

RULE NO. 10

DISPUTED BILLS

A. BILL REVIEW PROCEDURE

1. Any residential customer who has initiated a complaint or requested an investigation within five days of receiving a disputed bill shall be given an opportunity for review of the complaint or investigation by a review manager of the Company. The review shall include consideration of whether the customer shall be permitted to amortize any unpaid balance of the delinquent account over a reasonable period of time, not to exceed 12 months.
2. Any customer whose complaint or request for an investigation has resulted in an adverse determination by the Company may appeal the determination to the Commission.

B. COMMISSION APPEAL

Should any customer fail to agree with the Company on a bill for gas service and not pay the same prior to the next regular monthly billing, the Company will notify the customer in writing:

1. That, in lieu of paying the disputed bill, the customer may deposit with the California Public Utilities Commission (Commission), 505 Van Ness Avenue, Room 2003, San Francisco, CA 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. However, the Commission will not accept deposits when it appears that the dispute is over matters, such as quality of service, level of rates, pending applications for rate increases, termination of service, etc., which do not relate directly to the question of the accuracy of the bill.
2. That checks or other forms of remittance used for this purpose should be made payable to the Public Utilities Commission of the State of California.
3. That upon receipt of the deposit the Commission will investigate the matter, advise both parties of its findings, and dispose of the deposit in accordance with those findings.
4. That service will not be discontinued pending the outcome of the Commission's investigation.
5. That failure of the customer to make such deposit within 15 days after the date upon which notice was given will warrant discontinuance of service.