



San Jose
Water
Company

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

October 24, 2018

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

Advice Letter No. 527

San Jose Water Company (U-168-W) (SJWC) hereby transmits for filing the following changes in tariff schedules and forms 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>
1936-W	Rule No. 5 - Special Information Required on Forms	821-W
1937-W	Rule No. 5 - (continued) Special Information Required on Forms	823-W
1938-W	Rule No. 10 - Disputed Bills	484-W
1939-W	Rule No. 10 - Disputed Bills (Continued)	485-W
1940-W	Form No. 3 - Bill Form	1313-W
1941-W	Form No. 3A - Past Due Notice (10 Day)	1429-W
1942-W	Form No. 3B - Final Notice	1441-W
1943-W	Form No. 3D – Closing Bill	1316-W
1944-W	Form No. 3F – Electronic Bill Form	1317-W
1945-W	Table of Contents (Continued)	1780-W
1945-W	Table of Contents	1935-W

Purpose

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. With this advice letter, SJWC requests authority to update the Consumer Affairs Branch contact information where applicable on its tariffs, forms, and customer notices. This filing complies with the Consumer Protection and Enforcement Division's (CPED) August 2, 2018 email (Attachment A) and follows SJWC's submittal of its Utility Bill Change Implementation Plan to CPED on August 31, 2018. This advice letter will have no impact on rates.

Effective Date

SJWC requests this advice letter become effective December 1, 2018, per the CPED's direction.

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 Attachment B.

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

Very truly yours,

/S/ JOHN TANG
JOHN TANG
Vice President of Regulatory Affairs

Enclosure

Index of Workpapers

Attachment A	August 2, 2018 Email from Consumer Protection and Enforcement Division
Attachment B	Service List

SAN JOSE WATER COMPANY

ADVICE LETTER NO. 527

ATTACHMENT A

From: CAB Utility Response

Date: August 2, 2018 at 1:55:32 PM PDT

Subject: ATTN: Utility Bill Change (Please Confirm Receipt)

To San Jose Water Company:

In an effort to better serve California's consumers, the California Public Utilities Commission (CPUC) is requiring that you update the information contained in certain portions of your billing statements. It is our intent for the update to provide more clear and consistent direction to allow consumers to request assistance by contacting the CPUC's Consumer Affairs Branch (CAB).

Pursuant to Resolution CSD-5 (Attachment A to this letter), the CPUC's Director of the Consumer Protection and Enforcement Division has been delegated with the authority to require these changes without further action of the CPUC.^[1] Attachment B to this letter provides the required language to be included on your billing statements.

Billing statements must be updated with the attached contact information within 120 days, with exceptions as outlined in Resolution CSD-5. If you provide service on a national basis, you are still required to include this information on your California customers' billing statements. The Resolution further requires updating tariffs that contain CAB contact information, grants exception to 30-day notice requirements, and allows for exhausting supplies of preprinted forms or documents before updating CAB contact information.

Within 30 days, you are required to submit a plan that provides details of how you will comply with updating your billing statements. The compliance plan must be submitted to the email address cabutilityresponse@cpuc.ca.gov.

Thank you for your prompt attention to these requirements. If you have any questions, please contact me at nkz@cpuc.ca.gov.

Nick Zanjani, Director

Consumer Protection and Enforcement Division

Attachments

^[1] The Consumer Protection and Enforcement Division is the successor of the Consumer Services Division (CSD).

Attachment A: CPUC Resolution No. CSD-5



11 of 14 DOCUMENTS

DELEGATING TO THE DIRECTOR OF THE CONSUMER SERVICES DIVISION
THE AUTHORITY TO REQUIRE UTILITIES AND OTHER ENTITIES UNDER
THE JURISDICTION OF THIS COMMISSION TO MAKE CHANGES TO
SPECIFIED DOCUMENTS WHEN THE CHANGES PERTAIN ONLY TO
PROVIDING CONSUMERS WITH INFORMATION ON HOW TO CONTACT
THE CONSUMER AFFAIRS BRANCH

Resolution No. CSD-5

California Public Utilities Commission

2000 Cal. PUC LEXIS 463

May 4, 2000

HEADNOTES: [*1] SUMMARY

This Resolution delegates to the Director of the Consumer Services Division the authority to require, without further Commission action, that utilities and other entities under the jurisdiction of the Commission make changes to information on the documents specified below when the changes pertain only to providing consumers with **information** on how to contact the Consumer Affairs Branch (**CAB**) for purposes of bringing complaints and/or inquiries to the attention of the Commission (**CAB contact information**). The specified documents are 1) **bills**, 2) tariff rules, and 3) other documents on which the Commission requires **CAB contact information** to appear or on which the utility or other entity voluntarily includes **CAB contact information**.

PANEL: Consumer Services Division

Wesley M. Franklin, Executive Director; Loretta M. Lynch, President; Henry M. Duque, Josiah L. Neeper, Richard A. Bilas, Carl W. Wood, Commissioners

OPINION: San Francisco, California

RESOLUTION

BACKGROUND

Over recent years, the Consumer Services Division's CAB has sought new ways to serve the public, most notably in the area of processing consumer complaints and inquiries in a timely manner. Past efforts include [*2] the creation of a Consumer Intake Unit and centralizing its processing function at its San Francisco Headquarters Office. Taking advantage of new technologies and specially trained staff, these changes allow for more efficient handling and resolution of the increasing volume of consumer complaints and inquiries received at the Commission. Further, the telephone system has been updated utilizing new technologies to provide better telephone service to consumers. While these changes currently provide improved customer service, new technologies and process changes will continue to be evaluated in order to achieve maximum customer service satisfaction.

DISCUSSION

The Consumer Services Division seeks authority to work with the utilities and other entities under the jurisdiction of the Commission to ensure that consumers have current CAB contact information. Since the consolidation of our customer complaint and inquiry processing function has occurred, the Southern California address of our former State Office Building at 107 South Broadway, Los Angeles is no longer valid. Our Northern California address of

505 Van Ness Avenue, San Francisco, CA 94102 should be on all customer [*3] **bills** and any other documents that normally provide consumers with **CAB contact information**.

The CAB, utilizing advances in technology and specially trained staff, centralized its consumer intake processing function to enhance the expeditious handling and resolution of all consumer complaints and inquiries and upgraded its telephone response system in an effort to better serve the public. The Commission will expedite the incorporation of any new technological or process changes to better serve the public by delegating to the Director of the Consumer Services Division the authority to implement new technologies and process changes as they occur, determine the appropriate CAB contact information, and require all utilities and other entities under the jurisdiction of the Commission to make changes to information on the documents specified when the changes pertain only to providing consumers with CAB contact information. Examples of possible changes that could improve customer service may include, but are not limited to, providing for: 1) a **CAB** website address; 2) different toll free numbers for non-English speaking customers; and 3) a toll free number for TDD.

