



110 W. Taylor Street
San Jose, CA 95110-2131

August 23, 2022

California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Advice Letter No. 579

San Jose Water Company (U-168-W) (SJWC) hereby transmits for filing the following changes in tariff schedules applicable to its service area and which are attached hereto:

<u>Cal. P.U.C Sheet No.</u>	<u>Title of Sheet</u>	<u>Cancelling Cal. P.U.C. Sheet No.</u>
2192-W	Form No.3A Past Due Notice (10 Day)	2077-W
2193-W	Table Of Contents	2191-W
2194-W	Table Of Contents (Continued)	2161-W

Purpose

With this advice letter, SJWC requests authority to update Form 3A Past Due Notice (10 Day). In accordance with General Order (GO) 96B-Water Industry Rule 7.3.1(2) and Commission direction, this advice letter is designated as a Tier 1 Advice Letter.

The required language per Commission noticing rules remain in place. SJWC is updating the payment information to remove the office visit option as our walk-in Customer Service location remains closed due to the pandemic.

Effective Date

SJWC requests that the updated tariff sheets become effective August 23, 2022.

Protests and Responses

Anyone may respond to or protest this advice letter. A response does not oppose the filing but presents information that may prove useful to the Commission in evaluating the advice letter. A protest objects to the advice letter in whole or in part and must set forth the specific grounds on which it is based. These grounds may include the following:

- (1) The utility did not properly serve or give notice of the advice letter;
- (2) The relief requested in the advice letter would violate statute or Commission order, or is not authorized by statute or Commission order on which the utility relies;
- (3) The analysis, calculations, or data in the advice letter contain material error or omissions;

- (4) The relief requested in the advice letter is pending before the Commission in a formal proceeding;
- (5) The relief requested in the advice letter requires consideration in a formal hearing, or is otherwise inappropriate for the advice letter process; or
- (6) The relief requested in the advice letter is unjust, unreasonable, or discriminatory (provided that such a protest may not be made where it would require relitigating a prior order of the Commission).

A response or protest must be made in writing or by electronic mail and must be received by the Water Division within 20 days of the date this advice letter is filed. The address for mailing or delivering a protest is:

Tariff Unit, Water Division, 3rd floor
California Public Utilities Commission,
505 Van Ness Avenue
San Francisco, CA 94102
water_division@cpuc.ca.gov

On the same date the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy of the protest by mail to us, addressed to:

Regulatory Affairs
San Jose Water Company
110 West Taylor Street
San Jose, CA 95110
Fax 408.279.7934
regulatoryaffairs@sjwater.com.

The advice letter process does not provide for any responses, protests or comments, except for the utility's reply, after the 20-day comment period. Public notice is not required.

In compliance with Paragraph 4.3 of GO 96-B, a copy of this advice letter has been mailed to all interested and affected parties as detailed in the Service List.

SJWC has Advice Letter 578 pending before the Commission at the time of this filing.

This filing will not cause the withdrawal of service, nor conflict with other schedules or rules.

Very truly yours,

/S/

JOHN TANG
Vice President of Regulatory Affairs
Enclosures

SAN JOSE WATER COMPANY (U-168-W)

