

Rule No. 11  
DISPUTED BILLS

Sheet 1

A. DISPUTED BILL PROCESS

1. Customer Remits Disputed Amount. In case of a dispute between a customer and the Utility as to the correct amount of any bill rendered by the Utility for gas service furnished to the customer, the Utility will notify the customer to make remittance of the full amount billed, payable to the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, e-mail: [consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov). The Commission will not, however, accept payment when it appears that the dispute is over matters such as quality of service, level of rates, pending applications for rate increases, etc., that do not directly relate to the accuracy of the bill.
2. Failure to Remit Disputed Amount. Failure on the part of the customer to make such payment within 15 days of the "past due" date for residential customers, or seven days for nonresidential customers, will warrant discontinuance of service in accordance with Rule No. 9.
3. Nonresidential Customer Partial Remittance. A nonresidential customer who is temporarily unable to remit the full amount in dispute for a bill covering a period in excess of 90 days shall remit an amount equal to 90 days at the average disputed charge per day of the disputed bill.
4. Service Not Discontinued. Service will not be discontinued for nonpayment of the disputed bill when payment has been made with the Commission pending the outcome of the Commission's review.
5. Commission Receipt of Disputed Amount. Upon receipt of the disputed amount, the Commission will notify the Utility, review the basis of the billed amount, and advise both parties of its findings and disburse the disputed funds accordingly.
6. Additional Bills While Dispute Is Under Review. If, before completion of the Commission's review, additional bills become due which the customer wishes to dispute, the customer shall also render payment with the Commission, the additional amount claimed by the Utility to be due for such additional bills before they become past due, and that failure to do so will warrant discontinuance of service in accordance with Rule No. 9.
7. Subsequent Bills Not In Dispute. Subsequent bills, not in dispute, rendered prior to the settlement of the disputed bill, will be due and payable by customers in accordance with Rule No. 9 and Rule No. 12, Rendering and Payment of Bills, and by core aggregation customers in accordance with Rule No. 32C.

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(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 3513  
 DECISION NO.

ISSUED BY  
**Lee Schavrien**  
 Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
 DATE FILED Jul 8, 2005  
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DISPUTED BILLS

Sheet 2

(Continued)

B. CORE TRANSPORTATION DISPUTES

Disputes between core transportation customers and their ESP(s) shall not be subject to the jurisdiction of the California Public Utilities Commission. The customer will remain obligated to pay all Utility charges in a timely manner, regardless of any financial or bill payment arrangements with ESP(s) or any third parties in the event of an ESP billing dispute or ESP payment default except only that the ESP will continue to be financially liable for outstanding Procurement Management Charges in the event the ESP defaults on any payments to the Utility.

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(TO BE INSERTED BY UTILITY)

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DECISION NO.

2C19

ISSUED BY

**Lee Schavrien**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

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