With regard to **bills** [*4] and other documents, a utility or other entity under the jurisdiction of the Commission may exhaust its current supply of these documents before reprinting them with the updated **information**. When a utility does revise a form that is required to be included as part of its tariff, it shall, within 30 days thereafter, file a revised tariff sheet with the Commission. In addition, where the **CAB** contact information appears in any tariff rules, or in other parts of the tariff not associated with a printed form, the utility shall, within 30 days of the CSD directive, revise those tariff sheets.

In either of these cases, where the only change being made to the tariff sheet or filed form is to update the CAB contact information, the following exception from the operation of the General Order 96 Series is authorized where the advice letter is marked as a "CSD-5 Compliance Filing":

The revised tariff page shall be effective upon filing, subject to Commission staff review that the advice letter meets the requirements of this resolution and complies with the CSD directive.

In addition, to the extent specified above, utilities and other entities are granted an exception from the otherwise [*5] applicable 30-day notice requirement contained in Public Utilities Code Sections 455 and 491.

This resolution will achieve CAB's goal of better serving consumers, in cooperation with the utilities and other entities under the jurisdiction of the Commission, by providing the means to expedite changes to the documents specified as soon as practicable thereby providing consumers with current CAB contact information.

COMMENTS

Pursuant to P U Code Section 311(g), the draft resolution of the Consumer Services Division in this matter was mailed to the members of the Regulatory Complaint Resolution (RCR) Forum and notice was placed in the Commission's Daily Calendar for 30 days beginning April 4, 2000. No comments were received on this matter.

FINDINGS

1. The Commission should delegate to the Director of the Consumer Services Division the authority to require, without further Commission action, that utilities and other entities under the jurisdiction of the Commission make changes to the documents specified in this finding when the changes pertain only to providing consumers with **CAB contact information**. The specified documents are 1) **bills**, 2) tariff rules, and [*6] 3) other documents on which the Commission requires **CAB contact information** to appear or on which the utility or other entity voluntarily includes **CAB contact information**.

2. The utilities and other entities under the jurisdiction of the Commission should implement changes required by this resolution as soon as practicable.

3. There is good cause to grant an exception to the otherwise applicable 30-day notice requirements of Public Utilities Code Sections 455 and 491 to allow the advice letter filings authorized by this resolution to be effective immediately in order to provide public notification of the updated methods of contacting CAB as soon as practicable.

THEREFORE, IT IS ORDERED that:

1. The Commission hereby delegates to the Director of the Consumer Services Division the authority to require, without further Commission action, that utilities and other entities under the jurisdiction of the Commission make changes to the documents specified in this ordering paragraph when the changes pertain only to providing consumers with **information** on how to contact the **CAB** for purposes of bringing complaints and/or inquiries to the attention of the Commission (**CAB contact information**). [*7] The specified documents are 1) **bills**, 2) tariff rules, and 3) other documents on which the Commission requires **CAB contact information** to appear or on which the utility or other entity voluntarily includes **CAB contact information**.

2. When making these changes to **bills** and other documents, a utility or other entity under the jurisdiction of the Commission may exhaust its existing supply of preprinted forms or documents before reprinting them with the updated **CAB** contact **information**. When a utility does revise a form that is required to be included as part of its tariff, it shall, within 30 days thereafter, file a revised tariff sheet with the Commission.
3. Where the **CAB** contact information appears in any tariff rules, or in other parts of the tariff not associated with a printed form, the utility shall, within 30 days of the CSD directive requiring the changes, revise those tariff sheets.
4. Where the only change being made to a tariff sheet or filed form is to update the CAB contact information as required by Ordering paragraphs 2 or 3, the following exception from the operation of the General Order 96 Series is authorized where the advice letter is marked as a "CSD-5 Compliance [*8] Filing":

The revised tariff page shall be effective upon filing, subject to Commission staff review that the advice letter meets the requirements of resolution CSD-5 and complies with the CSD directive requiring the changes to the CAB contact information.

5. To the extent specified in Ordering Paragraph 4, utilities and other entities are granted an exception from the otherwise applicable 30-day notice requirement contained in Public Utilities Code Sections 455 and 491.
6. The Director of the Consumer Services Division is directed to mail a copy of this resolution to all affected utilities and other entities under the jurisdiction of the Commission.
7. The effective date of this order is today.

I certify that this Resolution was adopted by the California Public Utilities Commission at its regular meeting on May 4, 2000. The following Commissioners approved it:

Attachment B: Required New Language

*If you believe there is an error on your bill or have a question about your service, please call **San Jose Water Company** customer support at **(408) 279-7970**.*

*If you are not satisfied with **San Jose Water Company's** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.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, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well 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	Language	Toll-free 800 Number
--------------	----------	----------------------

TTY/VCO/HCO to Voice	English Spanish	1-800-735-2929 1-800-855-3000
Voice to TTY/VCO/HCO	English Spanish	1-800-735-2922 1-800-855-3000
From or to Speech-to- Speech	English & Spanish	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.*

SAN JOSE WATER COMPANY

ADVICE LETTER NO. 527

ATTACHMENT B

A copy of Advice Letter No. 526 has been sent to the following municipalities, water companies and interested parties:

City of San Jose
Municipal Water Dept.
Attn: Jeffrey Provenzano
3025 Tuers Road
San Jose, CA 95121

San Jose Mercury News
Attn: Paul Rogers
4 N. Second Street, Suite 800
San Jose, CA 95113

California Water Service Co.
Attn: Regulatory Affairs
1720 North First Street
San Jose, CA 95112

Town of Los Gatos
Attn: Director of Public Works
110 E. Main Street
Los Gatos, CA 95032

City of Cupertino
10300 Torre Avenue
Cupertino, CA 95014

City of Monte Sereno
Attn: Director of Public Works
18014 Saratoga-Los Gatos Road
Monte Sereno, CA 95030

City of Campbell
70 North First Street
Campbell, CA 95008

City of Santa Clara
1500 Warburton Avenue
Santa Clara, CA 95050

Great Oaks Water Company
P.O. Box 23490
San Jose, CA 95153

City of Milpitas
Attn: Utilities Engineering
455 East Calaveras Blvd.
Milpitas, CA 95035

Santa Clara Valley Water District
5750 Almaden Expressway
San Jose, CA 95118

City of Saratoga
Attn: Director of Public Works
13777 Fruitvale Avenue
Saratoga, CA 95070

County of Santa Clara
70 W. Hedding Street
San Jose, CA 95110

Department of Water Resources
Safe Drinking Water Office, Room 804
1416 9TH Street
Sacramento, CA 95814