ADVICE LETTER 579 SERVICE LIST

Big Redwood Park Water	waldoburford@gmail.com;
Brush & Old Well Mutual Water Company	BOWMWC@brushroad.com;
Cal Water	cwsrates@calwater.com;
City of Campbell	publicworks@cityofcampbell.com;
City of Cupertino City Attorney	cityattorney@cupertino.org;
City of Cupertino Director of Public Works	rogerl@cupertino.org;
City of Milpitas	tndah@ci.milpitas.ca.gov ;
City of Milpitas	smachida@ci.milpitas.ca.gov;
City of Monte Sereno	steve@cityofmontesereno.org;
City of Monte Sereno	bmekechuk@cityofmontesereno.org;
City of Santa Clara	water@santaclaraca.gov;
City of San Jose	jeffrey.provenzano@sanjoseca.gov;
City of Saratoga	jcherbone@saratoga.ca.us;
County of Santa Clara	county.counsel@cco.sccgov.org;
DB Davis	dbdavis@rockwellcollins.com;
Dept. of Water Resources, Safe Drinking Water Office	sdwo@water.ca.gov;
Valley Water	dtaylor@valleywater.org;
Gillette Mutual Water Company	gapowerz@gmail.com;
Gillette Mutual Water Company	goldiey@pacbell.net;
Gillette Mutual Water Company	keyoung@pacbell.net;
Great Oaks Water	jroeder@greatoakswater.com;
Great Oaks Water	tguster@greatoakswater.com;
Cal Water	jpolanco@calwater.com;
James Hunter	j88hunter882@gmail.com;
City of Cupertino	KirstenS@cupertino.org;
Public Advocates Office	mukunda.dawadi@cpuc.ca.gov;
Public Advocates Office	PublicAdvocatesWater@cpuc.ca.gov;
Mountain Springs Mutual Water Co.	Lorenroy@icloud.com;
Mt. Summit Mutual Water Company	wshoefler@comcast.net;
Oakmount Mutual Water Company	gortiz12@comcast.net;
Patrick Kearns MD	pjk3@comcast.net;
Raineri Mutual Water Company	info@rainerimutual.org;
Ridge Mutual Water Company	pmantey@yahoo.com;
Rishi Kumar	rkumar@saratoga.ca.us;
San Jose Mercury News	progers@bayareanewsgroup.com;
Valley Water	afulcher@valleywater.org;
Valley Water	abaker@valleywater.org;
Saratoga Heights Mutual Water Company	sjw@shmwc.org;
SouthWest Water Company	kcarlson@swwc.com;
Stagecoach Mutual Water Company	stagecoachroadMWC@gmail.com;
Summit West	RJonesPE@aol.com;
Summit West	board@summitwest.org;
Town of Los Gatos Dir. of Public Works	ppw@losgatosca.gov;
WRATES	rita_benton@ymail.com;
Villa Del Monte	mntmom33@comcast.net;

**Form No. 3A
Past Due Notice (10 Day)**

PLEASE REFER TO TARIFF BOOK FOR SAMPLE PAGE

(To be inserted by utility)

Issued by

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

Advice No. 579

JOHN TANG

Date Filed _____

Vice President,

Effective _____

Dec. No. _____

Regulatory Affairs

Resolution No. _____

TITLE

PAST DUE NOTICE

Notice Date: 06/23/2022
Service To Date: 03/23/2022
Account Number: 1234567890-1

Customer Name: John Doe
Service Address: 123 Easy Street
Past Due Amount: \$250

We are writing to let you know that your account is past due. If you have already sent payment, thank you. Otherwise, we understand that things happen and are here to help. We offer many ways to pay your bill. We also offer flexible interest-free payment plans.

If you haven't yet made a payment, the amount of _____ is due by _____ to avoid any interruption of service.

WAYS TO PAY

- Online at sjwater.com
- By phone at (408) 279-7900
- Mail your payment

To request a payment plan, please give us a call at (408) 279-7900, Monday-Friday between 8:00 am and 5:30 pm PST, or email us at customer.service@sjwater.com.

SERVICE RESTORATION

In the event your water service is turned off for non-payment, please read the instructions below to have your water service restored as quickly as possible.

- Pay your bill in full online at sjwater.com (pay by credit/debit card or checking/savings account).
- Use our automated pay-by-phone system by calling (408) 279-7900.
- Contact one of our friendly **Customer Service Advocates** during business hours: Monday-Friday 8:00 am to 5:30 pm PST.
- Once payment is received and verified, water service will be restored within 24 hours. Please note that a service reconnection charge will appear on your next bill to restore service after it is turned off for non-payment.

