

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 questions, the customer may deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, California 94102\*, telephone number is (public) 415-703-1170 and (hearing impaired – TDD) 415-703-2032, the amount of the bill to avoid discontinuance of service. (T)  
Make remittance payable to “California Public Utilities Commission” and attach the bill and a statement setting forth the basisfor the dispute of the amount of 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 deposits 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.”

- \* For service rendered in Southern California, 320 W 4<sup>th</sup> Street, Room 500, Los Angeles, CA 90013, telephone number is (public) 213-576-7118 and (hearing impaired – TDD) 213-576-7110. (T)  
(T)  
(T)

(continued)

(To be inserted by utility)

**Issued by**

(To be inserted by Cal. P.U.C.)

Advice Letter No. 1470

FRANCIS S. FERRARO  
NAME

Date Filed \_\_\_\_\_

Decision No. \_\_\_\_\_

Vice President  
TITLE

Effective \_\_\_\_\_

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SPECIAL INFORMATION REQUIRED ON FORMS

(Continued)

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.

This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, in accordance with Rule 7, Deposits, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for nonpayment.

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 of 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) A local address and telephone number of the water utility for users to obtain additional information and assistance in continuing service or in making arrangements for payment.
- (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) 703-1170 (public) or (415) 703-703-2032 (hearing impaired – TDD). For water utilities operating in Southern California, the telephone number of Consumer Affairs Branch is 213-576-7118 (T) (public) or 213-576-7110 (hearing impaired – TDD). (T)

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