Mountain Springs Mutual Water Co.
17956 Greenwood Road
Los Gatos, CA 95033

SAN JOSE WATER COMPANY (U-168-W)
Advice Letter No. 525

Attachment A
Page 2 of 2

Nina Hawk
Chief Operating Officer
Water Utility Enterprises
Santa Clara Valley Water District
5750 Almaden Expressway
San Jose, CA 95118

Bob Burke
Regulatory Liaison For The Six
Mutual Water Companies
420 Alberto Way, Unit 49
Los Gatos, Ca 95032

Gillette Mutual Water Company
21976 Gillette Drive
Los Gatos, CA 95033

Stagecoach Mutual Water Co
21825 Stagecoach Road
Los Gatos, CA 95033

Redwood Estates Services Association
PO Box 591
Redwood Estates, CA 95044-0591

Pat Kearns, MD
7 W Central Ave
Los Gatos, CA 95030

Big Redwood Park Water
& Improvement Assoc.
18522 Mt. View Avenue
Los Gatos, CA 95033

Saratoga City Council Member
Rishi Kumar
13777 Fruitvale Avenue
Saratoga, CA 95070

Villa Del Monte Mutual Water Company
P.O. Box 862
Los Gatos, CA 95031

WRATES
Rita Benton
18555 Ravenwood Drive
Saratoga, CA 95070

Ridge Mutual Water Company
22316 Citation Drive
Los Gatos, CA 95033

Saratoga Heights Mutual Water Company
P.O. Box 337
Saratoga, CA 95071

Summitt West Mutual Water Company
P.O. Box 974
Los Gatos, CA 95031

James Hunter
6475 Dwyer Street
San Jose, CA 95120

Oakmount Mutual Water Company
P.O. Box 31536
Stockton, CA 95213

Raineri Mutual Water Company
P.O. Box 11
Los Gatos, CA 95031

Brush & Old Well Mutual
Water Company
21105 Brush Road
Los Gatos, CA 95033

Mt. Summit Mutual Water Co
P.O. Box 3416
Saratoga, CA 95070

Rule No. 5
SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for service will contain substantially the following provisions:

1. Unless exempted by the Public Utilities Commission;

"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."

2. Unless otherwise not required by the Public Utilities Commission;

"It is the understanding of the parties to this contract that it shall not become effective until the authorization of the Public Utilities Commission of the State of California has been first obtained."

B. Bill for Service

On each bill for service will be printed substantially the following language:

"This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing.

"If you believe there is an error on your bill or have a question about your service, please call **San Jose Water Company** customer support at **(408) 279-7970**. (D) (N)

If you are not satisfied with **San Jose Water Company's** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.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, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which 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	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to- Speech	English & Spanish	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." (N)

(continued)

(To be inserted by utility)

Issued by

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

Advice No. 527

JOHN TANG

Date Filed _____

Dec. No. _____

Vice President,
Regulatory Affairs

Effective _____

Resolution No. _____

TITLE

Rule No. 5 (continued)**SPECIAL INFORMATION REQUIRED ON FORMS**

- D. (7) The title, address, and telephone number of a representative of the water utility who can provide additional information and assist users in continuing service or in making arrangements for payment.

- (8) The contact information of the Commission (Consumer Affairs Branch) to which inquiries by the customer may be directed.

(D)
(N)

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, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which 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.

<i>Type of Call</i>	<i>Language</i>	<i>Toll-free 800 Number</i>
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to- Speech	English & Spanish	1-800-854-7784

(N)

Where water service is provided to residential users in a multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp, where the owner, manager or operator is listed by the utility as the customer of record, the notice of discontinuance shall further include:

- (9) The date on which service will be discontinued.
- (10) What the users are required to do in order to prevent the discontinuance or to reestablish service.
- (11) The estimated monthly cost of service.
- (12) The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist the users.

(To be inserted by utility)

Issued by

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

Advice No. 527

JOHN TANG

Date Filed _____

Dec. No. _____

Vice President,
Regulatory Affairs

Effective _____

Resolution No. _____

TITLE

Rule No. 10**DISPUTED BILLS****A. Correctness of Bills**

If you believe there is an error on your bill or have a question about your service, please call San Jose Water Company customer support at (408) 279-7970.

Any customer who has initiated a complaint to the utility or requested an investigation by the utility within five days of receiving a contested bill shall be given an opportunity for review of such complaint or investigation by a review manager of the utility. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of his account over a reasonable period of time.

B. Notice of Deposit to Avoid Discontinuance

If an explanation satisfactory to the customer is not made by the utility and the bill is not paid within 19 days after its presentation or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows:

If you are not satisfied with San Jose Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.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, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which 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.

<i>Type of Call</i>	<i>Language</i>	<i>Toll-free 800 Number</i>
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to- Speech	English & Spanish	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."

(D)
(N)

(N)

(To be inserted by utility)

Issued by

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

Advice No. 527JOHN TANG

Date Filed _____

Vice President,

Effective _____

Dec. No. _____

Regulatory Affairs

Resolution No. _____

TITLE

SAN JOSE WATER COMPANY (U168W)

San Jose, California

RevisedCanceling RevisedCal. P.U.C. Sheet No. 1939-WCal. P.U.C. Sheet No. 485-W**Rule No. 10****DISPUTED BILLS**
(Continued)

(L)

C. Commission Appeal

When a customer and the utility fail to agree on a bill for service:

1. To avoid discontinuance of service, in lieu of paying the disputed bill the customer may deposit, with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, the amount claimed by the utility to be due.
2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the dispute of the amount of the bill.
3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.
4. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.
5. Failure of the customer to make such deposit prior to the expiration of the discontinuance of service notice as given in Rule 10 B.1 will | Rule 10 B.1 will warrant discontinuance of service.
6. If before completion of the Commission's review, additional bills become due which the customer wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the utility to be due for such additional bills before they become past due and failure to do so will warrant discontinuance of his service in accordance with Rule No. 11.

(L)

(D)

(To be inserted by utility)

Issued by

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

Advice No. 527JOHN TANG

Date Filed _____

Vice President,

Effective _____

Dec. No. _____

Regulatory Affairs

Resolution No. _____

TITLE

CUSTOMER INFORMATION

WHEN YOU HAVE A QUESTION

If you believe there is an error on your bill or have a question about your service, please call San Jose Water Company customer support at (408) 279-7900.

If you are not satisfied with San Jose Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.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, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well 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	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	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.

PAYMENTS

The current bill will become past due if not paid within 19 days after presentation. You may pay your bill by mail or in person at the San Jose Water Company Customer Service Office. Our Customer Service Office address and hours are located on the reverse side of this bill. San Jose Water Company accepts payment over the phone and on-line at www.sjwater.com using a checking account. If you wish to pay after regular business hours, drop your payment with the payment stub in the overnight deposit box located at the entrance to our Customer Service Office. You may also sign up for our free Automatic Payment Service (APS) and we will automatically draft your financial institution account on or shortly after the due date of your bill. To request an APS application, call our Customer Service Office at (408) 279-7900 or visit our web site at www.sjwater.com. A fee will be charged for all returned payments.

