

GENERAL ORDER NO. 96-A

(Repealing General Orders No. 15, 17, 45, 48, 53, 54, 55, 56, 57, 59, 60, 68, 71A, 73, 74, 78 and 96)

**PUBLIC UTILITIES COMMISSION OF THE
STATE OF CALIFORNIA**

**RULES GOVERNING THE FILING AND POSTING OF SCHEDULES OF RATES,
RULES, AND CONTRACTS RELATING TO RATES, APPLICABLE TO GAS,
ELECTRIC, TELECOMMUNICATIONS, WATER, SEWER SYSTEM, PIPELINE
AND HEAT UTILITIES**

**Approved January 2, 1962. Effective March 1, 1962.
(Res. No. U-1038)**

**Amended July 13, 1965. Effective August 16, 1965: Resolution No. U-1091
Amended May 14, 1968. Effective June 14, 1968: Resolution No. A-3597
Amended May 19, 1970. Effective June 18, 1970: Resolution No. A-3792
Amended August 6, 1974. Effective January 1, 1975: Resolution No. T-8564
Amended September 24, 1974. Effective October 24, 1974: Resolution No. A-4313
Amended August 8, 1978. Effective September 7, 1978: Resolution No. M-4701
Amended September 16, 1980. Effective October 16, 1980: Resolution No. M-4714
Amended May 19, 1981. Effective June 18, 1981: Resolution No. T-10408
Amended December 17, 1986. Effective January 16, 1987: Resolution No. M-4744
Amended May 25, 1988. Effective June 25, 1988: Decision D. 88-05-067
Amended September 28, 1988. Effective September 28, 1988: Decision 88-09-059**

IT IS HEREBY ORDERED, that the following rules be adopted, effective March 1, 1962, to govern all Gas, Electric, Telecommunications, Water, Sewer System, Pipeline, Water and Heat Utilities as defined in the Public Utilities Code, in the filing of their rates, rules and contracts relating to rates; and

IT IS HEREBY FURTHER ORDERED, that the General Order heretofore issued by the commission and designated as Number 96, together with all amendments and supplements thereto, be repealed as of the date this Order becomes effective.

The Order herein comprises the following sections and exhibits:

<i>Section</i>	<i>Title</i>
I.	General Application and Purpose
II.	Form and Construction of Tariff Schedules
III.	Rules for Submission of Tariff Sheets
IV.	Filed and Effective Dates
V.	Procedure in Filing Tariff Sheets Which Do Not increase Rates or Charges
VI.	Procedure in Filing Increased Rates
VII.	Tariff Sheet Rejection Procedure
VIII.	Public Inspection of Tariff Schedules
IX.	Contracts Authorized by Tariff Schedules
X.	Contracts and Services at Other Than Filed Tariff Schedules
XI.	Service to Employees
XII.	Telephone Toll Stations and Telegraph Offices
XIII.	Telephone Directories
XIV.	Withdrawal of Service
XV.	Exceptions

Exhibit

- A—Typical Rate Schedules
- B—Typical Advice Letter

I. GENERAL APPLICATION AND PURPOSE

A. Tariff Schedules and Tariff Sheet Defined. The term "Tariff Schedules" when employed in these rules includes the entire body of rates, tolls, rentals, charges and classifications and rules collectively as enforced by a public utility, although the book or volume incorporating the same may consist of one or many sheets applicable to distinct service classifications. The term "Tariff Sheet," refers to individual sheets of such volume constituting the entire tariff schedules of the utility, and including title page, preliminary statement, table of contents, service area maps, rate schedules, rules, sample forms, and summary list of contracts and deviations.

B. Scope of Rules. These rules are designed to provide for (1) the general form and construction of tariff schedules required by Section 489 of the Public Utilities Code to be filed with the Commission and kept open for public inspection, (2) the procedure to be followed in the filing and publishing of tariff schedules in compliance with Sections 491, 454 and 455 of said Code, and (3) the procedure to authorize a utility under particular circumstances to depart from its filed and effective tariff schedules as provided in Section 532 of said Code.

C. Effect of Rules. These rules shall apply to and govern all utilities of the classes herein named, whether beginning service before or after the effective date of these rules, but they shall not affect any right or duty arising out of any existing rule or order in conflict herewith. The Commission at any time may direct a utility to make such revisions or filings of its tariff schedules or any part thereof as to bring them into compliance herewith.

D. Separate Utility Services. Any public utility engaged in rendering two or more classes of utility services as defined in the Public Utilities Code, such as both gas and electric services, shall file with the Commission separate tariff schedules covering each class of utility service rendered, except that public utilities engaged in the furnishing of telecommunications services may, with the approval of the Commission, file combined tariff schedules for such services.

