



**RULE 5**

Sheet 1

SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each agreement or contract form for electric service will contain the following provision:

"This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California, as said Commission may, from time to time, direct in the exercise of its jurisdiction."

B. Bills

1. Each bill for electric service will contain the applicable rate schedule or code, date mailed or left on premises, and the following statements. In the case of billing by electronic data interchange, explicit instructions will be provided by electronic mail as to how to obtain such information.

"If you dispute the SDG&E charges on your bill, which may include electric energy charges that reflect electricity provided by the State of Californian Department of Water Resources (DWR), please request an explanation from SDG&E within five days. If you still believe you have been billed incorrectly, the full amount of the SDG&E charges on the bill should be deposited with the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, email: [consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov); within 15 days of the mailing date of a past due notice for residential customers or seven days for non-residential customers, to avoid disconnection of your SDG&E service. Make the remittance payable to the CPUC, not SDG&E.

You may, in lieu of depositing the full amount of disputed bills with the CPUC, agree to an installment plan with SDG&E. A complaint may still be filed with the CPUC by stating your claim in writing and by providing supporting documentation.

The CPUC will not accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of the utility's service, general level of rates, pending rate applications, and sources of fuel that are used to generate power.

Failure to make the deposit to the CPUC or payment arrangements with SDG&E by the expiration date of a past due notice, may result in the disconnection of our SDG&E service."

2. Deposit request notices or bills that include a deposit request will contain the following statement:

"PLEASE NOTE":

"This deposit less the amount of any unpaid bills will be refunded together with any interest due at the rate determined in accordance with the Utility's Rule 7, Deposits, either upon discontinuance of service or after the deposit has been held for 12 consecutive months during which time continuous gas and/or electric service has been received, and all bills for such service have been paid within the allowed number of days from the date mailed, in accordance with the Rules as approved by the Public Utilities Commission of the State of California.

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**RULE 5**

SPECIAL INFORMATION REQUIRED ON FORMS

B. Bills (Continued)

No interest will be paid if service was temporarily or permanently disconnected for non-payment of bills within the past 12 months, or the account was past due more than once during the past six months or more than twice during the past 12 months.

Refund will be made by application to the account or by check, in which case endorsement of the check will constitute acknowledgement of receipt of refund and release the utility from any further claims against the deposit covered by this receipt."

3. All non-residential bills, subject to a late payment charge, will contain the following:

"Delayed Payment Charge – A late payment charge will be added to non-residential gas and/or electric SDG&E amounts, including any DWR amounts contained in the electric energy charges, if payment is not received within 25 days of the date the SDG&E bill was mailed. The CPUC authorized the charge to offset the expenses created by late payments."

C. Discontinuance of Service Notice

Each termination notice shall contain the substance of Rule 6.B. - Re-Establishment of Credit, Rule 10 – Disputed Bills and Rule 11 – Discontinuance of Service and shall contain all of the following information:

1. The name and address of the customer whose account is delinquent.
2. The amount of the delinquency.
3. The date by which payment or arrangement for payment is required in order to avoid termination.
4. The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
5. The procedure by which the customer may request amortization of the unpaid charges.
6. The procedure for the customer to obtain information on the availability of financial assistance including private, local, state, or federal sources, if applicable.
7. The telephone number of a representative of the Utility who can provide additional information or institute arrangements for payment.
8. The telephone number of the Commission to which inquiries by the customer may be directed.

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