



Rule 5
SPECIAL INFORMATION REQUIRED ON FORMS

Sheet 1 (T)

A. Contracts. Each contract for service will contain substantially the following provisions:

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. (T)

It is the understanding of the parties to this contract that it shall not become effective until the authorization of the Public Utilities Commission of the State of California has been first obtained. (T)

B. Customers' Bills. Information printed on each bill for water service will include the following:

1. Bills are due and payable upon presentation and are past due if unpaid within 19 days of presentation. Payments should be made to Southern California Edison Company's office or authorized agent. (T)

2. Should you question this bill, please request an explanation and/or investigation from SCE. (T)

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

4. If, after a determination by SCE, you believe you have been billed incorrectly, the amount of the bill should be deposited with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, California 94102, (415) 703-1170 and (hearing impaired – TTY) (415) 703-2032, to avoid discontinuance of service. Make remittance payable to the California Public Utilities Commission and attach the bill and a statement supporting your belief that the bill is not correct. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings. (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. Such matters include the quality of a utility's service, general level of rates, pending rate applications, and sources of fuel.

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

(Continued)

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

Issued by
Akbar Jazayeri
Vice President

(To be inserted by Cal. PUC)
Date Filed Oct 10, 2008
Effective Nov 9, 2008
Resolution W-4665

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Sheet 2 (T)

(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 all of the following information:

- a. The name and address of the customer whose 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 discontinuance. (T)
- 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 and assist customers in continuing service or in making arrangements for payment. (T)
(T)
- h. The telephone number of the Commission (Consumer Affairs Branch) to which inquiries by the customer may be directed. (T)

Where water service is provided to residential users in a multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp, where the owner, manager, or operator is listed by SCE as the customer of record, the notice of discontinuance shall further include: (N)

- i. The date on which service will be discontinued.
- j. What users are required to do in order to prevent the discontinuance or to re-establish service.
- k. The estimated monthly cost of service.
- l. The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist users. (N)

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

If past due bills are unpaid after the expiration date of a discontinuance of service notice, a deposit may be required and service may be discontinued unless there is an existing deposit adequate to cover service rendered. 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. Normally, service may not be discontinued for nonpayment of a bill to correct previously billed incorrect charges for a period in excess of the preceding three months.

(Continued)

(To be inserted by utility)

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Vice President

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Sheet 3 (T)

(Continued)

C. Discontinuance of Service Notice. (Continued)

2. (Continued)

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

When the customer and SCE fail to agree on a bill and payment is not made, to avoid discontinuance of service the customer must, in accordance with the notice printed on the bill, deposit the amount of the bill with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 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, 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, Consumer Affairs Branch, at the address shown above, 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. For the speech and hearing impaired who have TTY equipment, the Commission's telephone number is (415) 703-2032. (T)

After discontinuance and prior to restoration of service, the customer must pay the full amount past due and may be required to pay a reconnection charge and a deposit adequate to reestablish credit.

If you are a tenant residing in a residential multiunit structure, mobilehome park or permanent residential structure in a labor camp, and receiving individual Edison metered service under your landlord's name, you have the right to become a customer without being required to pay the amount due on a landlord's delinquent account.

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 all of SCE's offices. (T)

SCE provides a reasonable number of multilingual individuals to advise customers of termination policy. (T)

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Sheet 4 (T)

(Continued)

D. Deposit Receipts. The following statements will be printed on each receipt for a cash deposit to establish or reestablish credit for service:

This receipt is for your information. Your deposit will be held as security for your account in accordance with the terms described in the following paragraphs. (C)

Residential customer deposits will be refunded when all bills are paid before the past due date for 12 months or the customer closes all customer accounts. Non-residential customer deposits will be refunded when all bills are paid before the past due date for 12 months, and/or in the opinion of SCE, the conditions of service or basis on which credit was originally established has not materially changed, or the customer closes all customer accounts.

The deposit will not earn interest until the deposit is paid in full. Cash deposit, including interest, will be refunded by applying it to your unpaid bills and/or by check. Interest on the deposit will be earned for each month the bill is paid in before becoming past due. Endorsement of a refund check will acknowledge receipt of refund and will release SCE from further claims against the deposit. (C)

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