

**Rule No. 5**

**SPECIAL INFORMATION REQUIRED ON FORMS**

**A.** Contracts. Each contract for electric service bill shall contain the following provision:

“This contract shall at all times be subject to such changes or modifications 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.** Customer Bills. The following statements will be printed on each bill for electric service:

1. Regular bills for service are rendered on a monthly basis and are due and payable upon presentation, which is considered to be two (2) days after mailing. Payment should be mailed or made at the Sierra Pacific Power Company’s Customer Business Office or authorized agent pay station.

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Current charges become PAST DUE seventeen (17) days after the regular monthly bill is mailed. A Termination of Service notice may be issued if payment has not been received within two (2) working days after the Past Due date indicated on the billing statement. A 1% late charge shall be assessed if payment is not received within forty-five (45) days following the calculation of the regular monthly bill.

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Should you question this bill, please request an explanation from the Utility. A complaint or investigation request initiated within five (5) days of receipt of the contested bill will be reviewed by the Company, during which time consideration will be given to allow amortization of the unpaid balance over a reasonable period of time. If you thereafter believe you have been billed incorrectly or disagree with the Company’s disposition of your complaint or dispute, the amount of the bill should be deposited with the California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, California 94102 or telephone (415) 703-1170 or 1-800-640-7570, to avoid discontinuance of service. Make remittance payable to the California Public Utilities Commission and attach the bill and a statement supporting your belief that the bill is not correct. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings. 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 or power.”

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(To be inserted by utility)  
Advice Letter No. 253-E

Issued by  
Walter M. Higgins

(To be inserted by CPUC)  
Date Filed 08-07-97

Decision No. \_\_\_\_\_

Name  
President  
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**SPECIAL INFORMATION REQUIRED ON FORMS**  
(Continued)

**B. Customer Bills.** The following statements will be printed on each bill for electric service:  
(Continued)

2. The schedule or code number of the rate under which service is billed.

**C. Termination of Service Notice.**

1. Every termination of Service Notice for nonpayment of a delinquent domestic account, as provided for in Rule No. 8, shall include all of the following information:

- a. The name and address of the customer whose account is delinquent.
- b. The amount of the delinquency.
- c. The date by which payment or arrangement for payment is required in order to avoid termination.
- d. The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
- e. The procedure by which the customer may request amortization of the unpaid charges.
- f. The procedure for the customer to obtain information on the availability of financial assistance including private, local, state, or federal sources, if applicable.
- g. The telephone number of a representative of the Utility who can provide additional information or institute arrangements for payment.
- h. The telephone number of the Commission to which inquires by the customer may be directed.

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(Continued)

**C. . Termination of Service Notice (Continued)**

2. On each Notice of Termination of Service for nonpayment of bills will be printed:

**CALIFORNIA CUSTOMERS**

“Your account shows a past due balance which must be paid prior to the termination date shown on the reverse side. If you fail to pay by the termination date indicated, your utility service(s) will be subject to termination. To avoid possible termination, please make immediate payment at the local Customer Business Office listed on the reverse side. Do not mail payment or make payment at a bank pay station. Bring this notice with you.

Residential customers may elect to designate a third party (agency or individual) to receive a copy, by first class mail, of all termination of service notices. Residential customers who are elderly (age 62 or older), disabled or require life-support equipment are responsible for notifying the Company of such fact.

Electric service to a residential customer will not be terminated for non-payment of bills if the customer has established to the satisfaction of the Company that: 1.) such termination will be especially dangerous to health because of illness, age or disability, or the customer or other household member requires life-support equipment. Certification from a licensed physician, public health nurse or social worker shall be required by the Company; and 2.) is unable to pay for such service(s) in accordance with the provisions of the Company’s rules and regulations; and 3.) is willing to arrange installment payments, satisfactory to the Company, including arrangements for prompt payment of subsequent bills; or 4.) if the Customer qualifies for low income energy assistance.

If you require additional information, special assistance, or need to make arrangements for installment payments, please contact the local business office listed on the reverse side.

