

TERMS & CONDITIONS DOCUMENT

Section 7 - Disputed Bills

7.1 Timing for Disputes

A Customer may dispute charges or request a credit up to thirty (30) days after remittance of the bill on which the charges were included or a credit is claimed to be owed. This does not affect Customer's right under the Public Utilities Code to bring a claim against Company before the California Public Utilities Commission.

7.2 Procedure

The Company will promptly investigate any complaint or dispute received by a Customer and will report the result of that investigation to the Customer within 30 days. When circumstances indicate the need for corrective action, the Company will take such action as soon as possible.

The Company shall ensure that personnel engaged in initial contact with a dissatisfied or complaining Customer shall inform the Customer that if dissatisfied with the decision or the explanation provided, the Customer may have the problem considered and acted upon by supervisory personnel. The Company will provide the Customer with the name or department of such supervisory personnel and a telephone number by which they may be reached.

The Company shall ensure that supervisory personnel contacted by a dissatisfied Customer shall inform a still-dissatisfied Customer of the availability of the California Public Utilities Commission for further review of any complaint or dispute.

In case of a billing dispute between the Customer and the Company as to the correct amount of a bill, which cannot be adjusted with mutual satisfaction, the Customer may make the following arrangements:

- 7.2.1** First, the Customer may make a request, and the Company will comply with the request, for an investigation and review of the disputed amount.
- 7.2.2** The undisputed portion of the bill must be paid by the Due By Date (no sooner than 22 days of the date the bill was mailed) shown on the bill or the service will be subject to disconnection if the Company has notified the Customer by written notice of such delinquency and impending termination.
- 7.2.3** If there is still disagreement after the investigation and review by a manager of the Company, the Customer may appeal to the California Public Utilities Commission's Consumer Affairs Branch ("CAB") for its investigation and decision. To avoid disconnection of service, the Customer must submit the claim and, if the bill has not been paid, deposit the amount in dispute with CAB within seven (7) calendar days after the date the Company notifies the Customer that the investigation and review are completed and that such deposit must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill.

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Section 7 - Disputed Bills *(cont'd)*

7.2 Procedure *(cont'd)*

7.2.4 The Company may not disconnect the Customer's service for nonpayment as long as the Customer complies with (B) and (C) above.

7.2.5 The Company shall respond to CAB's requests for information within ten (10) business days.

7.2.6 CAB will review the claim of the disputed amount, communicate the result of its review to the Customer and Company and make disbursement of the deposited amount.

7.2.7 After the investigation and review are completed by the Company as noted in (A) above, if the Customer elects not to deposit the amount in dispute with CAB, such amount becomes due and payable at once. In order to avoid disconnection of service, such amount must be paid within seven (7) calendar days after the date the Company notifies the Customer that the investigation and review are completed and that such payment must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill.

7.3 Commission Address

California Public Utilities Commission Consumer Affairs Branch
505 Van Ness Avenue
Room 2003
San Francisco, California 94102
Telephone: 1-800 649-7570 (8:30 AM to 4:30 PM, Monday through Friday)