



**ELECTRIC RULE NO. 5**  
 SPECIAL INFORMATION REQUIRED ON FORMS

Sheet 1

**A. CONTRACTS**

Each contract for electric service will contain the following provisions:

"This contract shall at all times be subject to such changes or modification 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. CUSTOMERS' BILLS**

On each bill for electric service will be printed the following statement:

"This bill is now due and payable.

"Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to the California Public Utilities Commission, State Building, San Francisco, CA 94102. To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the California Public Utilities Commission. If you are unable to pay the amount in dispute, you must inform the Commission of your inability to pay. Your service will remain on until the CPUC completes its review. The Commission will review the basis of the billed amount, communicate the results of its review to the parties and make disbursement of the deposit.

"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 matter include the quality of a utility's service, general level of rates, pending rate applications, and sources of fuel and power."

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**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.

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**D. DEPOSIT RECEIPTS**

Each deposit receipt will contain the following provisions:

"Please Note:

"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.

"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.

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

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