



**GAS RULE NO. 10
DISPUTED BILLS**

Sheet 1

A. APPLICABILITY

This Rule applies to bills issued by PG&E and presented to Customers where PG&E provides any one or more of the following bundled or unbundled services: procurement, interstate transmission, local transmission, storage, balancing, or distribution.

This Rule also applies to bills issued by PG&E to Core Transport Agents (CTA). See Rule 23 for details.

B. CORRECTNESS OF BILL

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

C. BILL REVIEW PROCEDURE

A Customer/CTA who has initiated a complaint or requested an investigation shall be given an opportunity for review of their complaint. (T)

1. After review, when a 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 account balance 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 the 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 in Rule 11.
2. After review, when a CTA and PG&E agree on the amount of the bill, PG&E will determine and advise the CTA the date the unpaid account balance must be paid. If the CTA fails to make payment by the specified date, participation shall be subject to termination for nonpayment of bills as provided in Rule 23.

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Sheet 2

- C. BILL REVIEW PROCEDURE (Cont'd.) (T)
- 3. After review, when a Customer/CTA 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/CTA that: (T)
 - a. PG&E has completed its investigation and review. (T)
 - b. In lieu of paying the disputed bill, the Customer/CTA may deposit with the California Public Utilities Commission at its office at 505 Van Ness Avenue, 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 or CTA 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. (T)
 - c. The Customer/CTA 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. For End-Use Customers, disputes over discontinuance of service policy will be resolved in accordance with Rule 11.A.2.1. which does not require such a deposit. For the CTA, disputes over termination of participation will be resolved in accordance with Rule 23. (T)
 - 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. (T)

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Sheet 3

C. BILL REVIEW PROCEDURE (Cont'd.)

- e. Service will not be discontinued and participation in the Gas Core Aggregation Program will not be terminated for nonpayment of the disputed bill when a deposit has been made with the Commission pending the outcome of the Commission's review. (T) (L)
- f. Failure of the Customer or CTA to submit a dispute to the Commission in accordance with Sections C.3.b. and c. above, will warrant discontinuance of service in accordance with Rule 11. Failure of the CTA to submit a dispute to the Commission in accordance with Sections C.3.b. and c. will warrant discontinuance of service in accordance with Rule 23. (T) (L)
- g. If, before completion of the Commission's review, additional bills become due which the Customer/CTA also wishes to dispute, the Customer/CTA should follow the procedures set forth in Sections C.3.b. and c. above, with regard to the additional amounts claimed by PG&E to be due. Failure to follow the procedures in Sections C.3.b. and c. will warrant discontinuance of service or termination of participation in accordance with Rule 11 for Customers and Rule 23 for the CTA. (T) (T)
- h. Subsequent bills, not in dispute, rendered prior to the settlement of the disputed bill, will be due and payable by Customers in accordance with Rules 9 and 11 and by the CTA in accordance with Rule 23. (T) (T)