

Rule 11

Sheet 8

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

F. Failure to Establish or Re-establish Credit. If, for an applicant's convenience, SCE should provide service before credit is established or should continue service to a customer when credit has not been re-established in accordance with Rule 6, and he fails to establish or re-establish his credit as provided by a written notice of not less than 7 days for domestic service or 5 days for nondomestic service, SCE may discontinue service.

G. Noncompliance. Except as otherwise specifically provided in this Rule 11, where SCE determines that a customer is in noncompliance with any tariff schedule, SCE at its option may, after at least five days written notice and until the customer complies with such notice:

1. Transfer the customer to another tariff schedule for which the customer can qualify; or
2. Withhold payment of any credits or discounts applicable to the customer's existing tariff schedule; or
3. Discontinue service to the customer.

SCE may dispense with the giving of the five day notice in the event of a dangerous condition, thus rendering the immediate discontinuance of service to the premises imperative.

H. Customer's Request for Service Discontinuance. When a customer desires to terminate his responsibility for service, he shall give SCE not less than two working days' notice of his intention and state the date on which he wishes the termination to become effective. A customer may be held responsible for all service furnished at the premises until two working days after receipt of such notice by SCE or until the date of termination specified in the notice, whichever date is later.

I. Limited Service Device. Where domestic service is subject to discontinuance in accordance with Section B. or F. above, SCE may, at its option and subject to availability of equipment, install a service limiting device in lieu of full discontinuance of service. The maximum time for providing such limited service shall be determined by SCE. SCE shall not be liable for any loss or damage occasioned by the installation of a service limiting device or the provision of limited service.

J. Restoration – Service Connection Charge. SCE may require payment of a service connection charge before restoring service to each account or service account that has been discontinued for nonpayment of bills or for failure otherwise to comply with tariff schedules. See Schedule Service Connection (SC) for actual charge(s). (T)  
(D)(N)  
(N)

(Continued)

(To be inserted by utility)

Advice 2826-E  
Decision 12-11-051

Issued by  
Akbar Jazayeri  
Vice President

(To be inserted by Cal. PUC)

Date Submitted Dec 19, 2012  
Effective Jan 1, 2013  
Resolution \_\_\_\_\_

Rule 11  
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 9

(Continued)

- J. Restoration – Service Connection Charge. (Continued) (T)  
(D)

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 create an unsafe environment for SCE employees. (T)  
(T)

- 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)  
 Advice 2826-E  
 Decision 12-11-051

Issued by  
Akbar Jazayeri  
Vice President

(To be inserted by Cal. PUC)  
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 Resolution \_\_\_\_\_