

Rule 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 1

A. Past Due Bills or Summary Bills. When bills or domestic Summary Bills for electric service or for SCE services provided beyond the Point of Delivery are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days after date of presentation. When bills are rendered weekly, they will be considered past due if not paid within 4 days after date of presentation.

Non-domestic Summary Bills may be considered past due if not paid within 7 days after presentation. Bills for accounts that serve state agencies will be considered past due as described in Rule 9.F.

B. Nonpayment of Bills or Summary Bills.

The following terms and conditions relating to disconnections for nonpayment will not apply until further notice to residential and Small Business Customers:

(T)

1. When a bill or Summary Bill for electric service has become past due and a 15-day discontinuance of domestic service notice or a 5-day discontinuance of nondomestic service notice for nonpayment has been issued, service may be discontinued if the bill or Summary Bill is not paid within the time required by such notice. A customer's deposit to establish credit will not be used as payment to avoid discontinuance of service. When discontinuance of service for a Summary Bill occurs, that discontinuance may occur at any one or all service accounts related to the specified Summary Bill.

Any customer who has initiated a complaint or requested an investigation within 5 days of receiving a contested bill or Summary Bill shall not have domestic service to a residential dwelling discontinued for late payment or nonpayment during the pendency of an investigation by SCE of such customer dispute or complaint. Such domestic service shall not be discontinued for late payment nonpayment for any customer complying with an amortization agreement entered into with SCE, provided the customer also keeps current his account for electric service as charges accrue in each subsequent billing period. If a residential customer fails to comply with an amortization agreement, SCE shall not terminate service without giving notice to the customer, at least 48 hours prior to termination, of the conditions the customer is required to meet to avoid termination; but, such notice shall not entitle the customer to further investigation by SCE.

If there is an imminent service disconnection, SCE may contact the customer by telephone (including calls or text messages to mobile phones) under the emergency purpose provision described in Rule 3.F., or by e-mail when appropriate.

2. Electric service to a domestic customer or to a domestic service account included in a Summary Bill will not be discontinued for late payment or nonpayment when the customer has established to the satisfaction of SCE that:

(Continued)

(To be inserted by utility)
 Advice 4205-E
 Decision _____

Issued by
Carla Peterman
 Senior Vice President

(To be inserted by Cal. PUC)
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 Resolution M-4842

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DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 2

(Continued)

B. Nonpayment of Bills. (Continued)

2. (Continued)

- a. Such termination would be especially dangerous to the health of the customer or a full time resident of the customer's household,* or
- b. The customer or a full time resident of the customer's household is among the elderly (age 65 or older) or disabled;* and
- c. The customer is temporarily unable to pay for such service in accordance with the provisions of SCE's tariffs; and
- d. The customer is willing to arrange installment payments satisfactory to SCE, including arrangements for prompt payment of subsequent bills or Summary Bills, or
- e. The Customer or any full-time resident in the household qualifies for medical baseline; or the Customer or any full-time resident in the household is age 65 or older; and the Customer agrees to and abides by payment arrangements offered by SCE of at least four months.**

(T)
(T)

(T)
(N)

Residential Customers shall not be disconnected when temperatures above 100 degrees or below 32 degrees are forecasted by SCE based on a 72 hour look-ahead period.**

(N)

Within 48 hours prior to, or at the time of, disconnection, SCE shall provide an in-person visit to medical baseline, life support, and/or customers who self-certify that they have a serious illness or condition that could become life threatening if electric service is disconnected. At the time of such visit, the field service representative (FSR) will offer the customer the option to make payment by debit or credit card by phone, QuickCheck by phone or through SCE.com, or provide the customer a courtesy extension of 48 hours to make payment. FSRs do not accept cash payments.

SCE shall make available to customers, upon request, information regarding agencies and/or organizations that may provide financial assistance.

However, service may be terminated to any customer who does not comply with an installment payment agreement or keep current his bill or Summary Bill for electric service as charges accrue in each subsequent billing period.

- 3. A customer's service may be discontinued for nonpayment of a bill or Summary Bill for service previously rendered him at any location served by SCE provided such bill or Summary Bill is not paid within 15 days after presentation of a domestic discontinuance of service notice or 5 days after presentation of a nondomestic discontinuance of service notice that present service will be discontinued for nonpayment of such bill for prior service, but in no case will service be discontinued for nonpayment of such bill within 15 days after establishment of service at the new location. However, domestic service will not be discontinued because of nonpayment of bills for other classes of service.

* Certification from a licensed physician, public health nurse, social worker or other medical professional acceptable to SCE may be required.

** This provision is adopted as of December 21, 2018, pursuant to Decision 18-12-013, on an interim basis until the Commission further revises in Rulemaking 18-07-005.

(N)
(N)

(Continued)

(To be inserted by utility)
Advice 3937-E-A
Decision 18-12-013

Issued by
R.O. Nichols
President

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Date Submitted Mar 12, 2019
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Resolution _____

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DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 3

(Continued)

B. Nonpayment of Bills. (Continued)

4. Where electric service is provided to residential occupants in a multiunit residential structure, mobilehome park, or permanent residential structure in a labor camp, as defined in Section 17008 of the Health and Safety Code, and the owner, manager, or operator is listed by SCE as the customer of record, SCE shall make every good faith effort, when the account is in arrears, to inform the occupants by means of a notice that service will be discontinued.
- a. For discontinuance of service to a residential tenant in a multiunit residential structure, mobilehome park, or permanent residential structures in a labor camp, as defined in Section 17008 of the Health and Safety Code, who is individually metered by SCE and it is known to SCE that service is in the name of the owner, manager, or operator:
- (1) A 10-day notice of discontinuance, as provided for in Rule 8.A, Notices, shall inform the tenant of his right to become a customer, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.
- (2) The tenant must establish credit to the satisfaction of SCE. However, where a tenant is establishing service under the provisions of this section and prior service for a period of time is a condition for establishing credit with SCE, residence and proof of prompt payment of rent or other credit obligation acceptable to SCE for that period of time is a satisfactory equivalent.
- b. For discontinuance of service to residential occupants in a multiunit residential structure, mobilehome park, or permanent residential structures in a labor camp, as defined in Section 17008 of the Health and Safety Code, who are master metered by SCE:

(Continued)

(To be inserted by utility)

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Decision 97-10-087

Issued by
John R. Fielder
Senior Vice President

(To be inserted by Cal. PUC)

Date Submitted May 11, 1998
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Rule 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 4

(Continued)

B. Nonpayment of Bills. (Continued)

4. (Continued)

b. (Continued)

- (1) A written 15-day notice of discontinuance, as provided for in Rule 8, Notices, shall be posted on the door of each residential unit prior to discontinuance; except that, if it is not reasonable or practicable to post the notice on the door of each residential unit, SCE shall post two copies of the notice in each accessible common area and at each point of access to the structure or structures. The notice shall be in English and, to the extent practical, in any other language that in the opinion of SCE is the primary language spoken by a significant number of the residential occupants. The notice will specify:
 - (a) The date on which service will be discontinued.
 - (b) That the occupants have the right to become customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.
 - (c) What the occupants are required to do in order to prevent the termination of service or to reestablish service.
 - (d) The estimated monthly cost of service.
 - (e) The title, address, and telephone number of a representative of SCE who can assist the occupants in continuing service.
 - (f) The address and telephone number of a legal service project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association.

(Continued)

(To be inserted by utility)

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John R. Fielder
Senior Vice President

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Resolution _____

Rule 11

Sheet 5

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

B. Nonpayment of Bills. (Continued)

4. (Continued)

b. (Continued)

- (2) SCE is not required to make service available to the occupants unless each occupant or a "representative of the residential occupants" agrees to the terms and conditions of service and meets the requirements of law and SCE's rules and tariffs. However, if one or more of the occupants or the representative of the occupants are willing and able to assume responsibility for subsequent charges to the account to the satisfaction of SCE, or if there are physical means, legally available to SCE, of selectively terminating service to those occupants who have not met the requirements of SCE's rules and tariffs or for whom the representative of the occupants is not responsible, SCE shall make service available to those occupants who have met those requirements or on whose behalf those requirements have been met. As used herein, "representative of the residential occupants" does not include a tenants' association.
- (3) Credit must be established to the satisfaction of SCE. Where prior service for a period of time or other demonstration of credit worthiness is a condition for establishing credit with SCE, residence and proof of prompt payment of rent or other credit obligation during that period of time acceptable to SCE is a satisfactory equivalent.
- (4) Where SCE furnishes service under a Domestic rate schedule to a multiunit residential structure, mobilehome park, or permanent residential structures in a labor camp, as defined in Section 17008 of the Health and Safety Code, through a master meter, SCE may not discontinue service in any of the following situations:

