

RULE NO. 5

SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

Each contract for electric service will contain the following provision:

"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."

B. CUSTOMERS' BILLS

The following information will be included on each bill for electric service:

1. "Due Date" followed by the date that the bill will be considered past due if not paid.
2. The Customer's right to dispute a bill with the Company.
3. The Customer's right to request an investigation by the Commission if they disagree with the results of the Company's review of their billing dispute.
 - a. The Customer must provide the Commission with a deposit equal to the amount of the disputed bill to avoid disconnection.
 - b. The Commission will not accept a deposit to hold collections when the dispute appears to be over matters not directly related to the accuracy of the bill.
 - c. The Customer must timely inform the Commission of the contested bill in order to avoid disconnection of electric service.
4. The schedule number of the rate under which service is billed.

C. DISCONTINUANCE OF SERVICE NOTICE

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 termination.
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.

(Continued)

Issued by

Advice Letter No. 337-E Andrea L. Kelly Date Filed December 21, 2006

Name

Decision No. (D)06-12-011 VP, Regulation Effective January 1, 2007
(D)06-12-036

Title

RULE NO. 5 (Continued)

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C. DISCONTINUANCE OF SERVICE (Continued)

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. Notification to residential Customers of the right to submit a medical certificate if the disconnection of service will significantly endanger the health of someone residing at the residence.
8. The telephone number of a representative of the Company who can provide additional information or institute arrangements for payment.
9. The telephone number of the Commission to which inquiries by the Customer may be directed, as well as a telephone number for the hearing impaired.

D. MULTILINGUAL SERVICE

The Company provides a reasonable number of multilingual individuals to advise customers of termination policy.

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