E. New Territory. The utility shall, before commencing service, file tariff service area maps for extensions into territory contiguous to its line, plant, or system and not theretofore served by a public utility of like character.

II. FORM AND CONSTRUCTION OF TARIFF SCHEDULES

A. Form. Tariff schedules should be in loose-leaf form for binding in a stiff-backed book or volume (or more than one volume when required) with standard 3-hole punch and should consist of the following parts or subdivisions arranged in the order set forth on the following page.

(1) *Title Page.*

**"TARIFF SCHEDULES
Applicable to
(Kind of) SERVICE
of
(NAME OF UTILITY)"**

- (2) *Table of Contents*—A complete index of numbers and titles of effective sheets listed in the order in which the tariff sheets should be arranged in the tariff schedule book.
- (3) *Preliminary Statement*—A brief description of the territory served, types and classes of service rendered, and general conditions under which the service is rendered. The preliminary statement shall also include, in conformance with Section 491 of the Public Utilities Code, the following symbols:
- (C) To signify changed listing, rule, or condition which may affect rates or charges
 - (D) To signify discontinued material, including listing, rate, rule or condition
 - (I) To signify increase
 - (L) To signify material relocated from or to another part of tariff schedules with no change in text, rate, rule or condition
 - (N) To signify new material including listing, rate, rule or condition
 - (R) To signify reduction
 - (T) To signify change in wording of text but not change in rate, rule or condition
- (4) *Service Area Maps*—A map, or maps, clearly indicating the boundaries of the service area, the principal streets and other main identifying features therein, and an indication of the general location of the service area in relation to nearby cities, highways or other well-known reference points. Each service area map preferably should be $7 \times 8\frac{3}{4}$ inches in size, or folded to that size so that it will fit within the borders of the space provided on a tariff sheet. Maps shall be of such scale as to be easily readable and the relation between service area boundaries and map references shall be clearly shown on the face of the map.

NOTE: Table of contents sheets and preliminary statement sheets should bear "Cal. P.U.C. Sheet Nos." and have the same general characteristics in form as hereafter discussed for rate schedules and rules, and should be maintained currently up-to-date to conform with the balance of the tariff schedules.

- (5) *Rate Schedules.*
- (6) *Summary List of Contracts and Deviations.*
- (7) *Rules.*
- (8) *Sample Forms.*

B. Tariff Books.

- (1) *Effective Rates.* A book or volume of tariff schedules presently effective must be maintained at all times.
- (2) *Cancelled Sheets.* Cancelled tariff sheets shall be removed from the utility's file of currently effective tariff schedules. The utility shall retain permanently a file of cancelled tariff schedules for twenty years following date of cancellation in an appropriate records retention system.

C. Construction of Tariff Schedules for Filing.

- (1) *General.* The loose-leaf sheets used in tariff schedules should be 8½ inches wide by 11 inches long of paper stock not less than 16-lb. bond or of equal durability. Tariff schedules may be printed, typewritten or mimeographed, or such other process may be used which will provide a durable record. One side of a sheet only may be used and it should be ruled showing a rectangular space approximately 7 inches wide and 8¾ inches long so as to leave a margin of approximately 1⅞ inches at the top and bottom of the sheet and a binding margin of at least 1⅞ inches at the left of the sheet. (See Exhibits A-1 to 4, inclusive, attached.) The margin at the top of the sheet shall show:

- (a) On left-hand side—The name and address of the public utility.
- (b) On right-hand side—California Public Utilities Commission sheet number (Cal. P.U.C. Sheet No.), with designations as to whether it is an original or revised sheet, together with the Cal. P.U.C. numbers of the sheets cancelled thereby, if any. Sheets shall be numbered consecutively beginning with No. 1 for the first sheet filed by a utility. The most recently filed table of contents sheet shall have the highest sheet number. Sheet numbers shall not be used more than once. Where a utility is using a series of numbers as of the effective date of this Order which is not in conflict herewith, such series should be continued. Each utility should use a letter suffix as part of the "Cal. P.U.C. Sheet No." to designate the class of service involved, as follows:

Electric.....E	Sewer System	SS
Gas.....G	Telecommunications	T
Heat.....H	Water	W
Pipeline.....P		

The margin at the bottom of the sheet should show:

- (a) On left-hand side.
Advice Letter No. The serial number of the advice letter with which the sheet is submitted to the Commission.

Decision No. The commission's decision number if the sheet is filed in accordance with a decision; otherwise this space is left blank.

- (b) Center—Name and title of responsible utility official.
- (c) On right-hand side—The term "Date Filed," "Effective" and "Resolution No," each term to be followed by a blank space to be filled in by or as directed by the Commission.

