



ELECTRIC RULE NO. 5
SPECIAL INFORMATION REQUIRED ON FORMS

Sheet 2

C. DISCONTINUANCE OF SERVICE NOTICE

On each notice of discontinuance of service for nonpayment of bills will be printed the substance of Rules 6.B.2., 10., and 11.A.2. Also, each notice shall include all of the following information: (T)

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 arrangements 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 corporation 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.

(Continued)

<i>Advice</i>	1616-E	<i>Issued by</i>	<i>Date Filed</i>	<u>October 22, 1996</u>
<i>Decision</i>		Robert S. Kenney	<i>Effective</i>	<u>March 7, 1997</u>
		<i>Vice President, Regulatory Affairs</i>	<i>Resolution</i>	<u>G-3203</u>



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D. DEPOSIT RECEIPTS

Each deposit receipt will contain the following provisions:

Please Note:

(T)

This deposit, less the amount of any unpaid bills for electric service furnished by PG&E, will be refunded, together with any interest due, either upon discontinuance of service or as soon as practicable following any review made in accordance with paragraph B.4. of Rule 7 which shows that the customer has paid bills for service for the twelve consecutive months immediately preceding such review without having had more than two past due bills as defined in Rule 11.A.2.

(T)

Interest on deposits will be calculated on a daily basis, and compounded at the end of each calendar month, from the date fully paid to the date of refund by check or application to a bill. The interest rate applicable in each calendar month may vary and shall be equal to the interest rate on commercial paper (prime, three months) for the previous month as reported in the Federal Reserve Statistical Release, G.13 or its successor publication; except that when a refund is made within the first fifteen days of a calendar month the interest rate applicable in the previous month shall be applied for the elapsed portion of the month in which the refund is made.

(T)

No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills.

(T)

Refund of this deposit may be requested when credit is established as outlined above or as provided for in Rule 6.

(T)

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