To avoid delays in restoring your water service, please check that all fixtures, faucets, and water-using appliances are turned off. We will not be able to restore service if there is any indication of water usage. If we are unable to restore service, an appointment will be required.

DL210326.003.TXT-19-000000021



Billing Date: 06/24/2022
Account Number: 1234567890-1
Service Address: 123 Easy Street

Please Return This Portion With Your Payment

TOTAL DUE

\$250

JOHN DOE
JANE DOE
123 EASY STREET
SAN JOSE CA 95120-4272

Make Payment to:

SAN JOSE WATER
PO BOX 7045
PASADENA CA 91109-7045

70458741700000400000726010000072601108

Customer Information

BILLING QUESTIONS

If you believe there is an error on your bill or have a question about your service, please call our **Customer Service Advocates** at **(408) 279-7900**.

If you are not satisfied with our response, you can submit a complaint to the **California Public Utilities Commission (CPUC)** by visiting: cpuc.ca.gov/complaints.

Billing and service complaints are handled by the CPUC's **Consumer Affairs Branch (CAB)**, which can be reached by the following means if you prefer not to submit your complaint online.

TELEPHONE: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)

MAIL: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3rd Floor, San Francisco, CA 94102

If you have hearing or speaking limitations, dial 711 to reach the **California Relay Service**. This is for those needing direct assistance relaying telephone conversations, as well as their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the **California Relay Service** provider.

TYPE OF CALL	ENGLISH TOLL-FREE 800 NUMBER	SPANISH TOLL-FREE 800 NUMBER
TTY/VCO/HCO to Voice	1 (800) 735-2929	1 (800) 855-3000
Voice to TTY/VCO/HCO	1 (800) 735-2922	1 (800) 855-3000
From or to Speech-to-Speech	1 (800) 854-7784	1 (800) 854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC (specifically regarding the accuracy of your bill), please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. **If a bill becomes past due and nonpayment results with respect to this dispute, the rules for discontinuance of service due to nonpayment must be followed as set forth in Tariff Rule No. 11.B.1.**

The Commission will not, however, 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 a utility's service, general level of rates, pending rate applications and sources of fuel or power.

RATES AND OTHER INFORMATION

Rate schedules and rules are available online at sjwater.com. For general information, you may also visit sjwater.com or contact a **Customer Service Advocate** by email at customer.service@sjwater or phone at **(408) 279-7900**.

IN AN EMERGENCY

If you require emergency service after regular business hours, call **(408) 279-7900**.

EMPLOYEE IDENTIFICATION

Our authorized service representatives carry a Company identification card with a photograph. If you have any concern, please call **San Jose Water Customer Service** at **(408) 279-7900**.

TABLE OF CONTENTS

The following listed tariff sheets contain all effective rates, rules and regulations affecting the rates and service of the Utility, together with information relating thereto:

