
October 31, 2002

ADVICE 52-W
(U 338-E)

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
WATER DIVISION

SUBJECT: Revision of Form MR-504, Statement of Service, to Reflect a Name Change and Bill Format Changes to Santa Catalina Island Water Billing Statements

Southern California Edison Company (SCE) hereby submits for filing the following changes to its water tariff schedules applicable to Santa Catalina Island. The revised tariff sheets are listed on Attachment A and attached hereto.

PURPOSE

This advice filing revises Form MR-504, Statement of Service, applicable to Santa Catalina Island water billing statements. Form MR-504 is being renamed to Form 14-574.w, Water Statement, to be consistent with SCE's electric Form 14-547, Energy Statement, and revised to accommodate overall format changes and pertinent customer information displayed on the Form.¹

BACKGROUND

As part of SCE's continuing effort to maintain customer satisfaction on billing issues, SCE conducted focus groups concerning, primary, billing statement and communication issues. Although the focus groups were based on SCE's electricity billing statements, the general formatting changes resulting from these discussions are also being incorporated into the Santa Catalina Island water statements that SCE prepares for these customers.

Specifically, the Santa Catalina Island water customers' bills will no longer display icons, and all section heading verbiage has been revised. Additionally, sections are being relocated in an effort to reduce customer confusion.

¹ SCE's Santa Catalina Island gas customers' billing statement, Form MR-504, will be similarly renamed.

The revised order of the Water Statement will inform the customer: (1) how much they owe; (2) when they must pay; (3) usage comparison; (4) bill messages; and (5) detail of current charges. The section heading verbiage is revised as follows:

**OLD SECTION
HEADINGS**

Update
Detail
Water Usage
Message

**NEW SECTION
HEADINGS**

Billing Summary
Detail of Current Charges
Your current water usage
Did you know ...

The sections will appear in the following order:

- Billing Summary
- Your current water usage
- Did you know ...
- Detail of Current Charges

The revised Water Statement, Form 14-574.w, will continue to be printed on the same bill paper stock, with the exception of the addition of the SCE web site address appearing near the SCE logo, which appears in the upper left-hand corner of the forms. The logo colors are a radiant white sunburst against a yellow background bordered in green. There is a color bar across the top of the bill paper stock in yellow which complements the logo.

No cost information is required for this advice filing.

This advice filing will not increase or decrease any rate or charge, cause the withdrawal of service, of conflict with any other schedule or rules.

EFFECTIVE DATE

SCE respectfully requests that this advice filing become effective on December 21, 2002, which is longer than the standard 40-calendar day effective date requirement under General Order 96 for this particular filing. SCE is requesting an effective date of December 21, 2002 because that is the date SCE will begin using the new bill stock.

NOTICE

Anyone wishing to protest this advice filing may do so by letter via U.S. Mail, facsimile, or electronically, any of which must be received by the Water Division and SCE no later than 20 days after the date of this advice filing. Protests should be mailed to:

Water Division
Attn: J.R. Babaran
California Public Utilities Commission
505 Van Ness Avenue, Room 3106
San Francisco, California 94102
Facsimile: (415) 703-4426
E-mail: jrb@cpuc.ca.gov

Copies should also be mailed to the attention of the Chief, Small Water Division, Room 3106 (same address above).

In addition, protests and all other correspondence regarding this advice letter should also be sent by letter and transmitted via facsimile or electronically to the attention of:

Akbar Jazayeri
Director of Revenue and Tariffs
c/o Emelyn Lawler
Southern California Edison Company
2244 Walnut Grove Avenue, Rm. 303
Rosemead, California 91770
Facsimile: (626) 302-4829
E-mail: Emelyn.Lawler@sce.com

Bruce Foster
Vice President of Regulatory Operations
c/o Karyn Gansecki
Southern California Edison Company
601 Van Ness Avenue, Suite 2040
San Francisco, California 94102
Facsimile: (415) 673-1116
E-mail: Karyn.Gansecki@sce.com

There are no restrictions on who may file a protest, but the protest shall set forth specifically the grounds upon which it is based and shall be submitted expeditiously.

In accordance with Section III, Paragraph G, of General Order No. 96-A, SCE is mailing copies of this advice filing to the interested parties shown on the attached service list. Address change requests to the attached GO 96-A Service List should be directed to Emelyn Lawler at (626) 302-3985 or Emelyn.Lawler@sce.com.

Further, in accordance with Public Utilities Code Section 491, notice to the public is hereby given by filing and keeping the advice filing open for public inspection at

SCE's corporate headquarters. To view other SCE advice letters filed with the Commission, log on to SCE's web site at <http://www.sce.com/> and choose Regulatory Info Center/Advice Letters.

For questions, please contact Cheryl Morales at (626) 967-8343 or e-mail at Cheryl.Morales@sce.com.

Southern California Edison Company

Akbar Jazayeri

AJ:cm
Enclosures

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 358-W	Forms 14-574.w	Revised 96-W
Revised 359-W Revised 360-W	Table of Contents Table of Contents	Revised 357-W Revised 319-W



Southern California Edison
Rosemead, California (U 338-E)

Cancelling Revised Cal. PUC Sheet No. 358-W
Revised Cal. PUC Sheet No. 96-W

Sheet 1

WATER STATEMENT	(T)
FORM 14-574.w	(T)
Schedule W-1	(N)

(To be inserted by utility)
Advice 52-W
Decision _____

Issued by
John R. Fielder
Senior Vice President

(To be inserted by Cal. PUC)
Date Filed Oct 31, 2002
Effective Dec 24, 2002
Resolution _____



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(Continued)

(To be inserted by utility)

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