(2) *Rate Schedules.* Each rate schedule should include the following information and as nearly as possible in the order shown. Exhibits A-1 to A-4, inclusive, attached illustrate forms of typical rate schedules for several classes of utilities. *Schedule Number*, or other designation.

Class of Service, such as general or residential.

Character or Applicability, such as heating, lighting, or power, or individual and party-line telephone service.

Territory, to which the schedule is applicable.

Rates, in tabular form where practicable.

Special Conditions, limitations qualifications, and restrictions.

The conditions should be brief and clearly worded to cover all special conditions of the rate which are not fully covered in the rules. Amounts subject to refund, such as contingent offset charges, should be specified.

When a rate schedule or a rule is carried forward from one sheet to another the word "Continued" should be shown at the bottom of an at the beginning of the appropriate sheets.

- (3) *List of Contracts and Deviations.* A utility rendering service to any customer under a contract or deviation, authorized or submitted under Subsection A or B of Section X hereof, shall maintain an up-to-date summary list of all such contracts and deviations in its tariff schedules filed with the Commission and open to public inspection. Such list shall be designated: "List of Contracts and Deviations" and show at least the following summary information regarding each such contract and deviation:

Name and Location of Customer	Type or Class of Service	Execution and Expiration Dates	Commission Authorization Number and Date	Most Comparable Regular Tariff	
				Schedule No.	Contract Differences

Such list (four copies) shall be filed with the Advice Letter requesting authorization of the contract, or within 30 days of establishment of deviation or expiration or cancellation of any currently listed contract or deviation. Such list shall bear "Cal. P.U.C. Sheet Nos.," shall have the same

general characteristics in form as specified for tariff sheets and rules hereof, shall be similarly processed and shown in the table of contents. Where there are no contracts or deviations, "None" shall be shown on list.

- (4) *Rules.* Each rule should be numbered and should have a title briefly indicative of its contents. A separate sheet or series of sheets should be used for each rule. Rules shall be in similar form to that previously described and shall bear "Cal. P.U.C. Sheet Nos.", advice letter numbers, filed and effective dates, the same as prescribed for rate schedules.

Appropriate general rules should cover the application of all rates, charges and service when such applicability is not fully set forth in and as a part of the rate schedules themselves. The following subjects and other subjects, where necessary, should be covered by rules included in the tariff schedules:

- No. 1 *Definitions*—Clear and concise definitions of the principal terms used in the tariff schedules.
- No. 2 *Description of Service*—Description of character of service rendered and standards of service maintained.
- No. 3 *Application for Service*—Procedure necessary to obtain service.
- No. 4 *Contracts*—Contractual requirements.
- No. 5 *Special Information Required on Forms*—Notations required to appear on contracts, bills and deposit receipts.
- No. 6 *Establishment and Re-establishment of Credit*—Procedure necessary to establish credit and to re-establish credit.
- No. 7 *Deposits*—Required for various purposes and classes of service, conditions precedent to return of deposits, interest paid.
- No. 8 *Notices*—Methods of serving.
- No. 9 *Rendering and Payment of Bills*—Methods of rendering bills, billing periods, due dates, methods of payment.
- No. 10 *Disputed Bills*—Methods of adjustment, amount may be deposited with Commission, time limits.
- No. 11 *Discontinuance and Restoration of Service*—Reasons for discontinuance, notification, time limits, procedure necessary for restoration of service, charges.
- No. 12 *Optional Rates and Information to be Provided the Public*—Utility to promptly advise customers of new, revised or optional rates applicable to their service, customers to exercise option, pertinent

information regarding service open for public inspection.

- No. 13 *Temporary Service*—Conditions precedent to rendering temporary service or service to speculative projects.
- No. 14 *Continuity of Service*—Interruption of delivery of service, notice to customers, apportionments of available service.
- No. 15 *Extensions*—Free extensions, extensions beyond free length, deposits, refunds, ownership, maintenance.
- No. 16 *Service Connections and Facilities on Customers' Premises*—Utility employees to make service connections, no others unless authorized; right of ingress to egress from customers' premises at all reasonable hours, and meter to be provided, by utility.
- No. 17 *Measurement of Service*—Method of measuring and accuracy limits.
- No. 18 *Meter Tests and Adjustment of Bills for Meter Error*—Specify conditions, fees, and frequency of tests.
- No. 19 *Supply to Separate Premises and Resale*—Separate metering on separate premises and conditions for resale.

In addition to the above, other items having special significance to particular utilities should be embodied within the additional numbered rules.

- (5) *Sample Forms.* Sample copies of printed forms that are normally used in connection with customers' services such as applications for service, regular bills for service, contract forms, delinquency notices, disconnect notices, deposit receipts, and similar forms shall be considered a part of a utility's tariff schedules. Each form should be mounted on a regularly numbered tariff sheet showing the name or title of the form. Such forms shall be maintained currently up-to-date in the same manner as rates, charges and rules, insofar as changes therein affect rates and conditions of service. Forms used by governmental agencies may be used in lieu thereof when not in substantial conflict with provisions of this Order.

