

Rule 5
SPECIAL INFORMATION REQUIRED ON FORMS

Sheet 3

(Continued)

C. Discontinuance of Service Notice. (Continued)

2. (Continued)

When the customer and SCE fail to agree on a bill or Summary Bill and payment is not made, to avoid discontinuance of service the customer must deposit the amount of the bill or Summary Bill with the California Public Utilities Commission, State Office Building, 505 Van Ness, San Francisco, California 94102, which will review the basis of the billed amount and disburse the deposit in accordance with its findings. Subsequent unpaid bills or Summary Bills, if disputed, must be handled in the same manner to preclude discontinuance for nonpayment.

If a residential customer alleges that he is unable to pay and that, upon request to SCE, lawful payment arrangements have not been extended to him, he should write to the California Public Utilities Commission, Consumer Affairs Branch, at the address shown above, to make an informal complaint. It is the customer's responsibility to timely inform the Commission to avoid discontinuance of service. The telephone number for Commission inquiries is (800) 649-7570. For speech and hearing impaired persons who have TTY equipment, the telephone number is (800) 352-8580.

After discontinuance and prior to restoration of service, the customer must pay the full amount past due and may be required to pay a service connection charge and a deposit adequate to reestablish credit.

A more complete statement of termination policy, including a statement of the customer's rights and remedies, may be obtained upon request from SCE. The full text of SCE's Rules is available for inspection at SCE's offices.

SCE provides a reasonable number of multilingual individuals to advise customers of termination of service policy.

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(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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