

Rule No. 10
Disputed Bills

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A. Correctness of Bill

Any customer (or adult occupant of a residential service address) who has initiated a complaint to the utility, or requested an investigation by the utility, within five days of receiving a contested bill shall have the complaint or investigation conducted by a review manager of the utility. The review shall include consideration of whether the customer should be permitted to spread out payments of the unpaid balance over a reasonable period of time. (T)

B. Notice of Deposit to Avoid Discontinuance

If a customer is not satisfied with the explanation of the utility, and the bill is not paid within 19 days after the bill was presented or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows: (T)

1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and the non-residential customer within 7 days of the date of this notice, must deposit with the California Public Utilities Commission, State Building, 505 Van Ness Avenue, San Francisco, California 94102-3298, the amount of the bill claimed by the utility to be due. (D)
2. To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact the CPUC's Consumer Affairs Branch (CAB) for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded while your case is resolved. You must continue to pay your current charges while your complaint is under review to keep your service on. CAB will conduct a review of the dispute. Water service will not be discontinued while the Commission is reviewing the dispute. (T)
(N)
(N)

C. Commission Appeal

When a customer and the utility fail to agree on a bill for service:

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
Advice Letter <u>2372</u>	<u>Greg A. Milleman</u>	Date Filed <u>01/24/2020</u>
Decision	<u>Vice President</u>	Effective <u>02/01/2020</u>
		Resolution _____

CALIFORNIA WATER SERVICE COMPANY

1720 North First Street

San Jose, CA 95112

(408) 367-8200

This tariff has been approved by the California
Public Utilities Commission and is effective 2/1/2020.

Revised Cal. P.U.C. Sheet No. 12295-W

Cancelling Cal. P.U.C. Sheet No. 2989-W

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C. Commission Appeal (continued)

1. In lieu of paying the disputed bill, the customer may deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3rd Floor, San Francisco, California 94102-3298, the amount claimed by the utility to be due. Whether or not a residential customer makes a deposit with the California Public Utilities Commission, the utility shall not shut off the water service of any residential customer for at least 79 days from the date the bill is mailed, postage prepaid. (C) (L)
(C)
(D)(N)
(N)
(N)
(N)
2. Checks or other forms of remittance for such a deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the disputed amount of the bill.
3. Upon receipt of the deposit, the bill, and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith. (L)
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. Failure of the customer to make such deposit prior to the expiration of the discontinuance of service notice as given in Rule 10 B.1. will warrant discontinuance of service.
6. 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 utility to be due for such additional bills before they become past due; failure to do so will warrant discontinuance of service in accordance with Rule No. 11. (T)
(T)

(To be inserted by utility)

Advice Letter 2372

Decision

Issued By

Greg A. MillemanVice President

(To be inserted by CPUC)

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Resolution _____