



**ELECTRIC RULE NO. 10**  
**DISPUTED BILLS**

Sheet 1

**A. CORRECTNESS OF BILL**

If the correctness of a bill is questioned or disputed by a customer, an explanation should be promptly requested from PG&E. If the bill is determined to be incorrect, PG&E will issue a corrected bill.

**B. BILL REVIEW PROCEDURE**

A customer who has initiated a complaint or requested an investigation shall be given an opportunity for review of his complaint.

1. After review, when a residential customer and PG&E agree on the amount of the bill, PG&E will determine and advise the customer: (1) if an amortization period to pay the unpaid balance is warranted or (2) the date the unpaid balance of his account must be paid. If an amortization period is warranted and agreed to by the customer, service will not be discontinued for nonpayment for any customer complying with such amortization agreement, provided the customer also keeps current his account for utility service as charges accrue in each subsequent billing period. If the customer fails to comply with such amortization agreement, service shall be subject to discontinuance for nonpayment of bills as provided Rule 11.
2. After review, when a customer and PG&E fail to agree on the amount of the bill and upon review PG&E has determined to its satisfaction that the bill is correct, PG&E will explain to the customer that:
  - a. PG&E has completed its investigation and review.

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Sheet 2

**B. BILL REVIEW PROCEDURE (Cont'd.)**

**2. (Cont'd.)**

- b. In lieu of paying the disputed bill, he may deposit with the California Public Utilities Commission at its office in the State Building, San Francisco, California 94102, the amount claimed by PG&E to be due. A check or other form of remittance for such deposit should be made payable to the California Public Utilities Commission. A residential customer who is unable to pay the full amount in dispute will not be required to deposit the disputed amount during Commission review. 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.
- c. The customer shall submit the disputed bill and a statement setting forth the basis for the dispute of the amount billed. The Commission will not, however, 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 a utility's service, general level of rates, pending rate applications, and sources of fuel and power. Disputes over termination policy will be resolved in accordance with Rule 11.A.2.1. which does not require such a deposit.
- d. Upon receipt of the deposit, the Commission will notify PG&E, review the basis of the billed amount, and advise both parties of its findings and disburse any deposit in accordance therewith.
- e. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.

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Sheet 3

**B. BILL REVIEW PROCEDURE (Cont'd.)**

**2. (Cont'd.)**

- f. Failure of the customer to submit a dispute to the Commission in accordance with b. and c. above will warrant discontinuance of his service in accordance with Rule 11.
- g. If, before completion of the Commission's review, additional bills become due which the customer also wishes to dispute, he should follow the procedures set forth in b. and c. above with regard to the additional amounts claimed by PG&E to be due. Failure to follow the procedures in b. and c. above will warrant discontinuance of his service in accordance with Rule 11.
- h. Subsequent bills, not in dispute, rendered prior to the settlement of the disputed bill, will be due and payable in accordance with Rules 9 and 11.