III. RULES FOR SUBMISSION OF TARIFF SHEETS

A. *Transmittal of Tariff Sheets.* All tariff sheets shall be transmitted by an advice letter. A revised table of contents sheet shall be transmitted with each advice letter.

B. Number of Copies. Each submission of advice letter and tariff sheets shall be in quadruplicate. One copy will be returned to the utility.

C. Contents of Advice Letter. The advice letter should list the sheet numbers and titles of all tariff sheets being filed, together with the sheet numbers of all sheets being cancelled. Exhibit "B" attached hereto shows a sample letter. The letter should give essential information as to the reasons for the filing and the date on which the tariff sheets are proposed to become effective. Advice letters shall call attention to each increase or decrease in rate or charge, or change in condition which may result in an increase or decrease, more or less restrictive conditions, or withdrawal of service. In the case of an increase authorized by a Commission decision, reference to the decision number in the advice letter authorizing such increase shall be given. (See Section VI)

If the tariff schedules as filed will result in an increase or decrease in revenues, the advice letter should give an estimate of the annual revenue effect thereof. Such estimate should be by areas, schedules and classes of customers where practicable.

When the filing covers a new service not previously offered or rendered, the general effect of such filing should be explained. The advice letter should state whether or not present rates or charges will be affected, deviations or conflicts created, or service withdrawn from any present user.

When ordered or authorized to file a notice that the effective tariff schedules of a previous owner for the same service area are being adopted, such Notice of Adoption shall be submitted in the form of an advice letter.

D. Numbering of Advice Letters. Advice letters should be numbered chronologically beginning with No. 1 for the first such letter submitted by a public utility for each class of utility service rendered, except that a single series of advice letters may be used for telecommunications services combined in the same tariff schedules.

E. Symbols. When any change is proposed on a tariff sheet, attention shall be directed to such change by an appropriate character along the right-hand margin of the tariff sheet utilizing the symbols set forth in the preliminary statement.

F. Application for Short Notice Authority. If a utility desires to place reduced rates in effect on less than regular notice (40th calendar day after the filed date) the application for short notice authority may be incorporated in the advice letter. The rates will not become effective on less than statutory notice until appropriate action by the Commission, of which the utility will be advised.

G. Notice. At the time of making a tariff filing with the commission, each gas, electric, telecommunications, water, sewer system, pipeline and heat utility shall furnish a copy of the advice letter and a copy of each of the related tariff sheets to the following:

1. Competing utilities either privately or publicly owned.

2. Adjacent utilities either privately or publicly owned.
3. Utilities, either privately or publicly owned, having requested such notification.
4. Other interested parties having requested such notification.
5. In the event of increases not previously authorized by Commission order, or in the event of changes in a directory which reduce community listings in the directory, affected customers where practicable, or in lieu thereof, a statement in the advice letter of other means of notification of said customers. Utilities requesting authority to increase rates by advice letter filing in accordance with Section VI shall give written notification to each customer of the present and proposed rates, including the increase in dollar and percentage terms and a brief statement of the reasons the increase is sought or required. The customer shall be informed that he may communicate with the Commission regarding the proposed increase not later than fifteen days after the date of distribution of the notice.
6. In the event that the utility seeks to enter an agreement with the customer under terms deviating from filed tariffs, the utility shall provide such customer with a copy of the Advice Letter filing and notification that the customer has the right to take exception to or seek modification of the agreement by filing a protest as provided in Section X of this order.

H. Protest. A protest must be made by letter or telegram and received not later than 20 days after the date of the tariff filing. On the same date a protest is made to the Commission, the protestant shall serve a copy of the protest by mail on the subject utility. The utility shall respond in writing to such protest within 5 business days after its receipt and shall serve copies of its response to the protest by mail on each protestant and the Commission.

The protest shall set forth specifically the grounds upon which the protest is based, including such items as financial and service impact.

I. Advice Letter Supplements. An advice letter supplement may be filed for relatively minor changes to the original advice letter, such as: modifications to respond to a protest; deletion of a new service questioned by a protestor or the staff; a clarifying change in language; or request of a later effective date for the tariff. Such advice letter supplement shall have the same number as the original advice letter with an "A" suffix; shall be served on all parties who were served with the original advice letter; and the supplemental filing will not automatically extend the effective date stated in the original advice letter unless requested in the supplement. A supplemental advice letter will be rejected if filed on or after the effective date of the tariff. The Commission staff has the responsibility to either accept the advice letter supplement or, where significant changes are proposed, to require the utility to file an entirely new advice letter.

