

Rule 5

Sheet 1

SPECIAL INFORMATION REQUIRED ON FORMS

A. **Contracts.** Consistent with the Commission's General Order 96-B, each agreement or contract form for electric service or installation of facilities will contain the following provision:

This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction.

B. **Customers' Bills.** Information will be printed on each bill or Summary Bill for electric service or will indicate how to obtain such information. The information either printed or supplied will include substantially the following:

1. Your bill or Summary Bill is due and payable upon presentation. Payment should be made to the Southern California Edison Company's office or authorized agent.

2. Should you question this bill or Summary Bill, please request an explanation and/or investigation from the Southern California Edison Company.

3. Any customer who has initiated a complaint or requested an investigation within five days of receiving a contested bill or Summary Bill for domestic service to a residential dwelling shall be given an opportunity for review of such complaint or investigation by a review manager of SCE.

4. If, after a determination by SCE, you believe you have been billed incorrectly, the amount of the bill or Summary Bill should be deposited with the California Public Utilities Commission, State Office Building, 505 Van Ness, Room 2003, San Francisco, California 94102, to avoid discontinuance of service. Make remittance payable to the California Public Utilities Commission, and attach the bill or Summary Bill and a statement supporting your belief that the bill or Summary Bill is not correct. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings. Further appeal may be filed under the Commission's formal procedure. (T)

The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill or Summary Bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications, and sources of fuel and power.

5. The schedule or code number of the rate under which service is billed.

(Continued)

(To be inserted by utility)

Advice 3956-E

Decision \_\_\_\_\_

Issued by

R.O. Nichols

President

(To be inserted by Cal. PUC)

Date Filed Feb 21, 2019

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Resolution CSD-5

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SPECIAL INFORMATION REQUIRED ON FORMS

Sheet 2

(Continued)

C. Discontinuance of Service Notice.

1. Domestic Service. Every Discontinuance of Service Notice for nonpayment of a delinquent domestic account, as provided for in Rule 8, shall include substantially all of the following information:
  - a. The name and address of the customer whose Customer Account is delinquent.
  - b. The amount of the delinquency.
  - c. The date by which payment, or arrangement for payment, is required in order to avoid termination.
  - d. The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
  - e. The procedure by which the customer may request amortization of the unpaid charges.
  - f. The procedure for the customer to obtain information on the availability of financial assistance including private, local, state, or federal sources, if applicable.
  - g. The telephone number of a representative of SCE who can provide additional information or institute arrangements for payment.
  - h. The telephone number of the Commission, to which inquiries by the customer may be directed.

2. The following will be printed on each discontinuance of service notice:

If past due bills or Summary Bills are unpaid after the expiration date of a discontinuance of service notice, a deposit may be required and service may be discontinued. Service may be discontinued at a new location 15 days after service is established if there are unpaid bills for service at a prior location. Domestic service will not be discontinued for nonpayment of bills for other classes of service unless that Domestic Service Account is included in a Summary Bill with service accounts for other classes of service accounts.

If you are unable to pay the amount shown on this notice, please contact your local SCE office to discuss payment arrangements.

(Continued)

(To be inserted by utility)

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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, 505 Van Ness, Room 2003, 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. (T)

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 (CPUC), Consumer Affairs Branch, at the address shown above, or submit a complaint to the CPUC by visiting <http://www.cpuc.ca.gov/complaints> 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 (8:30AM to 4:30PM Monday through Friday). (T)

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer have your calls language-specific numbers below to be routed to the California Relay Service provider. (N)

Type of Call	Language	Toll-free 800 number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech to Speech	English & Spanish	1-800-854-7784

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.

(Continued)

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D. Deposit Receipts. Each receipt for a cash deposit to establish or reestablish credit for service will contain substantially the following statements:

Upon discontinuance of service, SCE will refund the customer's deposit or the balance in excess of any unpaid bills. After the customer has paid bills for electric service before becoming past due for twelve months as prescribed in Rule 11.A and in Rule 7.C.1 for deposits established in CSS after 10/1/94, SCE will refund the deposit by applying it to the customer's unpaid bills or by check. Endorsement of a refund check will constitute acknowledgement of receipt of refund and release SCE from any further claims against the deposit covered by this receipt.

SCE will pay interest on the deposit at the rate determined in accordance with Rule 7, except no interest will be paid for periods covered by bills paid after becoming past due, as prescribed in Rule 11.A, or in Rule 7.C.1 for deposits established in CSS after 10/1/94 or if service is temporarily or permanently discontinued for nonpayment, or if deposit is held less than full month increments.

(D)

(To be inserted by utility)  
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