

**RULE NO. 10**

**DISPUTED BILLS**

**A. REQUEST FOR BILL REVIEW**

If the validity of a bill is questioned or disputed by a Customer, an explanation should be promptly requested from the Company. Any Customer who has initiated a billing dispute to the Company or requested an investigation by the Company within 5 days of receiving a contested bill for service shall be given an opportunity for review of such complaint or investigation by a review manager of the Company. For residential Customers, the review shall include consideration of whether the Customer should be permitted to amortize the unpaid balance of their account over a reasonable period of time, not to exceed 12 months. The Company shall furnish information on the availability of financial assistance to those Customers unable to pay their bills.

B. Any Customer whose complaint or request for investigation regarding a bill for electric service has resulted in a determination by the Company which is adverse to them, may appeal such determination to the Consumer Affairs Branch, California Public Utilities Commission.

C. When the Customer and the Company fail to agree on a bill for electric service,

1. In lieu of paying the disputed bill the Customer may deposit with the Consumer Affairs Branch, California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, California 94102 the amount claimed by the Company to be due.
2. Checks or other forms of remittance used for this purpose should be made payable to the California Public Utilities Commission.
3. Upon receipt of the deposit, the Commission will notify the Company, review the basis of the billed amount and will advise both parties of its findings and disburse the deposit in accordance with those findings. The Commission will not, however, accept deposits if the underlying dispute appears to be over matters that do not directly relate to the accuracy of the bill.
4. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.
5. A nonresidential Customer who is unable to deposit the full amount in dispute for a bill covering a period in excess of 90 days shall deposit an amount equal to 90 days at the average disputed charge per day of the disputed bill.
6. If a Customer fails to remit a deposit to the Commission within 19 days after presentation of the disputed bill and prior to the expiration date of the required discontinuance of service notices outlined in Rule 11.A, the Company may discontinue service without further notice or review.

(Continued)

**Issued by**

Advice Letter No.	<u>337-E</u>	<u>Andrea L. Kelly</u>	Date Filed	<u>December 21, 2006</u>
		Name		
Decision No.	<u>(D)06-12-011</u>	<u>VP, Regulation</u>	Effective	<u>January 1, 2007</u>
	<u>(D)06-12-036</u>			

Title

**RULE NO. 10 (Continued)**

**DISPUTED BILLS**

**A. REQUEST FOR BILL REVIEW (Continued)**

- 7. If, before completion of the Commission's review, additional bills become due which the Customer wishes to dispute, the Customer shall also deposit with the Commission the additional amounts claimed by the Company to be due for such additional bills before they become past due and that failure to do so will warrant discontinuance of his service in accordance with Rule No. 11.
- 8. Subsequent bills, not in dispute, rendered prior to the settlement of the dispute bill, will be due and payable in accordance with Rules 9 and 11.

**B. EV SUBMETERING DISPUTES**

- 1. Customers taking service on Schedule EVSUB will be billed using the Company's primary metering and submeter data provided by the Submeter MDMA.
- 2. If a Customer has a dispute with the data the Company used to calculate the bill, the Company will investigate the usage on the primary meter and the usage provided by the Submeter MDMA.
- 3. If the Company determines that the Submeter MDMA failed to provide the submeter data or provided erroneous data, the customer will be advised to contact the MDMA to resolve the issue. The Company may make an adjustment to the customer bill at the Company's discretion.
- 4. If the Company determines that a billing error occurred due to the fault of the utility, the Company will make any necessary adjustment to the customer's account in accordance with Rule 9.

**Issued by**

Advice Letter No. 703-E Matthew McVee Date Filed December 5, 2022  
 Decision No. \_\_\_\_\_ VP, Regulation Effective January 1, 2023  
 \_\_\_\_\_  
 Name  
 Title  
 TF6 R10-2.E Resolution No. \_\_\_\_\_