission the amount of the overdue bill in such a termination dispute.

Within 10 business days after receiving the informal complaint, the CAB will report its proposed resolution to SCE and the customer by letter.

If the customer is not satisfied with the proposed resolution of the CAB, he shall file within 10 business days after the date of the CAB letter a formal complaint with the Commission under Section 1702 on a form provided by the CAB. The complaint shall be processed under the expedited complaint procedure.

Failure of the customer to observe these time limits shall entitle SCE to insist upon payment, or upon failure to pay, to discontinue the customer's service.

L. Unsafe Environment. If the customer or anyone on the premises inflicts violence, as defined in Rule 1, or threatens with present ability to inflict violence upon an SCE employee, SCE may discontinue service to a customer after written notice of at least five days. The discontinuance of service may be avoided if the customer agrees to meet with SCE management and/or law enforcement and the customer agrees to cease from any act of violence.

(Continued)

(To be inserted by utility)
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Akbar Jazayeri
Vice President

(To be inserted by Cal. PUC)
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