

Rule No. 8

NOTICES

A. Notice to Customers

1. In Writing

Notice to a customer will normally be in writing and, depending on the type of notice, will either be delivered or mailed to the customer's last known address.

2. Exception

In emergencies or when circumstances warrant, the utility, where feasible, will endeavor to promptly notify the customer affected and may make such notification orally, either in person or by telephone.

3. Discontinuance of Service

a. The utility shall make a reasonable attempt to contact 1) the customer of record by mailing a separate notice at least 5 business days prior to any discontinuance, 2) an adult person on the residential customer's premises by telephone or in person at least 24 hours prior to any discontinuance. (T)

b. For elderly or handicapped residential customer, the utility shall provide at least 48 hours' notice by telephone or in person. For these customers, if a personal contact cannot be made, a notice of discontinuance of service shall be posted in a conspicuous location at the service address at least 48 hours prior to any discontinuance. (T)

c. Whenever the utility furnishes residential service through a master meter or whenever individually metered residential service is furnished in a multi-unit residential structure or mobilehome park, where the owner or manager is listed by the utility as the customer of record, the utility shall make every good faith effort to inform the residents, by means of a notice, that service will be discontinued within 10 days as outlines in Rule No. 11. The notice shall further inform the residents that they have the right to become utility customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.

d. Discontinuance and restoration of service procedure is outlined in Rule No. 11.

4. Third Party Notification

Notice of availability of third party notification shall be given annually to all residential customer, commencing at the time of the first full billing after the effective date of this tariff schedule.

(continued)

(To be inserted by utility)

Issued by

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

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Resolution No. _____

Rule No. 8

NOTICES

(Continued)

A. Notice from Customers

1. A customer may make notification in person, by telephone, or by letter to the company at its commercial office, or to an authorized representative of the company. (T)
(T)
2. Customers who are elderly or handicapped must present evidence to the company establishing their status if they wish to qualify for consideration under Rule No. 8.A.3.b. (T)
(above), and Rule No. 11.B.1.e.,i.,and k. (T)
3. Elderly or handicapped customers who desire third party notification must so inform the company with certification of status and with a letter from the third party accepting the responsibility. (T)
4. Proof of age must be supported by certificate of birth, driver's license, passport or other reliable document. Proof of handicap must be by certification from a licensed physician, public health nurse, or social worker.

(To be inserted by utility)

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