



San Diego Gas & Electric Company  
San Diego, California

Revised Cal. P.U.C. Sheet No. 16944-E

Canceling Revised Cal. P.U.C. Sheet No. 16739-E

**SAMPLE FORMS**

Sheet 1

FORM 101-00753

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Back of Urgent Notice Applicable to  
Forms 101-00753/1 through 101-00753/11

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(02/04)

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(See Attached Form)

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Advice Ltr. No. 1571-E

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

Issued by  
**Lee Schavrien**  
Vice President  
Regulatory Affairs

Date Filed Feb 27, 2004

Effective Apr 7, 2004

Resolution No. \_\_\_\_\_

NOTICE OF PAST DUE ACCOUNT AND IMPENDING DISCONNECTION  
IF YOU HAVE ANY QUESTIONS, PLEASE CALL  
1-800-411-SDGE (7343), AVAILABLE 24 HOURS A DAY

**Pay Before Date/Disconnection Policy**

Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed for residential customers or 15 days for non-residential customers. If your payment has not been received by the "Due Date" shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

Residential customers who are unable to pay their SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, need to call SDG&E before the expiration of this notice. Employees, including multilingual staff, are available to assist with payment arrangements.

If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission (CPUC), State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, email: [consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov), prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or email: [info@sdge.com](mailto:info@sdge.com), 24 hours a day.

**Re-Establishment of Credit/Deposit**

If you pay your SDG&E bill after the expiration date of a past due notice, or for non-residential customers, if your SDG&E bill becomes past due and a written notice for disconnection is mailed, you may be required to re-establish your credit by paying a deposit equal to twice the highest monthly SDG&E amount at your address.

**Rates And Rules**

SDG&E's rate schedules and rules, on file and approved by the CPUC, are available on the Internet at [www.sdge.com](http://www.sdge.com). Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

**Disputed Bills**

If you dispute the SDG&E charges on your bill, which may include electric energy charges that reflect electricity provided by the State of California Department of Water Resources (DWR), please request an explanation from SDG&E within five days. If you still believe you have been billed incorrectly, the full amount of the SDG&E charges and DWR charges on the bill should be deposited with the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, email: [consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov), within 15 days of the mailing date of this past due notice to avoid disconnection of your SDG&E service. Make the remittance payable to the CPUC, not SDG&E.

Residential customers may, in lieu of depositing the full amount of the disputed bills with the CPUC, agree to an installment plan with SDG&E. A complaint may still be filed with the CPUC by stating your claim in writing and by providing supporting documentation.

The CPUC will not 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 the utility's service, general level of rates, pending rate applications, and sources of fuel power that are used to generate power.

Failure to make the deposit to the CPUC or payment arrangements with SDG&E by the expiration date of a past due notice, may result in the disconnection of your SDG&E service.