J. Substitute Tariff Sheets. Substitute tariff sheets are allowed in order to make minor changes due to typographical errors or other

errors that are insignificant in impact. At the discretion of the staff, such substitute tariff sheets may be filed without being served on the parties receiving the original advice letter.

K. Withdrawal. Utilities are permitted to withdraw their advice letter by writing to the Commission stating the reason for withdrawal. The withdrawal letter must be received by the Commission prior to the effective date of the tariff. The Commission will return one copy of such withdrawal sheets (stamped "Withdrawn") to the utility with a letter approving the withdrawal. Withdrawn tariff sheets shall be retained in the utility's file of cancelled and superceded sheets, and sheet numbers and advice letter numbers of withdrawn filings shall not be reused.

IV. FILED AND EFFECTIVE DATES

A. Filed Date. The "Filed" date of tariff sheets submitted to the Commission for filing is the date such sheets are received at the Commission's San Francisco, Los Angeles or San Diego offices.

B. Effective Date. The "Effective" date is the date on which the rates, charges, rules, and classifications stated in the sheets, first become effective. This date shall not be less than the fortieth (40th) calendar day after the filed date unless authorization by the Commission be first obtained, except that for the retail and resale operations of telephone corporations certified to retail or resell cellular radio telecommunication service, and RTUs, this date shall not be less than the thirtieth (30th) calendar day after the filed date.

Unless otherwise ordered or authorized, rates shall be made effective for service rendered on and after the effective date.

V. PROCEDURE IN FILING TARIFF SHEETS WHICH DO NOT INCREASE RATES OR CHARGES

A. On Regular Notice. A new tariff sheet covering a service or commodity not theretofore furnished or supplied, or a changed tariff sheet not increasing or resulting in an increase, or which will result in a decrease, in any rate, toll, rental or charge, may be filed by the advice letter designated in Section III. Such tariff sheets, unless suspended by the Commission either upon complaint or its own motion, will become effective after not less than the regular notice (fortieth calendar day after the filed date, or thirtieth calendar day after the filed date in the instance of the retail and resale operations of telephone corporations certified to retail or resell cellular radio telecommunication service, and RTUs).

B. On Less Than Regular Notice. Upon application in the advice letter, and for good cause shown, the Commission may authorize tariff sheets which do not result in increases in rates or charges to become effective on less than the forty (40) day notice period. If authorized, the Commission will cause to be inserted the resolution number and effective date on each tariff sheet affected.

C. Return of Copy of Tariff to Utility. One copy of the tariff sheets bearing the "Filed" and "Effective" dates will be returned to

the utility and will establish the utility's official file copy of such sheets having been filed with the Commission.

D. Suspension. If a tariff sheet is suspended, the advice letter number and sheet numbers shall not be used again. Where the suspension is terminated by order of the Commission the filing shall be resubmitted under a new advice letter number and sheet numbers. When the suspension is made permanent by the Commission, the advice letter number and sheet numbers shall not be used again.

VI. PROCEDURE IN FILING INCREASED RATES

The tariff schedules of a utility may not be changed whereby any rate or charge is increased, or any condition or classification changed so as to result in an increase, or any change made which will result in a lesser service or more restrictive conditions at the same rate or charge, until a showing has been made before the Commission and a finding by the Commission that such increase is justified.

A formal application to increase rates shall be made in accordance with the Commission's Rules of Procedures, except where the increases are minor in nature. In cases where the proposed increases are minor in nature the Commission may accept a showing in the advice letter provided justification is fully set forth therein, without the necessity of a formal application. If the Commission grants an application the utility shall prepare and file appropriate tariff sheets, accompanied by an advice letter as provided in Section III herein.

Any utility or district of a utility may request authority for a general rate increase by an advice letter filing if the projected annual operating revenues, including the requested increase, are no greater than \$750,000. This revenue limitation does not apply to the exchange telephone utilities exempted by D. 82-08-072 as modified by Resolution T-10648, or to the RTUs and telephone corporations certified to wholesale, retail, or resell cellular radio telecommunication service. The advice letter must include an adequate showing and justification. Procedures for processing such filing will be established by the Executive Director who may, where necessary, require the utility to file a formal application. The Commission may accept, reject or modify such general rate increase by advice letter filing.

The filing of any tariff sheet which will result in any increase in any rate or charge or in a more restrictive condition shall be by the advice letter designated in Section III.

