

Rule 11

Sheet 1

DISCONTINUANCE AND RESTORATION OF SERVICE

- A. Customer's Request for Service Discontinuance. When a customer desires to terminate his/her responsibility for service, he/she shall give SCE not less than two working days' notice of his/her intention and state the date on which he/she 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.
- B. Past Due Bills. When bills 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.
- C. Nonpayment of Bills.

The following terms and conditions relating to disconnections for nonpayment will not apply until further notice to customers who self-certify that they have been financially affected by COVID-19: (N)
(N)

- 1. When a bill for water 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 bill is not paid within the time required by such notice. A customer's service, however, will not be discontinued for nonpayment until the amount of any deposit made to establish credit for that service has been fully absorbed.

Any customer who has initiated a complaint or requested an investigation within 5 days of receiving a contested bill shall not have domestic service to a residential dwelling discontinued for nonpayment during the pendency of an investigation by SCE of such customer dispute or complaint. Such domestic service shall not be discontinued for nonpayment for any customer complying with an amortization agreement entered into with SCE, provided the customer also keeps current his/her account for water 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.

- 2. Water service to a domestic customer will not be discontinued for nonpayment when the customer has established to the satisfaction of SCE that:
 - a. Such termination would be especially dangerous to the health of the customer or a full time resident of the customer's household*;

(L)

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

(Continued)

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DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 2

(Continued)

C. Nonpayment of Bills. (Continued)

2. (Continued)

- b. The customer or a full time resident of the customer's household is among the elderly (age 62 and over) or handicapped*; and (L)
- c. He or she is temporarily unable to pay for such service in accordance with the provisions of SCE's tariffs; and (L)
- d. The customer is willing to arrange installment payments satisfactory to SCE, including arrangements for prompt payment of subsequent bills.

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 account for water service as charges accrue in each subsequent billing period.

- 3. A customer's service may be discontinued for nonpayment of a bill for service previously rendered him at any location served by SCE provided such 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.
- 4. Where water service is provided to residential occupants in a multi-unit residential structure, mobilehome park, or permanent residential structure in a labor camp, as defined in Section 17008 of the Health and Safety Code, where 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.

(Continued)

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Rule 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 3 (T)

(Continued)

- C. Nonpayment of Bills. (Continued) (T)
4. (Continued)
- a. Discontinuance of service to residential occupants in a multiunit residential structure who are individually metered by SCE. (T)
- (1) The 10-day notice of discontinuance provided for in Rule 8, Notices, shall inform the occupants of their 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) SCE is not required to make service available to the occupants unless each occupant 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 are willing and able to assume responsibility for the entire account to the satisfaction of SCE, or if there is a 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, SCE shall make service available to those occupants who have met those requirements. (T)
- (3) Where 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. (T)
- b. Discontinuance of service to residential occupants in a multiunit residential structure who are master metered by SCE. (T)

(Continued)

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Rule 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 4 (T)

(Continued)

C. Nonpayment of Bills. (Continued) (T)

4. (Continued)

b. (Continued)

(1) The written 15-day notice of discontinuance provided for in Rule 8, Notices, shall be posted on the door of each residential unit prior to discontinuance. 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 SCE determines is the primary language spoken by a significant number of the residential occupants. The notice will specify: (T)

(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. (T)

(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.

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Rule 11
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Sheet 5 (T)

(Continued)

- C. Nonpayment of Bills. (Continued) (T)
 - 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 is a 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. (T)
 - (3) 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 of rent or other credit obligation during that period of time acceptable to SCE is a satisfactory equivalent. (T)
 - (4) Where SCE furnishes service to a multiunit residential structure through a master meter, SCE may not discontinue service in any of the following situations: (T)

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DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 6 (T)

(Continued)

- C. Nonpayment of Bills. (Continued) (T)
4. (Continued)
- b. (Continued)
- (4) (Continued)
- (a) During the pendency of an investigation by SCE of a customer dispute or complaint. (T)
- (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 water 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.
5. Service will not be discontinued by reason of delinquency in payment for water service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of SCE are not open to the public. (T)

(Continued)

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Rule 11

Sheet 7

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

D. Noncompliance. Except as otherwise specifically provided in this Rule 11, SCE may discontinue service to a customer for noncompliance with tariff schedules if, after written notice of at least 5 days, he has not complied with the notice. Where safety of water supply is endangered, service may be discontinued immediately without notice.

