

**Rule No. 8**

Sheet 1 of 2 (T)

**NOTICES**

This tariff sheet is effective as of 9/25/14, but is subject to refund until approved by the California Public Utilities Commission.

A. Notice to Customers

1. 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.  
In some cases, customers may have the option to receive notices via electronic means (such as email, text message, or portable device "apps") as an alternative to, or in addition to, written notice on paper, depending on the type of notice. (N)

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. (N)

3. Discontinuance of Service (T)  
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 a person on the residential customer's premises by telephone or in person at least 24 hours prior to any discontinuance.

b. For-residential customers that are 62 years or older, disabled, or have a medical condition (as defined in Rule No. 1), 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 conspicuous location at the service address at least 48 hours prior to discontinuance. (N)

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 15 days as outlined 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 upon the delinquent account. (N)

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

4. Third Party Notification (N)  
Third party notification is the option to have a copy of a customer's notices or bills provided automatically to another individual. The customer is still fully responsible for the bill, but the third party has the option to make payment arrangements on the customer's behalf.

A customer electing this option must provide the Company with the name and contact information of the third party. The Company may require written acknowledgement that the third party agrees to receive the notices and bills." (N)

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

(continued)

(To be inserted by utility)

Issued by

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

Advice Letter No. 2139

PAUL G. TOWNSLEY

Date Filed

Decision No. 14-08-011

Vice President

Effective

Resolution No. -

**Rule No. 8**

Sheet 2 of 2 (T)

**NOTICES**  
(continued)

This tariff sheet is effective as of **9/25/14**, but is subject to refund until approved by the California Public Utilities Commission.

B. Notice from Customers (T)

- 1. A customer may make notification in person, by telephone, or by letter to the company at its customer service office, to an authorized representative of the company, by electronic mail, or by a message on the utility's website. (N)  
(N)
- 2. Customers who are older, disabled, or have a medical condition may be required to present evidence to the company as specified in Rule 1 to establish their status if they wish to qualify for consideration under Rule No. 8.A.3.b (above), and Rule No. 11.B.1.e., i., and k. (T)  
(N)  
(T)

(D)  
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(D)

(T)

(To be inserted by utility)

Advice Letter No. 2139

Decision No. 14-08-011

Issued by

PAUL G. TOWNSLEY

NAME

Vice President

TITLE

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

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