

Rule No. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

A. Customer's Request for Discontinuance of Service

1. A customer may have service discontinued by giving not less than two days' advance notice thereof to the utility. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required two days' advance notice.
2. When such notice is not given, the customer will be required to pay for service until two days after the company has knowledge that the customer has vacated the premises or otherwise has discontinued water service. (T)

B. Discontinuance of Service by Company

1. For Nonpayment of Bills
 - a. Past Due Bills. When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days from the date of mailing. The company shall allow every residential customer at least 19 days from the date of mailing its bill for services, postage prepaid, to make payment of the bill. The company may not discontinue residential service for nonpayment of delinquent account unless the company first gives notice of the delinquency and impending discontinuance, at least 10 days prior to the proposed discontinuance, by means of a notice mailed, postage prepaid, to the customer to whom the service is billed, not earlier than 19 days from the date of mailing the company's bill for services. The 10-day discontinuance of service notice shall not commence until five days after the mailing of the notice. (T)
 - b. When a bill for water service has become past due and a 10-day discontinuance of residential service notice or a 7-day discontinuance of non-residential service notice for nonpayment has been issued, service may be discontinued if the bill is not paid within the time required by such notice. The customer's service, however, will not be discontinued for nonpayment until the amount of any deposit made to establish credit for that service has been fully absorbed. (T)
 - c. Any customer, residential as well as non-residential, who has initiated a billing complaint or requested an investigation within 5 days of receiving a disputed bill or who has, before discontinuance of service made a request for extension of the payment period of a bill asserted to be beyond the means of the customer to pay in full within the normal period for payment, shall not have residential water service discontinued for nonpayment during the pendency of an investigation by the utility of such customer complaint or request and shall be given an opportunity for review of the complaint, investigation, or review by company manager. The review shall include consideration of whether a residential customer shall be permitted to make installment payments on any unpaid balance of the delinquent account over a reasonable period of time, not to exceed 12 months. Such service shall not be discontinued for nonpayment for any customer complying with an installment payment agreement entered into with the company, provided the customer also keeps current his or her account for water service as charges accrue in each subsequent billing period. If a residential customer fails to comply with an installment payment agreement, the company will give a 10-day discontinuance of service notice before discontinuing such service, but such notice shall not entitle customer to further investigation by the company. (T)

(continued)

(To be inserted by utility)

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Issued by

FRANCIS S. FERRARO

NAME

Vice President

TITLE

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

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Rule No. 11

Sheet 2 of 5 (T)

DISCONTINUANCE AND RESTORATION OF SERVICE

(continued)

B. Discontinuance of Service by Company (continued)

1. For Nonpayment of Bills (continued)

d. Any customer whose complaint or request for an investigation pursuant to subdivision (c) has resulted in an adverse determination by the company may appeal the determination to the Commission. Any subsequent appeal of the dispute or complaint to the Commission shall be in accordance with the Commission adopted Rules of Practice and Procedure

e. Service to a residential customer will not be discontinued for nonpayment when the customer has previously established to the satisfaction of the company that:

- (1) The customer is older, disabled, or has a medical condition, as defined in Rule 1;
- (2) The customer is temporarily unable to pay for such service in accordance with the provisions of the company's tariffs; and
- (3) The customer is willing to arrange installment payments satisfactory to the utility, over a period not to exceed 12 months, including arrangements for prompt payment of subsequent bills.

However, service may be discontinued to any customer who does not comply with an installment payment agreement or keep current on his or her account for water service as charges accrue in each subsequent billing period.

f. A customer's residential service may be discontinued for nonpayment of a bill for residential service previously rendered to him or her at any location served by the company.

A nonresidential service may be discontinued for nonpayment of a bill for residential as well as nonresidential service previously rendered to him or her at any location served by the company.

The discontinuance of service notice required in (b) above will be given in both cases stated in (b) before service is discontinued.

Residential service will not be discontinued for nonpayment of bills for separate nonresidential service

g. Service will not be discontinued by reason of delinquency in payment for service on any Saturday, Sunday, Legal Holiday, or at any time which the business offices of the company are not open to the public.

(N)

(continued)

(To be inserted by utility)

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Issued by

PAUL G. TOWNSLEY

NAME

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TITLE

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Rule No. 11

Sheet 3 of 5 (T)

DISCONTINUANCE AND RESTORATION OF SERVICE

(continued)

B. Discontinuance of Service by Company (continued)

1. For Nonpayment of Bills (continued)

h. Where water service is provided to residential users through a master meter, the company shall make every good faith to inform the actual users, by telephone, in person, or by means of a notice when the account is in arrears that service will be discontinued in 10 days. The 15-day discontinuance notice shall be posted within a conspicuous place of each residential unit. The notice shall further inform the actual users that they have the right to become company customers without being required to pay the amount due on the account. The company shall not be obligated to make service available unless and until each and every actual user of the water service then residing on the premises shall agree to the terms and conditions of service and shall meet the requirements of the company's rules and tariffs provided, however, that if (1) one or more actual users are willing and able to assume responsibility for the entire account to the satisfaction of the company, or (2) if there is a physical means, legally available to the company, of selectively discontinuing service to those actual users who have not met the requirements of the company's rules and tariffs, the company shall make service available to the actual users who have met those requirements

(N)

i. A reasonable attempt must be made by the company to personally contact an adult person on the residential customer's premises either by telephone, in person, or by mail delivery, at least 24 hours prior to discontinuance.