VII. TARIFF SHEET REJECTION PROCEDURE

The Commission or its staff may reject tariff sheets which do not conform to the requirements specified in this Order, or which have alterations on the face thereof or contain errors. When a tariff sheet has been rejected, copies of such sheet will be stamped "Sheet Rejected" and the accompanying advice letter will be stamped "Sheet Rejected" in the appropriate place or places. The Commission or its staff will return one copy of such rejected sheets to the public utility, with a letter stating the reasons for its rejection. Rejected tariff sheets

shall be retained in the utility's file of cancelled and superseded sheets, and sheet numbers and advice letter numbers of rejected filings shall not be reused.

VIII. PUBLIC INSPECTION OF TARIFF SCHEDULES

A. **Tariff Schedules Open to Public Inspection.** Each public utility shall maintain, open for public inspection at its main office in California, a copy of its complete tariff schedules and advice letters as filed with the Commission. Each public utility shall maintain, open for public inspection at its more important commercial offices, copies of its effective tariff schedule applicable within the territory served by such offices.

B. **Public Notice.** Each public utility shall post in a conspicuous place in its main office, and in each of its branch offices wherever the patrons receive attention, a notice to the effect that copies of the schedules of rates applying in the territory are on file, and may be inspected by anyone desiring to do so. Each telephone directory shall contain a statement indicating that the utility has tariff schedules available for public inspection.

IX. CONTRACTS AUTHORIZED BY TARIFF SCHEDULES

Whenever it is expressly provided by a filed tariff sheet of a utility that a written contract shall be executed by a customer as a condition to the receipt of service, relating either to the quantity or duration of service or the installation of equipment, the executed contract need not be filed with the Commission, but a copy of the general form of contract to be used in each case shall be filed with the tariff schedules as hereinabove provided. Each such contract form shall contain substantially 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."

X. CONTRACTS AND SERVICES AT OTHER THAN FILED TARIFF SCHEDULES

A. **General Requirements and Procedure.** Except as expressly permitted by the succeeding subsection B of this Section X, no utility of a class specified herein shall hereafter make effective any contract arrangement or deviation for the furnishing of any public utility service at rates or under conditions other than the rates and conditions contained in its tariff schedules on file and in effect at the time, unless it first obtain the authorization of the Commission to carry out the terms of such contract, arrangement or deviation. Request for such authorization should be made by formal application in accordance with the Commission's Rules of Procedure, except that where the service is of minor importance or temporary in nature, the Commission may accept an application and showing of necessity by Advice Letter; four copies of the Advice Letter and contract or

agreement shall be furnished. Any subsequent amendment to the agreement or contract also shall be filed with the Commission in the same manner.

A copy of the advice letter shall be served by mail upon each customer named in the contract, arrangement or deviation for which Commission approval is sought, as well as the entities enumerated in paragraph G of Section III of this General Order. The advice letter shall identify each person served and the date of such service.

A protest to an advice letter must be made by letter or telegram and received not later than 20 days after the date of filing of the advice letter. On the same date a protest is made to the Commission, the protestant shall serve a copy of the protest by mail on the subject utility. The utility shall respond in writing to such protest within 5 business days after its receipt and shall serve copies of its response to the protest by mail on each protestant and the Commission.

Each contract for which approval is sought shall contain substantially the following provisions:

“This contract shall not become effective until authorization of the Public Utilities Commission of the State of California is first obtained.”

The utility shall provide the customer with a copy of the Advice Letter filed for Commission approval of the agreement. The Advice Letter shall be provided to customer concurrently with its filing with the Commission.

The customer may take exception to or seek modification of this agreement by filing a protest with the Commission not later than 20 days after the date of the filing of Advice Letter. The protest should be filed in accordance with Section X of the Commission’s General Order No. 96-A.

A customer protest need not impede the provision of utility service to customer. The customer may request that the Commission require service be provided pending resolution of the dispute. In such circumstances the Commission may require the customer to deposit any sum of money in dispute with the Commission pending final resolution.

Such contract shall also contain substantially 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.”

All service shall be furnished under filed tariff schedules, but where exceptions have been permitted an up-to-date public listing, as provided in Section II hereof, shall be maintained in the tariff schedules following the rate schedule sheets and before the rule sheets.

B. Governmental Agencies. Notwithstanding the provisions contained in subsection A hereof, a public utility of a class specified

herein, except telecommunications utilities may, if it so desires, furnish service at free or reduced rates or under conditions otherwise departing from its filed tariff schedules to the United States and to its departments and to the State of California and its political subdivisions and municipal corporations, including the departments thereof, and to public fairs and celebrations. The utility shall promptly advise the Commission thereof by Advice Letter and, where a contract has been entered into, submit four copies of such contract and Advice Letter for filing. The Commission may, in an appropriate proceeding in the exercise of its jurisdiction, determine the reasonableness of such service at free or reduced rates or under conditions departing from its filed tariff schedules. This subsection shall not be construed as applicable to contracts for resale service.