“This bill is now past due. Regular bills for service are rendered on a monthly basis and are due and payable upon presentation which is considered to be two (2) days after mailing.

All unpaid bills are considered PAST DUE seventeen (17) days after mailing, at which time a termination of service notice may be issued. A 1% late charge shall be assessed if payment is not received within forty-five (45) days following the calculation of the regular monthly bill.

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**CALIFORNIA CUSTOMERS**

The Company reserves the right to terminate service for failure to sign an authorization for service form; failure to provide clear access to meter(s); for nonpayment of bills for utility service(s), service charges, connect charges, reconnect charges, late charges, security deposits and/or any other unpaid billing charges, provided the Company has mailed a written notice at least fifteen (15) calendar days prior to the proposed termination of service date. If the Company receives no response to its initial notice of proposed termination, it shall serve a final notice at least forty-eight (48) hours before it terminates service. Service of notice shall be deemed complete two (2) days after mailing, or as of the date of personal delivery or personal contact.

After service has been terminated for nonpayment, the Company may require payment in full for all outstanding billing charges, a reconnection fee and a cash deposit to re-establish credit unless there is an existing deposit adequate to cover service(s) rendered.

Should you question this bill, please request an explanation from the Utility. A complaint or investigation request initiated within five (5) days of receipt of the contested bill will be reviewed by the Company, during which time consideration will be given to allow amortization of the unpaid balance over a reasonable period of time. If you thereafter believe you have been billed incorrectly or disagree with the Company's disposition of your complaint or dispute, the amount of the bill should be deposited with the California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, California 94102, to avoid discontinuance of service. Make remittance payable to the California Public Utilities Commission and attach the bill and a statement supporting your belief that the bill is not correct. You may also telephone the Commission at (415) 703-1170 or 1-800-649-7570. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings. 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 or power.

The procedure for termination (as opposed to billing) disputes is as follows: 1.) After receipt of a termination notice, the customer must first contact the Utility within the termination notice period to make special payment arrangements to avoid discontinuance of service; 2.) After contacting the Utility, if the customer alleges to the Commission an inability to pay and that lawful payment arrangements have not been extended to him, he should write to the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. It is the responsibility of the customer to timely inform CAB to avoid discontinuance of service; 3.) Within ten business days after receiving the informal complaint, the CAB will report its proposed resolution to the utility and the customer by letter; 4.) If the Customer is not

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**CALIFORNIA CUSTOMERS**

(Continued)

satisfied with the proposed resolution of the CAB, he shall file within ten business days after the date of the CAB letter a formal complaint with the Commission under Section 1702 on a form provided by the CAB. The complaint shall be processed under the expedited complaint procedure; 5.) Failure of the customer to observe these time limits shall entitle the Utility to insist upon payment, or upon failure to pay, to terminate the customer's service. A copy of the company's complete termination of service policy Rule No. 11, including a statement of the customer's rights and remedies, may be obtained upon request from any Sierra Pacific Power Company Customer Business Office.

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The Company may terminate service without prior notice only: 1.) if any unsafe or hazardous condition is found to exist on the customer's premises, or if the use of service thereon by apparatus, appliance, equipment or otherwise is found to be detrimental or damaging to the Company or its customers; or 2.) upon the order of any court, the Commission, or any other authorized public authority; or 3.) if the act of the customer or the conditions upon his or her premises are such as to indicate intention to defraud the Company; or 4.) if the Company has tried diligently to meet the termination of service notice requirements outlined hereinabove but has not been able to furnish notice to the customer(s) affected.

Rules, regulations and rate schedules, as amended or revised, and approved by the California Public Utilities Commission, are on file in each Customer Business Office of Sierra Pacific Power Company; and constitute the basis on which utility services are furnished and/or terminated. This information may be examined during regular business office hours, Monday through Friday.

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D. Deposit Receipts. The following statement will be printed on each receipt of a cash deposit to establish or re-establish credit for service.

For California Customers Interest on deposits is payable monthly at the applicable rate approved by the California Public Utilities Commission in accordance with the utilities filed Rule No. 7, DEPOSITS.

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