

Rule No.5

SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for service will contain substantially the following provisions:

- 1. Unless exempted by the Public Utilities Commission;
"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."
- 2. Unless otherwise not required by the Public Utilities Commission;
"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."

B. Bill for Service

On each bill for service will be printed substantially the following language;

"This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing."

"Should the amount of this bill be questioned, an explanation should be requested from the utility. If an explanation satisfactory to the customer is not made by the utility and the bill is still questioned, the customer may deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2250, San Francisco, California 94102, telephone numbers are 800-649-7570 or 415-703-4973 and (TDD) 800-229-6846, the amount of the bill to avoid discontinuance of service. Make remittance payable to "California Public Utilities Commission," and attach the bill and a statement setting forth the basis for the dispute of the amount of the bill. The Commission will review the basis of the billed amount and disburse the deposit in accordance with its findings." (T)

The Commission will not, however, accept deposit when the dispute appears to be over matters that do not directly related 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 or power.

C. Customer's Deposit Receipt

Each receipt for cash deposit to establish or reestablish credit for service will contain the following statements:

This deposit may be applied to unpaid balances where service has been discontinued by the utility for nonpayment of bills.

This deposit, less the amount of any unpaid bills for service, will be refunded together with any interest due, at 7/12 percent per month (7% annually) upon discontinuance of service, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for nonpayment.

(D)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 921

ISSUED BY
D. P. STEPHENSON
NAME

(TO BE INSERTED BY C.P.U.C.)
DATE FILED NOV - 4 2011
EFFECTIVE NOV - 4 2011
RESOLUTION

DECISION NO.

DIRECTOR - Rates & Regulation
TITLE