C. **Emergency Service.** Under emergency conditions, such as natural disasters and war, a telecommunications utility may provide service to government agencies, as defined in section X.B above, at free or reduced rates or under conditions departing from its filed tariff schedules without prior Commission approval. The telecommunications utility shall promptly notify the Commission thereof by Advice Letter. The Commission may, in an appropriate proceeding in the exercise of its jurisdiction, determine the reasonableness of such service.

XI. SERVICE TO EMPLOYEES

Where a utility renders service to its employees at rates or charges differing from those applicable to others, the basis of such rates and charges shall be filed as a part of the utility's tariff schedules.

XII. TELEPHONE TOLL STATIONS AND TELEGRAPH OFFICES

A Telecommunications public utility which has its basic toll telephone or telegraph rate schedules on file with the Commission, may open and close public toll stations or telegraph offices in its service territory and apply such rates thereto effective with the opening or closing thereof provided the Commission is notified at least ten (10) days in advance of such opening or closing, except that in cases of discontinuance by causes beyond the utility's control the Commission shall be notified as soon as possible thereof. The utility shall, as soon as practicable and in no case more than fifty (50) days after the date on which the change occurred, make an appropriate filing covering the change in its list of stations and give the date when such change became effective.

XIII. TELEPHONE DIRECTORIES

Telecommunications public utilities which issue telephone directories shall send to the Commission two copies of each directory issued, at the time of distribution thereof to subscribers and the public. Such directories should not be listed in the table of contents nor given Cal.

P.U.C. sheet numbers. Rates for advertising in telephone directories shall be filed in the same form and manner as that heretofore described for other services.

XIV. WITHDRAWAL OF SERVICE

No public utility of a class specified herein shall, unless authority has been obtained from the Commission, either withdraw entirely from public service or withdraw from public service in any portion of the territory served.

XV. EXCEPTIONS

Exceptions to the operation of this Order will be authorized upon proper showing by any interested party.

Approved and dated at San Francisco this 25th day of May, 1988.

PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

By VICTOR R. WEISSER
Executive Director

Exhibit A-1

Sample Rate Schedule for Telephone Utilities

Alpha Telephone Company
Gamma, California

Revised Cal.P.U.C. Sheet No. 3456-T
Cancelling Original Cal.P.U.C. Sheet No. 2345-T

Schedule No. A-1

FLAT RATE EXCHANGE SERVICE

APPLICABILITY

Applicable to business and residence individual and party line flat rate exchange service.

TERRITORY

Within the base rate areas of all exchanges, as said exchanges are defined on maps filed as part of these tariff schedules.

RATES

	Rate Per Month	
	Business Service	Residence Service
Each Individual Line Primary Station	\$9.75 (I)	\$4.85 (I)
Each Two-Party Line Primary Station	7.80 (I)	3.65 (I)
Each Four-Party Line Primary Station	- (D)	3.00 (I)
Each Extension Station	1.50	1.00 (D)

SPECIAL CONDITIONS

1. Service under this schedule will be furnished outside the base rate areas but within the exchange areas at the above rates plus mileage rates as set forth in Schedule No. A-4, Mileage Rates.
2. Extension stations at the above rates are installed only on the premises upon which the associated primary station is located.

(To be inserted by utility)

Advice Letter No. 234

Decision No. 123789

Issued by
John Doe
Name

Vice President
Title

(To be inserted by Cal.P.U.C.)

Date Filed _____
Effective _____

Resolution No. _____

EXHIBIT A-3

Sample Rate Schedule for Electric Utilities

John Doe Electric Company
Gamma, California

Revised Cal.P.U.C. Sheet No. 905-E
Cancelling Original Cal.P.U.C. Sheet No. 730-E

Schedule No. A-1
GENERAL SERVICE

APPLICABILITY

Applicable to alternating current electric service for lighting, cooking, heating or power, or any combination thereof.

TERRITORY

Within the rate areas of Alpha, Beta and Gamma as described by the Rate Area Maps.

RATES

	Per Meter Per Month	
Service Charge:	\$1.60	(I)
Energy Charge (to be added to the Service Charge):		
First 1,000 kwhr, per kwhr	2.6¢	
Next 2,000 kv:hr, per kwhr	2.3¢	
Next 3,000 kwhr, per kwhr	1.9¢	
All Energy in Excess of 6,000 kwhr per month:		
First 50 kwhr per kw of maximum demand ..	1.7¢	
Next 150 kwhr per kw of maximum demand.	1.1¢	
All excess	0.7¢	(I)

Minimum Charge: 50¢ per month per hp. of all polyphase motors that may be connected at the same time, but in no case less than \$1.60 per month.