Any unpaid prior balance shown on the bill is past due and service may be discontinued if payment is not received. If you are unable to pay your past due bill, please contact our office to discuss payment arrangements.

RATES AND OTHER INFORMATION

Rate schedules and rules are available at San Jose Water Company, Customer Service Office. Our Customer Service Office address and hours are located on the reverse side of this bill. For general information, you may call Customer Service at (408) 279-7900 or visit www.sjwater.com.

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 photograph. If you have any doubts, call the San Jose Water Company Customer Service Office at (408) 279-7900.

Form No. 3
Bill Form

PLEASE REFER TO TARIFF BOOK FOR SAMPLE PAGE

I

(To be inserted by utility)

Issued by

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

Advice No. 527

JOHN TANG

Date Filed _____

Vice President,

Effective _____

Dec. No. _____

Regulatory Affairs

Resolution No. _____

TITLE



PAST DUE NOTICE

Notice Date:
Service To Date:
Account Number:

Customer Name:
Service Address:
Past Due Amount:

Your water service account is currently past due. If you have already made your payment, please call our office during normal business hours at (408) 279-7900 or via email at Customer_Service@sjwater.com to confirm our receipt of your payment.

Otherwise, payment must be made in the amount of _____ prior to _____ to avoid interruption of your water service.

- The following payment methods are available:
- Payment over the phone using your checking account by contacting Customer Service at (408) 279-7900.
 - Credit card payments (VISA, Mastercard or Discover) are accepted at our Main Office located at 110 W. Taylor Street, San Jose, during normal business hours. Walk-in payments are also accepted at this location using cash, check or money order.
 - After hour payments may be deposited at 110 W. Taylor Street, in the night deposit box located at the entrance to our Customer Service office. Payments will be posted the next business day.

SERVICE RESTORATION
In the event your water service is turned off for non-payment, please read the following instructions carefully in order to have your water service restored as quickly as possible. A cash deposit may be required in addition to payment of the outstanding balance.

- To have your water service restored:
- Pay your bill in full at our Main Office at 110 W. Taylor St. (payments over the phone may be accepted) and service will be restored within 24 hours. A service reconnection charge will appear on your next bill.

- To have your water service restored the next working day:
- Place your payment in our night deposit box located at the entrance to our Customer Service office at 110 W. Taylor Street. Payments are verified each business day. Once payment has been received, water service will be restored within 24 hours.

To avoid delays in restoring your water service, please check that all fixtures, faucets, and water using appliances are in the OFF position. The service technician will not be able to restore service if there is any indication of water usage. An appointment will then be required to reconnect the water service.

SE HABLA ESPANOL



Billing Date:
Account Number:
Service Address:

Please Return This Portion With Your Payment

TOTAL DUE

CUSTOMER INFORMATION

WHEN YOU HAVE A QUESTION

If you believe there is an error on your bill or have a question about your service, please call San Jose Water Company customer support at (408) 279-7900.

If you are not satisfied with San Jose Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.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, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well 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	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	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.

PAYMENTS

The current bill will become past due if not paid within 19 days after presentation. You may pay your bill by mail or in person at the San Jose Water Company Customer Service Office. Our Customer Service Office address and hours are located on the reverse side of this bill. San Jose Water Company accepts payment over the phone and on-line at www.sjwater.com using a checking account. If you wish to pay after regular business hours, drop your payment with the payment stub in the overnight deposit box located at the entrance to our Customer Service Office. You may also sign up for our free Automatic Payment Service (APS) and we will automatically draft your financial institution account on or shortly after the due date of your bill. To request an APS application, call our Customer Service Office at (408) 279-7900 or visit our web site at www.sjwater.com. A fee will be charged for all returned payments.

Any unpaid prior balance shown on the bill is past due and service may be discontinued if payment is not received. If you are unable to pay your past due bill, please contact our office to discuss payment arrangements.

RATES AND OTHER INFORMATION

Rate schedules and rules are available at San Jose Water Company, Customer Service Office. Our Customer Service Office address and hours are located on the reverse side of this bill. For general information, you may call Customer Service at (408) 279-7900 or visit www.sjwater.com.

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 photograph. If you have any doubts, call the San Jose Water Company Customer Service Office at (408) 279-7900.

SAN JOSE WATER COMPANY (U168W)
San Jose, California

Revised
Canceling Revised

Cal. P.U.C. Sheet No. 1941-W
Cal. P.U.C. Sheet No. 1429-W

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

PLEASE REFER TO TARIFF BOOK FOR SAMPLE PAGE

I

(To be inserted by utility)

Issued by

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

Advice No. 527

JOHN TANG

Date Filed _____

Vice President,

Effective _____

Dec. No. _____

Regulatory Affairs

Resolution No. _____

TITLE



San Jose Water Company 110 E. Taylor Street
San Jose, CA 95196-0001
408.279.7900
Office Hours: 8:00 AM to 5:30 PM Monday-Friday
www.sjwater.com

Customer Name:
Account Number:
Service Address:
Pay Bill Before:
Past Due Amount:

FINAL NOTICE

Your water service account is past due and must be paid in full at our main office or water service will be discontinued without further notice. If you have received this notice, it is too late for payment to be mailed. You must pay at our Customer Service office.

To avoid discontinuance of water service, you must:

- Bring your bill or this notice to our main office or call Customer Service at (408)279-7900 and make payment before the date on this notice. Acceptable forms of payment are cash, check, check by phone, money order, cashier's check and credit card (in office only). Our Customer Service office is located at 110 W. Taylor Street, San Jose, CA 95110 (cross street: Miller Avenue)
- If you are paying after normal business hours, please place your payment in our night deposit box, along with your payment stub or account number. Our deposit box is located at the entrance to our Customer Service office. Please remember to place our account number on your check or money order.
- Do not mail or make a payment on-line. If payment is not received in our office prior to the date stated on this notice, you may experience a loss of water service. You may be required to pay a deposit to re-establish your service.
- If you mailed your payment before receiving this notice, please call our office during normal business hours at (408) 279-7900 to confirm that your payment has been received.

If you are unable to pay this bill, please contact our office immediately to discuss possible payment arrangements. If you have any questions regarding this bill or our service, please contact our Customer Service office at (408)279-7900 Monday through Friday 8:00 AM to 5:30 PM or via email at Customer_Service@sjwater.com.

SERVICE RESTORATION

In the event your water service is turned off for non-payment, please read the following instructions carefully in order to have your water service restored as quickly as possible. A cash deposit may be required in addition to payment of the outstanding balance.

