

**Rule No. 11**

DISCONTINUANCE AND RESTORATION OF SERVICE

*(continued)*

- B. 1. c. beyond the means of the customer to pay in full within the normal period for payment, shall not have residential water service discontinued for non payment 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 request by a review manager of the utility. 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 utility, provided the customer also keeps current his 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 utility will give a 10-day discontinuance of service notice before discontinuing such service, but such notice shall not entitle the customer to further investigation by the utility.
- d. Any customer whose complaint or request for an investigation pursuant to subdivision (c) has resulted in an adverse determination by the utility may appeal the dispute or complaint to the Commission in accordance with the Commission's 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 utility that:
  - (1) The customer is elderly (age 62 or over) or handicapped,<sup>1</sup> or upon certification of a licensed physician or surgeon that to discontinue water service will be life threatening to the customer; and

*(continued)*

<sup>1</sup> Proof of age must be supported by certificate of birth, driver's license, passport or other reliable document. Proof of handicap must be by certification from a licensed physician, surgeon, public health nurse or social worker.

(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 Sep 17, 1993

President

TITLE

Resolution No. \_\_\_\_\_