(Continued)

(To be inserted by utility)

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John R. Fielder
Senior Vice President

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DISCONTINUANCE AND RESTORATION OF SERVICE

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(Continued)

B. Nonpayment of Bills. (Continued)

4. (Continued)

b. (Continued)

(4) (Continued)

- (a) During the pendency of an investigation by SCE of a customer dispute or complaint.
- (b) When the customer has been granted an extension of the period for payment of a bill.
- (c) For an indebtedness owed by the customer to any other person or corporation or when the obligation represented by the delinquent account or other indebtedness was incurred with a person or corporation other than the electric Utility demanding payment therefor.
- (d) When a delinquent account relates to another property owned, managed, or operated by the customer.
- (e) When a public health or building officer certifies that disconnection would result in a significant threat to the health or safety of the occupants or the public.

c. If there is an imminent service disconnection, SCE may contact the customer by telephone (including calls or text messages to mobile phones) under the emergency purpose provision described in Rule 3.F., or by e-mail when appropriate. (N)
|
|
(N)

5. If a customer is receiving more than one service, any or all services may be discontinued when any service, regardless of location, is discontinued for late payment or nonpayment. However, domestic service will not be discontinued because of nonpayment of bills for other classes of service, or as provided in 4.b(4)d above.

(Continued)

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Issued by
R. O. Nichols
 Senior Vice President

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Rule 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 7

(Continued)

B. Nonpayment of Bills. (Continued)

- 6. Service may not be discontinued for late payment or nonpayment of a bill to correct previously billed incorrect charges for a period in excess of three months for residential service; three months for a Small Business Customer, as defined in Rule 1, Definitions (or for a customer who certifies that it meets the California Government Code Section 14837 definition of "Micro-Business"); and three years for all other nonresidential service, unless such incorrect charges have resulted from the customer not abiding by the filed rules, in which case the period for residential and nonresidential service shall be three years.
- 7. Service will not be discontinued by reason of delinquency in payment for electric service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of SCE are not open to the public.
- 8. SCE may discontinue or deny service for late payment or nonpayment of a bill where SCE determines that the same person or persons continue to occupy the service address.

- C. Unsafe Equipment. SCE may refuse or discontinue service to a customer without further notice if any part of the customer's wiring or other equipment, or the use thereof, shall be determined by SCE to be unsafe or in violation of applicable laws, ordinances, rules or regulations of public authorities, or if any condition existing upon the customer's premises shall be thus determined to endanger SCE's service facilities, until it shall have been put in a safe condition or the violation remedied. (T)

When a customer's service has been terminated because of a request from a public authority, service will not be restored until SCE has received authorization to restore service from the appropriate public authority. It is the customer's responsibility to resolve the matter with the public authority. (N)
|
(N)

If there is an imminent service disconnection, SCE may contact the customer by telephone (including calls or text messages to mobile phones) under the emergency purpose provision described in Rule 3.F., or by e-mail when appropriate.

SCE does not assume any responsibility of inspecting or repairing the customer's wiring or other equipment or any part thereof and assumes no liability therefor.

- D. Service Detrimental to Other Customers. SCE will not provide service to utilizing equipment, the operation of which will be detrimental to the service of SCE or its other customers, and will discontinue electric service to any customer who shall continue to operate such equipment after having been given notice by SCE to cease so doing.
- E. Unauthorized Use. SCE may discontinue service if the acts of the customer or the conditions upon the customer's premises indicate an intent to deny SCE full compensation for services rendered, including, but not limited to, tampering or unauthorized use. Discontinuance of service for nonpayment of a bill for unauthorized use shall be in accordance with the provisions of Rule 11.B., Nonpayment of Bills.

(Continued)

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Decision _____

Issued by
Caroline Choi
Senior Vice President

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Resolution _____

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DISCONTINUANCE AND RESTORATION OF SERVICE

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(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

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Resolution _____

Rule 11

Sheet 9

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

J. Restoration – Service Connection Charge. (Continued)

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.