SPECIAL CONDITION

Whenever the monthly use of energy exceeds 8,000 kwhr for three consecutive months, a maximum demand meter will be installed as promptly as possible. (C)

(To be inserted by utility)

Advice Letter No. 152

Decision No. 28795

Issued by
John Doe
Name

President
Title

(To be inserted by Cal.P.U.C.)

Date Filed _____
Effective _____

Resolution No. _____

EXHIBIT A-4

Sample Rate Schedule for Gas Utilities

John Doe Gas Company
Gamma, California

Revised Cal.P.U.C. Sheet No. 1030-G
Cancelling Revised Cal.P.U.C. Sheet No. 944-G

**Schedule No. G-3
GENERAL SERVICE**

APPLICABILITY

Applicable to domestic and commercial service of natural gas for cooking, water heating, space heating, refrigeration, and other domestic and commercial uses.

TERRITORY

Within the rate areas of Alpha, Beta and Gamma as described in the Description of Rate Areas.

RATES

	Per Meter Per Month	
First 300 cu.ft. or less	\$0.85	(R)
Next 1,200 cu.ft., per 100 cu.ft.09	
Next 2,500 cu.ft., per 100 cu.ft.063	
Next 6,000 cu.ft., per 100 cu.ft.06	
Next 10,000 cu.ft., per 100 cu.ft.056	
Over 20,000 cu.ft., per 100 cu.ft.05	
Minimum Charge	\$0.85	(R)

SPECIAL CONDITIONS

(Number and list as appropriate)

(L)

(To be inserted by utility)

(To be inserted by Cal.P.U.C.)

Advice Letter No. 184

Issued by
Jack Doe
Name

Date Filed _____
Effective _____

Decision No. _____

General Manager
Title

Resolution No. _____

EXHIBIT "B"

Example of an "Advice Letter" Which Must Accompany Each Rate Filing

(Size 8½" × 11")

Advice No. _____ (NAME OF UTILITY) _____ (Date)

Public Utilities Commission of the State of California
_____ hereby transmits for
(Name of Utility)

filing the following changes in tariff schedules applicable to its
_____ and which are attached hereto:
(Department or Area)

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
_____	_____	_____
_____	_____	_____
_____	_____	_____
etc.	etc.	etc.

TYPICAL WORDING WHERE NEW SERVICE IS INVOLVED

This filing is for the purpose of providing a new service not heretofore offered or furnished, and is being established to take care of applicants who have requested service. This filing will not increase any rate or charge, cause the withdrawal of service, nor conflict with other schedules or rules. It is desired that this filing become effective on regular notice 40th calendar day after the filed date). (If longer than 40 days, specify the desired effective date.) Include a brief description of the new service.

TYPICAL WORDING FOR SHORT NOTICE APPLICATION

It is requested that this filing be made effective, under Section 491 of the Public Utilities Code, or less than regular notice for the reason _____

TYPICAL WORDING FOR INCREASE IN RATES

These tariffs are submitted pursuant to Decision No. _____ (A-_____) of the Public Utilities Commission of the State of California, dated _____. The tariffs are to be effective under such order for service rendered on and after _____ (date). The estimated increases in revenues based on the _____ (year) sales are as follows: (by schedules)

Schedule	Sales	Revenue at Present Rates	Revenue Increase
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EXHIBIT "B" (Continued)

TYPICAL WORDING FOR DECREASE IN RATES

This filing covers a reduction in the rate for (telephone, gas, electric, water—give full details) in the _____ service areas. There are no increases involved in this filing nor will it result in withdrawal of any service or conflict with other schedules or rules. It is desired that it become effective on _____ (Date) which is on less than regular notice and the Commission's authorization is requested for such notice which will result in additional savings to customers over and above the savings which would accrue on regular notice (40th calendar day after the filed date). (Or other good cause.) The reduction in revenues based on present value of sales is as follows on an annual basis (by schedules and areas):

Routine Filing

In compliance with Section III, Paragraph G of General Order No. 96-A, we are mailing a copy of this advice letter and related tariff sheets to the following utilities and/or interested parties:

(LIST)

Decision Filing

This tariff filing is made pursuant to Decision No. _____, further "Notice" in accordance with Section III, Paragraph G of General Order No. 96-A is not deemed necessary.

Minor Changes

"Notice" in accordance with Section III, Paragraph G of General Order No. 96-A is not considered necessary, since there are no adjacent or competing utilities, no interested parties have requested notice of this filing, and this filing in no way adversely affects any present or potential subscribers.

Increased Rates by Advice Filing

In compliance with Section III, Paragraph G of General Order No. 96-A, we are notifying all affected subscribers of these increased rates and, we are mailing a copy of this advice letter and related tariff sheets to the following utilities and/or interested parties.

(LIST)

(Name of Utility)

(Name and Title of Utility Officer)

