

RULE NO. 23

CUSTOMER SERVICE FEES AND CREDITS

Applicability

Applicable to all Classes of Service.

Rule Number	Description	Fee/Credit Amount
3	Service Establishment Charge	\$10.00
3	Same Day Service Establishment (Additional Charge)	\$35.00
3/11	After Hours Service Establishment or Reconnection (Additional Charge)	\$60.00
4	Paperless and Automatic Electronic Payment Enrollment Credit	\$10.00
7	Minimum Deposit	\$100.00
7	Minimum Diversion Deposit Residential service Non-residential service	\$100.00 An amount equal to calculated deposit
9	Returned Check Charge (Item Handling Fee)	In accordance with Anaheim's Municipal Code
11	Reconnection Charge	\$20.00
11	Reconnection Charge - Underground Service or Poletop	Labor & Material
11	Investigation Charges	\$70.00 minimum
11	Damaged Steel Locking Ring	\$12.00
11	Damaged Aluminum Meter Ring	\$3.00
16	Repair or Replace Damaged Meter	Labor & Material
16	Rescheduled Meter Read Charge	\$25.00
17	Billing Error Courtesy Credit	\$25.00
17	Meter Test	Labor & Material
24	Missed Appointment Courtesy Credit	Up to \$50.00