

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

(continued)

- D. (5) The procedure by which the customer may request amortization of the unpaid charges.
- (6) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
- (7) The name, address, and telephone number of a representative of the water utility who can provide additional information and assist users in continuing service or in making arrangements for payment. (C)
- (8) The telephone number of the Commission (Consumer Affairs Branch) to which inquiries by the customer may be directed. For water utilities operating in Northern California the number of Consumer Affairs Branch is (415) 703-1170 (public) and (415) 703-2032 (hearing impaired – TDD). For water utilities operating in Southern California, the telephone number of Consumer Affairs Branch (213) 897-2975 (public) or (213) 897-0426 (hearing impaired – TDD). (C)
- Where water service is provided to residential users in a multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp, where the owner, manager or operator is listed by the utility as the customer of record, the notice of discontinuance shall further include: (C)
- (9) The date on which service will be discontinued. (N)
- (10) What the users are required to do in order to prevent the discontinuance or to reestablish service.
- (11) The estimated monthly cost of service.
- (12) The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist the users.

(N)

(To be inserted by utility)

Issued by

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

Advice Letter No. 273

M. L. Whitehead

Date Filed Aug. 9, 1993

Decision No. _____

NAME

Effective Sept 17, 1993

President

TITLE

Resolution No. W3770