To have your water service restored:

- Pay your bill in full at our main office (**payments over the phone may be accepted**) and service will be restored within 24 hours. A service reconnection charge will appear on your next bill.

To have your water service restored the next working day:

- Place your payment in our night deposit box located at the entrance to our Customer Service office at 110 W. Taylor Street. Payments are verified each business day. Once payment has been received, water service will be restored within 24 hours.

To avoid delays in restoring your water service, please check that all fixtures, faucets, and water using appliances are in the OFF position. The service technician will not be able to restore service if there is any indication of water usage. An appointment will be required to reconnect the water service.

DO NOT MAIL YOUR PAYMENT. PLEASE BRING THIS NOTICE TO OUR OFFICE FOR PAYMENT.

ÚLTIMO AVISO

La cuenta de su servicio de agua está vencida y debe pagarse en su totalidad en nuestra oficina central o suspenderemos el servicio de agua sin necesidad de otros avisos. Si usted ha recibido este aviso, ya es demasiado tarde para que envíe el pago por correo. Usted debe efectuar el pago en nuestra oficina de Atención al Cliente.

Para evitar la suspensión del servicio de agua, usted debe:

- Traer la cuenta del agua o este aviso a nuestra oficina central o llamar a Atención al Cliente al (408) 279-7900 y efectuar el pago antes de la fecha que se indica en este aviso. Aceptamos los siguientes métodos de pago: efectivo, cheque, cheque por teléfono, giro postal (money order), cheque de caja (cashier's check) y tarjeta de crédito (sólo en la oficina). Nuestra oficina de Atención al Cliente está ubicada en 110 W. Taylor Street, San Jose, CA 95110 (en W. Taylor Street y Miller Avenue).
- Si pagará después del horario normal de trabajo, coloque el pago en nuestro buzón de depósito nocturno, junto con el talón de pago o número de cuenta. Nuestro buzón de depósito se encuentra a la entrada de la oficina de Atención al Cliente. Recuerde escribir nuestro número de cuenta en el cheque o giro postal.
- No envíe el pago por correo ni haga el pago por Internet. Si no recibimos el pago en nuestra oficina antes de la fecha que se indica en este aviso, es probable que usted sufra la pérdida del servicio de agua. Se le podrá pedir que pague un depósito para restablecer el servicio.
- Si usted envió el pago por correo antes de recibir este aviso, llame a nuestra oficina durante el horario de trabajo, al (408) 279-7900 para confirmar que hemos recibido su pago.

Si usted no puede pagar esta cuenta, comuníquese con nuestra oficina de inmediato para hablar sobre posibles arreglos para el pago. Si tiene alguna pregunta sobre esta cuenta o nuestro servicio, comuníquese con nuestra oficina de Atención al Cliente al (408) 279-7900, de lunes a viernes, de 8:00 AM a 5:30 PM o por correo electrónico a Customer_Service@sjwater.com.

RESTAURACIÓN DEL SERVICIO

Si su servicio de agua ha sido suspendido por falta de pago, lea las siguientes instrucciones detenidamente para solicitar que se restablezca el servicio tan pronto como sea posible. Es probable que se requiera un depósito en efectivo además del pago del saldo pendiente.

Para que se restablezca el servicio de agua:

- Pague la cuenta en su totalidad en nuestra oficina central (**se pueden aceptar pagos por teléfono**) y el servicio se restablecerá dentro de las 24 horas. En su próxima cuenta aparecerá un cargo por reconexión del servicio.

Para que se restablezca el servicio de agua al siguiente día hábil:

- Coloque el pago en nuestro buzón de depósito nocturno ubicado en la entrada de nuestra oficina de Atención al Cliente en 110 W. Taylor Street. Los pagos se verifican todos los días hábiles. Una vez que hayamos recibido el pago, se restablecerá el servicio de agua dentro de las 24 horas.

Para evitar demoras en la restauración de su servicio de agua, verifique que todos los artefactos, grifos, y aparatos que usen agua estén APAGADOS. El técnico de servicio no podrá restablecer el servicio si hay alguna indicación de que el agua está en uso. Se necesitará hacer una cita para reconectar el servicio de agua.

NO ENVÍE POR CORREO SU PAGO. TRAIGA ESTE AVISO A NUESTRA OFICINA PARA EFECTUAR EL PAGO.



San Jose Water Company 110 E. Taylor Street
San Jose, CA 95196-0001
408.279.7900

Office Hours: 8:00 AM to 5:30 PM Monday-Friday
www.sjwater.com

THÔNG BÁO LẦN CUỐI

Trương mục dịch vụ nước của quý vị đã quá hạn trả tiền và quý vị phải trả toàn bộ số tiền còn nợ tại văn phòng chính của chúng tôi, nếu không dịch vụ nước của quý vị sẽ bị tạm ngừng mà không cần thông báo thêm. Nếu quý vị nhận được thông báo này, quý vị không được gửi tiền trả qua đường bưu điện vì đã quá trễ. Quý vị phải tới văn phòng Dịch Vụ Khách Hàng của chúng tôi để trả tiền.

Để tránh ngưng dịch vụ nước, quý vị phải:

- Mang theo hóa đơn hoặc thông báo này tới văn phòng chính của chúng tôi hoặc gọi ban Dịch Vụ Khách Hàng tại số (408) 279-7900 và trả tiền trước ngày ghi trong thông báo này. Chúng tôi nhận tiền mặt, chi phiếu, chi phiếu qua điện thoại, lệnh phiếu (money order), ngân phiếu thu ngân và thẻ tín dụng (chỉ nhận tại văn phòng). Địa chỉ văn phòng Dịch Vụ Khách Hàng của chúng tôi là 110 W. Taylor Street, San Jose, CA 95110 (bên kia đường: Miller Avenue).
- Nếu quý vị trả tiền sau giờ làm việc bình thường, vui lòng bỏ bì thư đựng tiền vào thùng nhận tiền ký thác qua đêm của chúng tôi, cùng với cuống chi phiếu hoặc số trương mục. Thùng nhận tiền ký thác nằm ở cổng vào văn phòng Dịch Vụ Khách Hàng. Đừng quên ghi số trương mục của chúng tôi trên tờ ngân phiếu hoặc lệnh phiếu.
- Vui lòng không gửi tiền qua đường bưu điện hoặc trả tiền trên mạng trực tuyến. Nếu văn phòng chúng tôi không nhận được tiền trước ngày ghi trong thông báo này, dịch vụ nước của quý vị có thể bị tạm ngưng. Quý vị có thể phải trả một khoản tiền cọc để kết nối lại dịch vụ.
- Nếu quý vị gửi tiền qua đường bưu điện trước khi nhận thông báo này, vui lòng gọi văn phòng chúng tôi trong giờ làm việc bình thường tại số (408) 279-7900 để xác nhận chúng tôi đã nhận được tiền.

