

ORIGINAL

Decision No. 89997 FEB 27 1979

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

TOM WAY,

Complainant,

vs.

Southern California Edison Company,
et al.,

Defendants.

Case No. 10685
(Filed October 31, 1978)

OPINION AND ORDER

Defendant Southern California Edison Company disconnected service to complainant Tom Way for nonpayment of a deposit. Complainant alleges that he was informed that a deposit was not required, that he sought reimbursement from defendant in the amount of \$524.42 for the contents of his freezer which spoiled as the result of the disconnect, and that defendant rejected his claim. Defendant denies that complainant was so informed about the deposit and alleges that a notice to make the requisite deposit was mailed to complainant.

In this forum complainant does not seek, and rightly so, the recovery of alleged damages. Complainant requests that defendant be ordered to include in its procedures a requirement that, in the event no deposit is required of a customer, a notice or confirmation to that effect be mailed to the customer.

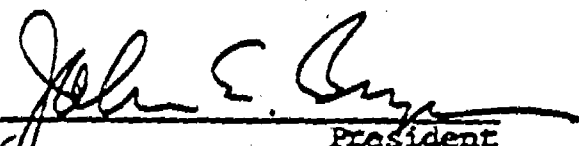
In our view a notice being sent when the deposit is required usually suffices. Accordingly, we find and conclude that a general requirement to give written confirmation of "no deposit

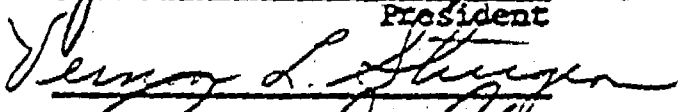
required" to a customer should not be imposed. We should point out, however, if a customer requests such confirmation, reasonable business practice dictates that such a request be satisfied.

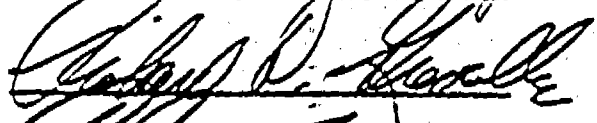
Therefore, IT IS ORDERED that, in those instances where no deposit is required and a customer requests from Southern California Edison Company written confirmation of that fact, Southern California Edison Company shall satisfy the request. In all other respects the relief requested is denied.

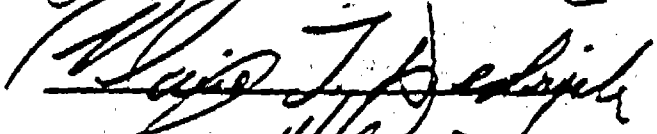
The effective date of this order shall be thirty days after the date hereof.

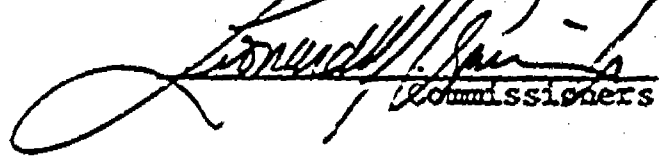
Dated at San Francisco, California, this 27th day of FEBRUARY, 1979.



President








Commissioners