

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

(continued)

B. Bill for Service

- # For service rendered in Southern California, 107 South Broadway, Room 5109, Los Angeles, California 90012, telephone numbers are (public) (213) 897-2975 and (hearing impaired – TDD) (213) 897-0426. (C)

The Commission will not, however, accept deposit when the dispute appears to be over matters that do not directly relate 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.

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 non-payment of bills.

This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, at 1/12 per cent per month (7% annually) upon discontinuance of service, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for non-payment.

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 by 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.

(continued)

(To be inserted by utility)

Issued by

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

Advice Letter No. 273

M. L. Whitehead

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Decision No. _____

NAME

Effective Sept 17, 1993

President

TITLE

Resolution No. W3770