

Rule No. 10

DISPUTED BILLS

A. Correctness of Bill

Any customer (or adult occupant of a residential service address) who has initiated a complaint to the utility or requested an investigation by the utility within five days of receiving a contested bill shall be given an opportunity for review of such complaint or investigation by a review manager of the utility. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of his or her account over a reasonable period of time.

B. Notice of Deposit to Avoid Discontinuance

If an explanation satisfactory to the customer is not made by the utility and the bill is not paid within 19 days after its presentation or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows:

"If you are not satisfied with San Gabriel Valley Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

- Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
- Mail: California Public Utilities Commission  
Consumer Affairs Branch  
505 Van Ness Avenue, 3<sup>rd</sup> Floor  
San Francisco, CA 94102

(T)

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well as their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service Provider.

Type of Call	Language	Toll-Free 800 Number
TTY/CO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/CO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

(continued)

(To be inserted by utility)

Advice Letter No. 547-W

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

Issued by

J. M. Reiker

NAME

Vice President of Regulatory Affairs

TITLE

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

Date Filed 04/29/2020

Effective 04/08/2020

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

Rule No. 10

DISPUTED BILLS

(continued)

B. Notice of Deposit to Avoid Discontinuance (continued)

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. Review of the dispute will be conducted by the Commission's Consumer Affairs Branch. Pending the Commission's review of the disputed bill, water service will not be discontinued.

(N)  
|  
(N)

C. Commission Appeal

When a customer and the utility fail to agree on a bill for service:

1. In lieu of paying the disputed bill, the customer may deposit, with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3<sup>rd</sup> Floor, San Francisco, CA 94102, the amount claimed by the utility to be due. Whether or not the residential customer makes a deposit with the California Utilities Commission, the utility shall not discontinue the water service of any residential customer for a minimum total of 79 days from the date of mailing its bill for services, postage prepaid.
2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the dispute of the amount of the bill.
3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, 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 discontinued for nonpayment of the disputed bill when deposit has been made with the Commission (Consumer Affairs Branch), pending the outcome of the Commission's review.
5. Failure of the customer to make such deposit prior to the expiration of the discontinuance of service notice as given in Rule No. 10.B. will warrant discontinuance of service in accordance with Rule No. 11.
6. If before completion of the Commission's review, additional bills become due which the customer wishes to dispute, he or she shall also deposit with the Commission the additional amounts claimed by the utility to be due for such additional bills before they become past due and failure to do so will warrant discontinuance of his or her service in accordance with Rule No. 11.

(T)  
(N)  
|  
(N)

(To be inserted by utility)

Issued by

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

Advice Letter No. 547-W

J.M. Reiker

Date Filed 04/29/2020

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

NAME

Effective 04/08/2020

Vice President of Regulatory Affairs

TITLE

Resolution No.