

Rule No. 8

NOTICES

APPROVED

NOTICES TO SUBSCRIBERS

A. Notices shall be in writing by one or a combination of bill inserts, notices printed on bills, or separate notices sent by first class mail. In each case, an electronic notice may be substituted where the Customer has agreed to receive notice in that manner. Notice by first class mail is complete when the document is deposited in the mail; and electronic notice is complete upon successful transmission (as defined in Cal. Civil Code Section 1633.15(b)). Every notice in whatever form shall be legible and printed in the equivalent of 10-point or larger type.

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B. A Utility shall notify all affected customers at least 25 days in advance of every proposed change in its customers' tariffed service or non-term contracts that may result in higher rates or charges or more restrictive terms or conditions excluding taxes or surcharges for which the Utility has no discretion over the amount to charge. The customer notice shall describe the current and proposed rates, terms, or conditions, as appropriate. Where required by D. 02-01-038 (or General Order 96-B, when issued) the notice must also describe the reason for the proposed change to a rate or charge and state the impact of the change in dollar and percentage terms.

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C. Disconnection Notice

The Utility shall provide notices in writing to customers whose payments are overdue not less than 7 calendar days prior to terminating service for nonpayment. Each termination notice shall include all of the following:

1. Utility's name,
2. The name and address of the customer, and the telephone number(s) associated with the delinquent account,
3. Information sufficient for the customer to identify what service(s) are to be terminated, and the delinquent amount(s). If basic service is to be disconnected, the notice shall state the minimum amount that must be paid to retain basic service.
4. The time or date by which payment, or arrangement for payment, must be made to avoid termination.
5. A toll-free telephone number to reach a Utility service representative who can provide customer assistance.
6. The telephone number of the Commission's Consumer Affairs Branch where the customer may direct inquiries.

If the notice is sent via text message to the device to be terminated, the terminating Utility will be deemed to have complied with this rule if it provides the information above.

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NOTICES FROM SUBSCRIBERS

A. Notices from a subscriber to the Company may be given verbally by him or his authorized agent at the Company's office, or by written communications mailed thereto.

(To be inserted by utility)
Advice Letter No.: 163

Decision No.: 04-05-057

Issued by
Paul E. Pederson
NAME
Vice President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed: August 6, 2004
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Resolution No.: