

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 2003, San Francisco, California 94102 *, telephone numbers are (public) (415) 703-4973 and (hearing impaired - TDD) (415) 703-2032, 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. (L)

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. (L)

* For service rendered in Southern California, 320 West 4th Street, Suite 500, Los Angeles, California 90013, telephone numbers are (public) (213) 576-7000 and (hearing impaired - TDD) (213) 576-7110. (T)
(continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 533

D. P. STEPHENSON
NAME

DATE FILED MAY 14 1999

DECISION NO. _____

DIRECTOR - RATES & REVENUES
TITLE

EFFECTIVE JUN 23 1999

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(continued)

D. Discontinuance of Service Notice

Every notice of discontinuance of service for nonpayment of bills shall include all of the following information:

- (1) The name and address of the customer whose account is delinquent.
- (2) The amount of the delinquency.
- (3) The date by which payment or arrangements for payment is required in order to avoid discontinuance.
- (4) The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges. ✓
- (5) The procedure by which the customer may request amortization of the unpaid charges. ✓
- (6) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable. ✓
- (7) The name, address, and telephone number of a representative of the water utility who can provide additional information and assist users in continuing service or in making arrangements for payment. (L)
- (8) The telephone number of the Commission (Consumer Affairs Branch) to which inquiries by the customer may be directed. For water utilities operating in Northern California the number of Consumer Affairs Branch is (415) 703-4973 (public) or (415) 703-2032 (hearing impaired - TDD). For water utilities operating in Southern California, the telephone number of Consumer Affairs Branch (213) 576-7000 (public) or (213) 576-7110 (hearing impaired - TDD). (T)

Where water service is provided to residential users in a multiunit residential structure, mobile home park, or permanent residential structures in a labor camp, where the owner, manager or operator is listed by the utility as the customer of record, the notice of discontinuance shall further include:

- (9) The date on which the service will be discontinued.
- (10) What the users are required to do in order to prevent the discontinuance or to reestablish service.
- (11) The estimated monthly cost of service.
- (12) 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 the users. (L)

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