For elderly and handicapped residential customers, the company shall provide at least 48 hours' notice by telephone or in person. For elderly or handicapped customers, if telephone or 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 discontinuance

j. Residential Customer's Remedies Upon Receipt of Discontinuance Notice

(1) If upon receipt of a 10-day discontinuance notice, a residential customer is unable to pay, he or she must contact the company before discontinuance of service to make payment arrangements to avoid discontinuance of service.

(2) If, after contacting the company, the residential customer alleges to the Commission an inability to pay and that he is unable to make payment arrangements with the Company he or she should write to the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. This action must be taken within the 10-day discontinuance of service notice

(3) The CAB's resolution of the matter will be reported to the Company and the residential customer within ten business days after receipt of the informal complaint. If the customer is not satisfied with such resolution, he or she must file, within ten business days after the date of the CAB's letter, a formal complaint with the Commission under Public Utilities Code Section 1702 on a form provided by the CAB

(4) Failure of the residential customer to observe these time limits shall entitle the Company to insist upon payment or, upon failure to pay, to discontinue the customer's service

(continued)

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Sheet 4 of 5 (T)

DISCONTINUANCE AND RESTORATION OF SERVICE

(continued)

B. Discontinuance of Service by Company (continued)

1. For Nonpayment of Bills (continued)

- k. Designation of a Third Party Representative (D)
Customers that are older, disabled, or have a medical condition, as defined in Rule 1 may designate (N)
a third party representative providing that: (T)
 - (1) Customer must inform Company if he or she desires that a third party receive termination or other notices on his behalf. (L)
 - (2) Company must be advised of name, address and telephone number of thirds party with a letter from a third party accepting this responsibility. |
 - (3) Only customers who certify that they are older, disabled, or have a medical condition, according to Rule 1, are entitled to third-party representation. (T) | (L)
- l. The Company may require payment of a collection charge of \$15.00 when Company's representative goes to a customer's premises to discontinue service for nonpayment of a bill and the customer makes a payment to avoid discontinuance of service. (T)
(T)

2. For Noncompliance with Rules

The Company may discontinue service to any customer for violation of these rules after it has given the customer at least 5 days written notice of such intention. Where safety of water supply is endangered; service may be discontinued immediately without notice.

3. For Waste Water

- a. Where negligent or wasteful use of water exits on a customer's premises, the Company may discontinue the service if such practices are not remedied within 5 days after it has given the customer written notice of such effect.
- b. In order to protect itself against serious and unnecessary waste or misuse of water, the company may meter any flat rate service if such practices are not remedied within 5 days after it has given the customer written notice of such effect.

4. For Unsafe Apparatus or Where Service is Detrimental or Damaging to the Company or Its Customers

If an unsafe or hazardous condition is found to exist on the customer's premises, or if the use of water thereon by apparatus, appliances, equipment or otherwise is found to be detrimental or damaging to the company or its customer, the service may be shut off without notice. The company will notify the customer immediately of the reasons for the discontinuance and the corrective action to be taken by the customer before service can be restored.

5. Fraudulent Use of Service

When the company has discovered that a customer has obtained service by fraudulent means, or has diverted the water service for unauthorized use, the service to that customer may be discontinued without notice. The company will not restore service to such customer until that customer has complied with all filed rules and reasonable requirements of the company and the company has been reimbursed for the full amount of the service rendered and the actual cost to the company incurred by reason of the fraudulent use.

(continued)

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NAME

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DISCONTINUANCE AND RESTORATION OF SERVICE

C. Restoration of Service

1. Reconnection Charge

Where service has been discontinued for violation of these rules or for nonpayment of bills, the company may charge \$50.00 for reconnection of service during regular working hours or \$90.00 (I) for reconnection of service at other than regular working hours when the customer has requested that the reconnection be made at other than regular working hours

2. To be Made During Regular Working Hours

The company will endeavor to make reconnections during regular working hours on the day of the request, if conditions permit, otherwise reconnections will be made on the regular working day following the day the request is made.

3. To be Made at Other Than Regular Working Hours

When a customer has requested that the reconnection be made at other than regular working hours, the company will reasonably endeavor to so make the reconnection if practicable under the circumstances.

4. Wrongful Discontinuance

A service wrongfully discontinued by the utility must be restored within 24 hours without charge to the customer.

D. Refusal to Serve

1. Conditions for Refusal

The company may refuse to serve an applicant for service under the following conditions:

- a. If the applicant fails to comply with any of the rules as filed with the Public Utilities Commission
- b. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing customers.
- c. If, in the judgment of the company, the applicant's installation for utilizing the service is unsafe or hazardous, or of such a nature that satisfactory service cannot be rendered.
- d. Where service has been discontinued for fraudulent use, the utility will not serve an applicant until it has been determined that all conditions of fraudulent use or practice has been corrected.

2 Notification to Customers

When an applicant is refused service under the provisions of this rule, the company will notify the applicant promptly of the reason for the refusal to serve and of the right of the applicant to appeal the company's decision to the Public Utilities Commission.

(continued)

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