Nếu quý vị không thể chi trả hóa đơn này, vui lòng liên lạc ngay với văn phòng chúng tôi để bàn bạc thu xếp các phương án chi trả khác.

Nếu quý vị có thắc mắc về hóa đơn này hoặc dịch vụ của chúng tôi, vui lòng liên lạc với văn phòng Dịch Vụ Khách Hàng của chúng tôi tại số (408)279-7900, thứ Hai tới thứ Sáu, 8 giờ sáng tới 5 giờ 30 chiều hoặc qua email Customer_Service@sjwater.com.

PHỤC HỒI DỊCH VỤ

Trong trường hợp dịch vụ nước của quý vị tạm ngưng do không trả tiền, vui lòng đọc kỹ các hướng dẫn sau đây để phục hồi dịch vụ nhanh nhất ở mức có thể. Quý vị có thể phải trả một khoản tiền cọc bằng tiền mặt ngoài việc trả số tiền còn nợ.

Để xin phục hồi dịch vụ:

- Trả toàn bộ số tiền ghi trong hóa đơn tại văn phòng chính của chúng tôi (**có thể nhận trả tiền qua điện thoại**) và dịch vụ của quý vị sẽ được phục hồi trong vòng 24 giờ. Hóa đơn kế tiếp sẽ ghi một khoản lệ phí kết nối lại dịch vụ.

Để xin phục hồi dịch vụ nước vào ngày làm việc hôm sau:

- Bỏ số tiền trả của quý vị vào trong thùng nhận tiền ký thác qua đêm tại cổng vào văn phòng Dịch Vụ Khách Hàng của chúng tôi tại 110 W. Taylor Street. Các khoản tiền chi trả sẽ được kiểm tra xác nhận vào ngày làm việc hôm sau. Sau khi chúng tôi nhận được tiền, dịch vụ nước của quý vị sẽ được phục hồi trong vòng 24 giờ.

Để tránh bị trì hoãn phục hồi dịch vụ nước, vui lòng kiểm tra để bảo đảm là tất cả các đồ đạc, vòi nước, và máy móc sử dụng nước đều đã TẮT. Chuyên viên kỹ thuật sẽ không thể phục hồi dịch vụ cho quý vị nếu thấy có dấu hiệu sử dụng nước. Quý vị sẽ cần phải lấy hẹn kết nối lại dịch vụ nước.

VUI LÒNG KHÔNG GỬI TIỀN QUA ĐƯỜNG BƯU ĐIỆN. HÃY MANG THÔNG BÁO NÀY TỚI VĂN PHÒNG CHÚNG TÔI ĐỂ TRẢ TIỀN.

最後通知

您的自來水供應賬單逾期未付，您必須在我們的總公司辦事處支付全部欠付款項，否則自來水供應將中斷，不會再另行發通知。如果您已經收到本通知，郵寄付款已經為時過晚，您必須在我們的客戶服務部辦事處付款。

如需避免中斷自來水供應，您必須：

- 攜帶賬單或本通知前往我們的總公司辦事處或請打電話給客戶服務部，電話號碼（408）279-7900，在本通知中所列的日期之前付款。可接受的付款形式為現金、支票、電話支票、匯票、銀行本票和信用卡（僅限在辦事處付款）。我們的客戶服務部辦事處位於 110 W. Taylor Street, San Jose, CA 95110（交叉街道：Miller Avenue）。
- 如果您在正常營業時間之外付款，請將您的付款放入我們的夜間付款箱內，請隨附您的付款存根或賬號。我們的存款箱放在客戶服務部辦事處入口處。請記住您在您的支票或匯票上填寫我們的賬號。
- 請勿郵寄付款或在網上付款。如果在本通知中所列的日期之前未收到付款，您可能會遇到自來水供應中斷的情況。可能會要求您支付保證金，才能重新恢復自來水供應。
- 如果您在收到本通知之前已經寄出付款，請在正常營業時間內打電話給本辦事處，電話號碼（408）279-7900，確認已經收到您的付款。

如果您無力支付本賬單，請立即電洽本辦事處，討論可能的付款方法。如果您對本賬單或我們的服務有任何疑問，請於星期一至星期五上午8時至下午5時30分電洽我們的客戶服務部，電話號碼（408）279-7900，或者發電子郵件至

Customer_Service@sjwater.com。

恢復服務

如果您的自來水供應因未付款被中斷，請仔細閱讀以下說明，以便儘快恢復您的自來水供應。除支付未償還餘額外，可能要求您支付保證金。

如需恢復自來水供應：

- 在我們的總公司辦事處全額支付賬單欠款（**可能接受電話付款**），會在二十四小時內恢復您的自來水供應。會在您的下一張賬單中收取重新連接服務費。

如需在第二個工作日恢復自來水供應：

- 請將付款放入我們客戶服務部辦事處（地址 110 W. Taylor Street）入口處的夜間付款箱內。每個業務日均會對付款進行核查。一旦收到付款，即會在二十四小時內恢復自來水供應。

為了避免延遲恢復自來水供應，請檢查所有的固定裝置、水龍頭和用水的家用電器均設在「關閉」（OFF）位置。如果有任何用水的跡象，維修技師將無法恢復自來水供應。重新連接自來水供應要求預約。

請勿郵寄付款，請攜帶本通知前往我們的辦事處付款。



San Jose Water Company 110 E. Taylor Street
San Jose, CA 95196-0001
408.279.7900

Office Hours: 8:00 AM to 5:30 PM Monday-Friday
www.sjwater.com

최종 통지

귀하의 수도 서비스 구좌는 요금이 연체되어 있으며 본 사무소에 오셔서 전액을 지불하지 않으면 추가 통지 없이 수도 서비스가 중단될 것입니다. 본 통지를 받은 후, 납입금을 우편으로 보내면 너무 늦습니다. 저희 고객 서비스실(Customer Service office)에 오셔서 납부해야 합니다.

수도 서비스 중단을 피하려면:

- 청구서나 본 통지서를 지참하고 본 사무실로 오시거나 (408)279-7900번의 고객 서비스실로 전화하셔서 통지서 상의 날짜 이전에 납입금을 지불하십시오. 접수 가능한 지불 형태는 현금, 수표, 전화에 의한 수표, 모니 오더, 캐시어스 체크(자기앞 수표) 및 신용 카드입니다(사무실 내에서만). 저희 고객 서비스실은 110 W. Taylor Street, San Jose, CA 95110 (교차로: Miller Avenue)에 위치하여 있습니다.
- 정상 영업 시간 이후에 지불하는 경우, 지불금을 지불 명세서(payment stub)와 함께 또는 구좌번호를 기재하여 야간 예치함에 넣으십시오. 예치함은 고객 서비스실 입구에 있습니다. 수표나 모니 오더에 수도 서비스 구좌 번호를 기입하는 것을 잊지 마십시오.
- 우송하거나 온라인으로 지불하지 마십시오. 납입금이 본 통지서에 명시된 날짜 이전에 본 사무실에 접수되지 않으면, 수도 서비스가 중단될 수 있습니다. 서비스를 재개하려면 보증금을 예치하도록 요구할 수 있습니다.
- 본 통지서를 받기 전에 납입금을 우송한 경우, 정상 영업 시간 중에 (408) 279-7900 번으로 본 사무실로 연락하여 납입금이 접수되었는지 확인하십시오.

