

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for service will contain essentially 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 essentially 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.”

“If you believe there is an error on your bill or have a question about your service, please call customer support at 877-335-6764. We welcome the opportunity to assist you. (N)

“If after contacting us, you are still not satisfied with the company’s response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online: (T)

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail: California Public Utilities Commission, Consumer Affairs Branch
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts.”

(continued)

(To be inserted by utility)

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(continued)

B. Bill for Service (Continued)

If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to- Speech	English	1-800-854-7784
	Spanish	

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded (retained) pending resolution of your case. However, CAB will not accept an impounded deposit 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 utility's service, general level of rates, pending rate applications, and source of fuel or power. You must continue to pay your current charges while your complaint is under review to keep your service turned on. (T)

The Commission will not, however, accept deposit 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 or power.

C. Customer's Deposit Receipt

Each receipt for cash deposit to establish or re-establish 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.

Deposits will be placed in a savings account at a bank or savings and loan and the interest accrued while held in the savings account will be paid by the utility when the deposit is returned, upon discontinuance of service, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for payment. No interest shall accrue after mailing to the customer or the customer's last known address the refund or a notice that the refund is payable.

D. Discontinuance of Service for Nonpayment – Notice (T)

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

1. The name and address of the customer whose account is delinquent.

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D. Discontinuance of Service for Nonpayment – Notice (Continued)

2. The amount of the delinquency.
3. The date by which payment or arrangement for payment is required in order to avoid discontinuance.
4. A description of the process to apply for an extension of time to pay delinquent charges. (T)
5. The procedure to petition for bill review and appeal to the Commission. (N)
6. The procedure by which the customer may request a deferred (paying at a later date), reduced (spreading payment out over an agreed upon period of time not to exceed 12 months), or some other alternative payment schedule, including amortization of the unpaid charges. (T)
(T)
(T)
7. The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
8. The name, address, and telephone number of a representative of the utility who can provide additional information and assist customers in continuing service or in making arrangements for payment. (T)
9. The telephone number of the Commission (Consumer Affairs Branch) (800) 649-7570 or TTY (800) 735-2929 / 22 English or (800) 855-3000 Spanish or (800) 854-7784 to which inquiries by the customer may be directed.
Residential Customers: Where water service is provided to residential occupants in a detached single-family dwelling, multi-unit 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 but is not the occupant, the notice of discontinuance shall further include: (T)
(T)
(T)
 - a. The date on which service will be discontinued.
 - b. What the occupants are required to do in order to prevent the discontinuance or to re-establish service. (T)
 - c. The estimated monthly cost of service (where service is master-metered). (T)
 - d. 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 occupants (where service is master-metered). (T)

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