

Rule 10
DISPUTED BILLS

Sheet 1

- A. Domestic Service to a Residential Dwelling. Any customer who has within five days of receiving a contested bill for domestic service initiated a billing complaint to SCE or requested an investigation by SCE shall be given an opportunity for review of such complaint or investigation by a review manager of SCE. 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, not to exceed a 12-month period.
- B. Domestic and Nondomestic Service. Any customer, whose complaint or request for investigation regarding a bill for electric service has resulted in a determination by SCE which is adverse to him, may appeal such determination to the California Public Utilities Commission Consumer Affairs Branch by writing to the address below or by submitting a complaint at <http://www.cpuc.ca.gov/complaints>. (T)
(T)
- C. Commission Appeal of Disputed Bill. When a customer and SCE fail to agree on a bill for electric service:
1. In lieu of paying the disputed bill the customer may deposit with the California Public Utilities Commission, 505 Van Ness, Room 2003, San Francisco, California 94102, the amount claimed by SCE to be due. A nondomestic customer who is unable to deposit the full amount in dispute for a bill covering a period in excess of 90 days shall deposit an amount equal to 90 days at the average disputed charge per day of the disputed bill. (T)
 2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission.
 3. Upon receipt of the deposit the Commission will notify SCE, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith. The Commission will not, however, accept deposits if the underlying dispute appears to be over matters that do not directly relate to the accuracy of the bill.
 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. Subsequent unpaid bills, which are not disputed, must be paid to SCE within the time allowed to avoid discontinuance of service.

(Continued)

(To be inserted by utility)

Advice 3956-E
Decision _____

Issued by
R.O. Nichols
President

(To be inserted by Cal. PUC)

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