본 요금을 지불할 수 없는 경우, 저희 사무실로 즉시 연락하여 가능한 지불 방안을 상의하십시오. 본 청구나 저희 서비스에 대해 질문이 있으시면, 월-금요일 중 오전 8시부터 오후 5:30 사이에 (408)279-7900 번으로 고객 서비스실로 연락하시거나 Customer_Service@sjwater.com 에 이메일을 보내십시오.

서비스 복구

수도 서비스가 미지불로 인해 중단된 경우, 수도 서비스를 가능한 한 조속히 복구하려면 아래의 요령을 세심히 읽으십시오. 연체 요금의 지불 외에 현금 보증금 예치가 요구될 수 있습니다.

수도 서비스 복구 방법:

- 본 사무소에 요금 전액을 납부하면 (전화를 통한 납입도 수락 가능) 서비스가 24시간 이내에 복구될 것입니다. 서비스 재연결 비용은 다음 청구서에 표시될 것입니다.

수도 서비스가 다음 근무일에 복구되게 하는 방법:

- 납입금을 110 W. Taylor Street에 소재한 본 고객 서비스실의 입구에 있는 야간 예치함에 넣으십시오. 납입금은 매 영업일마다 확인됩니다. 일단 납입금이 접수되면, 수도 서비스는 24시간 이내에 복구될 것입니다.

수도 서비스 복구 지연을 방지하려면, 모든 설비, 수도꼭지 및 물 사용 가전기구가 OFF(잠금) 위치에 있는지 점검하십시오. 물 사용 조짐이 있는 경우 서비스 기술자는 서비스를 복구할 수 없습니다. 이 경우 수도 서비스를 재연결하려면 약속이 요구됩니다.

납입금을 우송하지 마십시오. 지불을 위해서는 본 통지서를 본 사무소로 가져오십시오.

HULING PABATID

Atradaso na ang inyong account sa serbisyo ng tubig at kailangang mabayaran nang buo sa punong-opisina namin, kung hindi, puputulin ang serbisyo ng tubig nang wala nang karagdagang pabatid. Kung natanggap na ninyo itong pabatid, masyadong huli na para ikoreo ang bayad. Dapat kayong magbayad sa opisina ng Customer Service namin.

Para maiwasan ang pagputol sa serbisyo ng tubig, dapat ninyong:

- Dalhin ang inyong bill o itong pabatid sa punong-opisina namin o tawagan ang Customer Service sa (408) 279-7900 at magbayad bago dumating ang petsang nakasaad dito sa pabatid. Ang mga uri ng bayad na tinatanggap ay cash, check, check by phone, money order, cashier's check at credit card (sa opisina lamang). Ang opisina ng Customer Service namin ay nasa 110 W. Taylor Street, San Jose, CA 95110 (krus na daan: Miller Avenue).
- Kung nagbabayad kayo pagkatapos ng karaniwang oras na bukas ang opisina, mangyaring ihulog ang inyong bayad sa night deposit box namin, kalakip ang inyong payment stub o ang numero ng inyong account. Ang deposit box namin ay nasa pasukan ng opisina ng Customer Service namin. Mangyaring tandaang isulat ang numero ng account ninyo sa amin sa inyong tseke o money order.
- Huwag ipadala ang bayad sa koreo o on-line. Kapag hindi matanggap ang bayad sa opisina namin bago dumating ang petsang nakasaad dito sa pabatid, maaari kayong mawalan ng serbisyo ng tubig. Maaaring kailanganin kayong magbayad ng deposito para ikabit muli ang serbisyo ninyo.
- Kung naihulog na ninyo sa koreo ang inyong bayad bago pa natanggap ang pabatid na ito, mangyaring tawagan ang opisina namin sakaraniwang oras na bukas ang opisina sa (408) 279-7900 para matiyak na natanggap na ang inyong bayad.

Kung hindi ninyo kayang bayaran itong bill, mangyaring makipag-alam kaagad sa opisina namin para makipag-ayos ng posibleng pagbabayad. Kung mayroon kayong anumang tanong tungkol sa bill na ito o sa serbisyo namin, mangyaring kontakin ang opisina ng Customer Service naming sa (408) 279-7900 Lunes hanggang Biyernes 8:00 NU hanggang 5:30 NH o sa pamamagitan ng email sa Customer_Service@sjwater.com.

PAGKABIT MULI NG SERBISYO

Kung sakaling putulin ang inyong serbisyo ng tubig dahil sa hindi pagbayad, mangyaring basahin nang mabuti ang sumusunod na mga instruksyon para mapakabit muli ang inyong serbisyo ng tubig sa lalong madaling panahon. Maaaring kailanganing magbigay ng deposito na cash at saka bayaran ang buong halagang hindi pa nababayaran.

Para ipakabit muli ang inyong serbisyo ng tubig:

- Bayaran nang buo ang inyong bill sa punong-opisina namin (maaaring tanggapin ang mga bayad sa pamamagitan ng telepono) at ang serbisyo ay ikakabit muli sa loob ng 24 oras. Sisingilin kayo para sa pagkakabit muli ng serbisyo (service reconnection charge) at makikita ito sa inyong susunod na bill.

Para ipakabit muli ang inyong serbisyo ng tubig sa susunod na araw na may trabaho:

- Ihulog ang inyong bayad sa deposit box namin na nasa pasukan ng opisina ng Customer Service namin sa 110 W. Taylor Street. Bineberipika ang mga bayad sa bawat araw na bukas ang opisina. Kapag natanggap na ang bayad, ikakabit muli ang serbisyo ng tubig sa loob ng 24 oras.

Para maiwasan ang mga atraso sa pagkakabit muli ng inyong serbisyo ng tubig, mangyaring tiyakin na naka-OFF ang lahat ng mga fixture, gripo, at mga appliance na gumagamit ng tubig. Hindi maikakabit muli ng service technician ang inyong serbisyo kung may indikasyon ng paggamit ng tubig. Kakailanganin ng appointment para ikabit muli ang serbisyo ng tubig.

