



Rule 10
DISPUTED BILLS

Sheet 1 (T)

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. (T)

B. Domestic and Nondomestic Service. Any customer, whose complaint or request for investigation regarding a bill for water service has resulted in a determination by SCE which is adverse to him, may appeal such determination to the California Public Utilities Commission. (T)

C. Commission Appeal. When a customer and SCE fail to agree on a bill for water service: (T)

1. To avoid discontinuance, in lieu of paying the disputed bill the customer may deposit with the California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, California 91402, the amount claimed by SCE to be due. (T)

2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission. (T)

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. (T)

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.

5. Failure of the customer to make such deposit within 19 days after presentation of the disputed bill and prior to the expiration date of a 15-day discontinuance of domestic service notice or a 5-day discontinuance of nondomestic service notice will result in discontinuance of his service. For domestic service, SCE shall make a reasonable attempt to contact an adult person residing at the customer's residence either by telephone or by personal contact at least 24 hours prior to termination of service, except that, whenever telephone or personal contact cannot be accomplished, SCE shall give, either by mail or in person, a notice of termination of service at least 48 hours prior to termination. (T)

For elderly (age 62 and over) and handicapped* residential customers, SCE shall provide at least 48 hours notice by telephone or visit; however, if personal contact cannot be made by telephone or visit, notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination. (T)

6. If before completion of the Commission's review, additional bills become due which the customer wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by SCE to be due for such additional bills before they become past due and failure to do so will warrant discontinuance of his service in accordance with Rule No. 11. (T)

Notification of a customer's right to make deposit with the Commission in order to avoid discontinuance of service shall be printed on each customer's bill and discontinuance of service notice as set forth in Rule No. 5.

* Certification from a licensed physician, public health nurse, or a social worker may be required by SCE. (T)

(To be inserted by utility)
Advice 68-W
Decision _____

Issued by
Akbar Jazayeri
Vice President

(To be inserted by Cal. PUC)
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