E. Waste of Water.

1. Where negligent or wasteful use of water exists on a customer's premises, seriously affecting the general service, SCE may discontinue the service if such practices are not remedied within five days after it has given the customer written notice to such effect.

2. In order to protect itself against serious and unnecessary waste or misuse of water, SCE may meter any flat rate service and apply the regularly established meter rates where the customer continues to misuse or waste water beyond five days after SCE has given the customer written notice to remedy such practices.

3. In accordance with Rule 14.1.

(T)

F. Unsafe Apparatus or Where Service is Detrimental or Damaging to SCE or its Customers. If an unsafe or hazardous condition is found to exist on the customer's premises, or if the use of water thereon by apparatus, appliances, equipment or otherwise is found to be detrimental or damaging to SCE or its customers, the service may be shut off without notice. SCE will notify the customer immediately of the reasons for the discontinuance and the corrective action to be taken by the customer before service can be restored.

G. Fraudulent Use of Service. When SCE has discovered that a customer has obtained service by fraudulent means, or has diverted the water service for unauthorized use, the service to that customer may be discontinued without notice. SCE will not restore service to such customer until that customer has complied with all filed rules and reasonable requirements of SCE and SCE has been reimbursed for the full amount of the service rendered and the actual cost to SCE incurred by reason of the fraudulent use.

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Rule 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 8 (T)

(Continued)

H. 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. (T)

I. Refusal to Serve. (L)

1. Conditions for Refusal. SCE may refuse to serve an applicant for service under the following conditions:

a. If the applicant fails to comply with any of the rules as filed with the Public Utilities Commission.

b. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing customers.

c. If, in the judgment of SCE, the applicant's installation for utilizing the service is unsafe or hazardous, or of such nature that satisfactory service cannot be rendered. (T)

d. Where service has been discontinued for fraudulent use, SCE will not serve an applicant until it has determined that all conditions of fraudulent use or practice have been corrected. (T)

e. In accordance with the conditions set forth in Part F of the Preliminary Statement.

2. Notification to Customers.

When an applicant is refused service under the provisions of this rule, SCE will notify the applicant promptly of the reason for the refusal to serve and of the right of applicant to appeal SCE's decision to the Public Utilities Commission. (T)

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Rule 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 9 (T)

(Continued)

J. Restoration - Reconnection Charge. Where service has been discontinued for violation of these rules or for nonpayment of bills, SCE may charge \$10.00 for reconnection of service during regular working hours or \$15.00 for reconnection of service at other than regular working hours when the customer has requested that the reconnection be made at other than regular working hours. (T)

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 will endeavor to make reconnection during regular working hours on the day of the request, if conditions permit, otherwise reconnections will be made on the regular working day following the day the request is made. (T)

When a customer has requested that the reconnection be made at other than regular working hours, SCE will reasonably endeavor to so make the reconnection if practicable under the circumstances but will be under no obligation to do so. (T)

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. (T)

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 Commission's Consumer Affairs Branch (CAB) to make an informal complaint. It is the responsibility of the customer to timely inform CAB to avoid discontinuance of service. SCE shall not require a customer to deposit with the Commission the amount of the overdue bill in such a termination dispute. (T)

Within 10 business days after receiving the informal complaint, the CAB will report its proposed resolution to SCE and the customer by letter. (T)

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 Public Utilities Code, Section 1702 on a form provided by the CAB. The complaint shall be processed under the expedited complaint procedure.

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. (T)

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