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 California Public Utilities Commission's Consumer Affairs Branch (CAB) to make an informal complaint or submit a complaint to the CPUC by visiting <http://www.cpuc.ca.gov/complaints>. (T)
It is the responsibility of the customer to timely inform CAB to avoid discontinuance of service. (T)
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 and Article 4 of the Commission's Rules of Practice and Procedures. The complaint shall be processed under the formal complaint procedure. (T)
(T)

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 3956-E

Decision _____

9C10

Issued by

R.O. Nichols

President

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Resolution CSD-5

Rule 11

Sheet 10

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

M. Vegetation Management

SCE may disconnect service to customer or property owner who obstructs access to overhead power-line facilities for vegetation management activities, subject to the following conditions: (T)

1. The authority to disconnect service to a customer is limited to situations where: (T)

a. There is a breach of the minimum vegetation clearances required for power lines under the provisions in General Order (GO) 95, Rule 35, Table 1, Cases 13 and 14 under the provisions in effect at the time the breach is discovered. (T)

b. In the High Fire-Threat District, as defined in GO 95, Rule 21.2-D, there is a breach of the minimum vegetation clearances required for power lines and support structures in California Public Resources Code §§ 4292 and 4293 for State Responsibility Areas. (N)

c. In the High Fire-Threat District, SCE has obtained from an arborist a written determination that a dead rotten, diseased, leaning, or overhanging tree (or parts thereof) poses an imminent or immediate risk for falling onto, or otherwise contacting, a power line. The written determination shall provide one or more photographs of the tree and explain the basis for the arborist's determination. The arborist shall possess dual certification from the International Society of Arboriculture as a Certified Master Arborist and a Certified Utility Specialist. An "imminent risk" is a risk that will, in the arborist's professional judgement, very likely to be realized at any moment. An "immediate risk" is a risk that will, in the arborist's professional judgement, certainly be realized at any moment. (N)

2. The authority to disconnect service to a customer who obstructs vegetation management activities does not extend to customers that are state and local governments and agencies.

3. The authority to disconnect service to a customer is limited to one meter serving the property owner's primary residence, or if the property owner is a business entity, the customer's primary place of business. This one meter is in addition to disconnecting service, if necessary for public safety, at the location of the vegetation-related fire hazard. (T)

(L)

(Continued)

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Decision 17-12-024

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Caroline Choi
Senior Vice President

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Rule 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 11 (N)

(Continued)

M. Vegetation Management

- 4. Prior to disconnecting service, SCE shall follow the then current procedures and notice requirements applicable to discontinuance of service for non-payment, including the requirements applicable for sensitive customers, customers who are not proficient in English, multifamily accommodations, and other customer groups, except as set forth in section 5 below. (L)

 - a. To the extent practical, the applicable procedures and notice requirements shall be completed prior to a breach of the minimum vegetation clearances required by (i) GO 95, Rule 35, Table 1, Cases 13 and 14, and/or (ii) California Public Resources Code §§ 4292 and 4293. (N)
 - b. In situations that pertain to Section 1.c above, the notice shall include the arborist's written determination and photographs provided to SCE. (N)

- 5. For vegetation hazards in Item 1 above, that pose an immediate threat to public safety, SCE may disconnect service to the obstructing property owner's residence or primary place of business at any time without prior notice, except when the customer receives service under a medical baseline allowance. If service is disconnected without prior notice, SCE shall attempt to contact the property owner for five consecutive business days by daily visits to the property owner's residence or primary place of business, in addition to sending a written notice, to inform the property owner why service has been disconnected and how to restore service. If SCE determines that it is necessary to disconnect service to a medical baseline customer, SCE shall attempt to notify the customer by telephone prior to the service disconnection. If there is an imminent service disconnection, SCE may contact the customer by telephone (including calls or text messages to mobile phones) under the emergency purpose provision described in Rule 3.F., or by e-mail when appropriate. (L)

N. Service Restoration

When a customer's service has been disconnected because of access to overhead electric facilities for vegetation management purposes has been obstructed, the customer's service will not be restored until appropriate vegetation management has been achieved or the vegetation hazard has been mitigated, and payment for all applicable restoration service charges as provided in Section J, Restoration-Service Connection Charge. (N)

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