

**RULE 10**

**DISPUTED BILLS**

- A. Domestic Service To A Residential Dwelling. Any customer who has initiated a billing complaint to the company or requested an investigation by the company within five days of receiving a contested bill for domestic service shall be given an opportunity for review of such complaint or investigation by a review manager of the company. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of his account over a reasonable period of time not to exceed a 12-month period.
- B. For disputes related to Meter Data Management Agent (MDMA) transmitted data pursuant to D.22-08-024, Plug-in Electric Vehicle Submetering Protocol (PEVSP), any late, incomplete, or inaccurate submeter usage information will be disregarded. In these cases, the customer will be billed at the primary meter's current rate. The MDMA and the customer will attempt to resolve the issue and Liberty will perform validation checks according to the PEVSP established in D.22-08-024.
- C. Domestic and Nondomestic Service. Any customer, whose complaint or request for investigation regarding a bill for electric service has resulted in a determination by the Company which is adverse to him, may appeal such determination to the California Public Utilities Commission.
- D. Commission Appeal. When a customer and the company fail to agree on a bill for electric service:
  - 1. In lieu of paying the disputed bill the customer may deposit with the California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, California 94102, the amount claimed by the company to be due. A nonresidential customer who is unable to deposit the full amount in dispute for a bill covering a period in excess of 90 days shall deposit an amount equal to 90 days at the average disputed charge per day of the disputed bill.
  - 2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission.
  - 3. Upon receipt of the deposit the Commission will notify the company, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.
  - 4. Service will not be terminated for nonpayment of the disputed bill when a deposit has been made with the Commission pending the outcome of the Commission's review.
  - 5. Failure of the customer to make such deposit within 17 days after presentation of the disputed bill and prior to the expiration date of a 15-day termination of service notice will warrant termination of his service. For domestic service the company shall make reasonable attempts to contact an adult at the customer's premises either by telephone or visit at least 24 hours prior to termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Utility shall give, either by mail or in person, a Notice of Termination of Service at least 48 hours prior

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C. Commission Appeal. (Continued)

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to termination. For elderly (age 62 or over) or disabled\* residential customers the company shall provide at least 48 hours notice by telephone or visit; however, if a personal contact cannot be made a notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination of service.

6. If before completion of the Commission's review, additional bills become due which the customer wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the company to be due for such additional bills before they become past due and failure to do so will warrant termination of his service in accordance with Rule No. 11.

Notification of a Customer's right to make deposit with the Commission in order to avoid termination of service shall be printed on each customer's bill and termination of service notice as set forth in Rule No. 5.

\* Certification from a licensed physician, public health nurse, or a social worker may be required by the company.

Advice Letter No. 28-E

Issued by

Michael R. Smart

Date Filed July 15, 2013

Name

Decision No. \_\_\_\_\_

President

Effective July 15, 2013

Title

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