Subject Matter of Sheet	C.P.U.C. Sheet No.
Title	1495-W
Table of Contents	2193-W, 2194-W and 2174-W (C)
Preliminary Statement	919-W, 1303-W, 2032-W, 2033-W, 2034-W, 2035-W, 2058-W, 2037-W 2152-W, 2153-W, 2040-W, 2041-W, 2042-W, 2087-W, 2125-W, 2155-W 2156-W
Service Area Map Locator	1266-W
Service Area Map Locator, Index	2101-W
Map of Areas with Special Pressure and FireFlow Conditions	2116-W
Index to Map of Areas With Special Pressure and FireFlow Conditions	1079-W, 2117-W 1082-W, 1087-W and 1404-W
Rate Schedules:	
Schedule No. 1, General Metered Service	2175-W, 2176-W and 2182-W
Schedule No. 1B, General Metered Service With Automatic Fire Sprinkler System	2177-W, 1741-W, 2183-W
Schedule No. 1C, General Metered Service Mountain District	2178-W, 1952-W, 1884-W and 2184-W
Schedule No. 4, Private Fire Service	2166-W and 2187-W
Schedule No. 9C, Construction and Other Temporary Metered Service	1118-W and 1094-W
Schedule No. 10R, Service to Employees	152-W
Schedule No. 14.1 Water Shortage Contingency Plan with Staged Mandatory Reductions and Drought Surcharges	2131-W, 2132-W, 2133-W 2134-W, 2149-W, 2136-W, 2137-W 2138-W, 2139-W, 2146-W
Schedule No. RW, Raw Water Metered Service	2179-W and 2185-W
Schedule No. RCW, Recycled Water Metered Service	2168-W, 2186-W
Schedule No. UF, Surcharge to Fund Public Utilities Commission, Reimbursement Fee	2090-W
Schedule No. WRAP, Water Rate Assistance Program	2170-W and 2056-W
List of Contracts and Deviations	2092-W and 2103-W
Rules:	
No. 1 - Definitions	2064-W and 2065-W
No. 2 - Description of Service	525-W
No. 3 - Application for Service	2143-W, 2144-W
No. 4 - Contracts	352-W
No. 5 - Special Information Required on Forms	2066-W, 2067-W and 2068-W-W
No. 6 - Establishment and Re-establishment of Credit	354-W
No. 7 - Deposits	355-W and 356-W
No. 8 - Notices	2069-W, 2070-W and 2017-W
No. 9 - Rendering and Payment of Bills	2188-W, 2189-W and 2190-W

(Continued)

(To be inserted by utility)

Issued by

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JOHN TANG

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TITLE

TABLE OF CONTENTS

(Continued)

<u>Subject Matter of Sheet</u>	<u>C.P.U.C. Sheet No.</u>
Rules	
No. 10 Disputed Bills	2071-W and 2019-W
No. 11 – Discontinuance and Restoration of Service	2020-W, 2021-W, 2072-W, 2073-W 2074-W, 2025-W, 2026-W, 2027-W, 2028-W 2075-W
No. 12 - Information Available to Public	1132-W, 364-W and 365-W
No. 13 - Temporary Service	366-W and 367-W
No. 14 - Continuity of Service	368-W
No. 14.1 – Water Conservation and Rationing Plan	2118-W, 2119-W, 2120-W, 2121-W 2122-W, 2148-W, 1663-W, 1664-W, 1665-W
No. 15 - Main Extensions	722-W thru 734-W, 1898-W, 923-W
No. 16 - Service Connections, Meters, and Customer's Facilities	735-W thru 738-W, 977W and 740-W thru 742-W
No. 17 – Standards for Measurement of Service	375-W
No. 18 – Meter Tests and Adjustment of Bills for Meter Error	376-W, 383-W and 384-W
No. 19 – Service to Separate Premises, and Multiple Units, and Resale of Water	495-W and 1901-W
No. 20 – Water Conservation	318W
No. 21 – Military Family Relief Program	1225-W, 1226-W and 1227-W
No. 22 – Customer Information Sharing	2158-W
Sample Forms:	
No. 1 - Application for Water Service – New	378-W
No. 1A - Application for Water Service (On, Off, In, Out, and Change)	379-W
No. 2 - Portable Meter Deposit	534-W
No. 2A – Portable Meter Customer – Terms	1119-W
No. 3 - Bill Form	2076-W
No. 3A – Past Due Notice (10-Day Notice)	2192-W (C)
No. 3B – Final Notice (Individually Metered Customers)	2078-W
No. 3D – Closing Bill	2079-W
No. 3E – 15-Day Tenant Notice (Master Metered Customers)	1430-W
No. 3F – Electronic Bill Form	2080-W
No. 4 - Main Extension Contract, “B Rule” – Individual Utility Install	813-W
No. 5 - Main Extension Contract, “B Rule” – Individual Applicant Install	814-W

(Continued)

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