HUWAG IPADALA SA KOREO ANG INYONG BAYAD. MANGYARING DALHIN ITONG PABATID SA OPISINA NAMIN PARA SA PAGBABAYAD.

CUSTOMER INFORMATION

If you believe there is an error on your bill or have a question about your service, please call San Jose Water Company customer support at (408) 279-7900.

If you are not satisfied with San Jose Water Company’s response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.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, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well 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	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English	1-800-854-7784
	Spanish	

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.

INFORMACIÓN AL CLIENTE

Si cree que hay un error en su factura o si tiene alguna duda acerca de su servicio, por favor llame a servicio al cliente de San Jose Water Company al (408) 279-7900.

Si no está satisfecho con la respuesta de San Jose Water Company, presente una queja ante la Comisión de Servicios Públicos de California (CPUC) visitando <http://www.cpuc.ca.gov/complaints/>. Las quejas relacionadas con la facturación y el servicio son gestionadas por la Oficina de Asuntos del Consumidor (CAB, por sus siglas en inglés) de la CPUC, con la que puede comunicarse por las siguientes vías si prefiere no presentar su queja por internet:

Teléfono 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, Room 2003, San Francisco, CA 94102

Si tiene limitaciones para oír o hablar, marque 711 para comunicarse al Servicio de Retransmisión de California (California Relay Service), que es para aquellas personas que necesitan asistencia directa para retransmitir conversaciones telefónicas, al igual que para sus amistades, familiares y contactos de negocio. Si prefiere que sus llamadas se contesten inmediatamente en su modalidad de comunicación, marque uno de los números gratuitos de un idioma en específico que aparecen en la parte inferior para que se le dirija al proveedor del Servicio de Retransmisión de California.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO a voz	Inglés	1-800-735-2929
	Español	1-800-855-3000
Voz a TTY/VCO/HCO	Inglés	1-800-735-2922
	Español	1-800-855-3000
De o a Habla a habla	Inglés	1-800-854-7784
	Español	

A fin de evitar la suspensión del servicio mientras espera el resultado de una queja presentada ante la CPUC en relación específicamente con la precisión de su factura, por favor póngase en contacto con CAB para obtener asistencia. Si su caso cumple con los requisitos establecidos, el CAB le dará instrucciones sobre cómo enviar un cheque o giro postal a retenerse a la espera de la resolución de su caso. Deberá continuar pagando sus cargos actuales mientras su queja se encuentre en revisión para mantener su servicio activo.

THÔNG TIN VỀ KHÁCH HÀNG

Nếu quý vị cho rằng có sai sót trong hóa đơn của quý vị hoặc nếu quý vị có thắc mắc về dịch vụ của quý vị, vui lòng gọi phòng hỗ trợ khách hàng của **San Jose Water Company** theo số **(408) 279-7900**.

Nếu quý vị không hài lòng với câu trả lời của **San Jose Water Company**, hãy nộp đơn khiếu nại với Ủy Ban Dịch Vụ Tiềm Ích Công Cộng California (California Public Utilities Commission, CPUC) bằng cách truy cập <http://www.cpuc.ca.gov/complaints/>. Các khiếu nại về hóa đơn và dịch vụ được Chi Nhánh Vụ Việc Khách Hàng (Consumer Affairs Branch, CAB) của CPUC giải quyết, và quý vị có thể liên hệ với chi nhánh này bằng các cách sau nếu quý vị không muốn nộp đơn khiếu nại trực tuyến:

Điện thoại 1-800-649-7570 (8 giờ 30 phút sáng đến 4 giờ 30 phút chiều, Thứ Hai đến Thứ Sáu)
Qua đường bưu điện California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

Nếu quý vị có hạn chế về nghe hoặc nói, hãy quay số 711 để liên hệ với Dịch Vụ Tiếp Âm California (California Relay Service) dành cho những người cần hỗ trợ trực tiếp tiếp âm qua điện thoại cũng như bạn bè, gia đình và người liên lạc kinh doanh của họ. Nếu quý vị muốn cuộc gọi của quý vị được trả lời ngay bằng phương tiện giao tiếp của quý vị, hãy quay số điện thoại miễn phí cho ngôn ngữ cụ thể dưới đây để được chuyển hướng đến nhà cung cấp Dịch Vụ Tiếp Âm California (California Relay Service).

Loại Cuộc Gọi	Ngôn Ngữ	Số 800 Miễn Phí
TTY/VCO/HCO đến Cuộc Gọi Thoại	Tiếng Anh Tiếng Tây Ban Nha	1-800-735-2929 1-800-855-3000
Cuộc Gọi Thoại đến TTY/VCO/HCO	Tiếng Anh Tiếng Tây Ban Nha	1-800-735-2922 1-800-855-3000
Đến hoặc từ Nói Chuyện Trực Tiếp	Tiếng Anh & Tiếng Tây Ban Nha	1-800-854-7784

Để tránh bị cắt dịch vụ khi quý vị đang chờ kết quả giải quyết khiếu nại gửi đến CPUC **đặc biệt là về tính chính xác của hóa đơn của quý vị**, vui lòng liên hệ với CAB để được hỗ trợ. Nếu vụ việc của quý vị đáp ứng các tiêu chí hội đủ điều kiện, CAB sẽ cung cấp cho quý vị hướng dẫn về cách gửi séc hoặc lệnh chuyển tiền qua đường bưu điện để giải quyết vụ việc đang bị ngừng chờ xử lý của quý vị. Quý vị phải tiếp tục trả các khoản phí hiện tại khi khiếu nại của quý vị đang được xem xét để không bị cắt dịch vụ.

客戶資訊

如果您認為您的帳單上有錯誤或對您的服務有疑問，請撥打 **(408) 279-7900** 致電聖荷西自來水公司 (**San Jose Water Company**) 客戶支援部門。

如果您對 **San Jose Water Company** 的回覆不滿意，請訪問 <http://www.cpuc.ca.gov/complaints/> 向加州公用事業委員會 (California Public Utilities Commission, CPUC) 提交投訴。帳單和服務投訴由 CPUC 的消費者事務分部 (Consumer Affairs Branch, CAB) 處理，如果您不想在線上提交您的投訴，可透過以下方式來聯絡該分部：

電話 1-800-649-7570 (週一至週五上午 8:30 至下午 4:30)
郵寄 California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

如果您有說聽障礙，請撥打 711 來聯絡加州電話中轉服務 (California Relay Service)，該服務適用於那些需要直接協助中轉電話交談的人員，以及他們的朋友、家人和業務聯絡人。如果您希望在您的通信模式下立即接聽您的電話，請撥打以下任一免費特定語言號碼，以便路由到加州電話中轉服務(California Relay Service) 提供商。

呼叫類型	語言	免費 800 號碼
TTY/VCO/HCO 到語音	英語 西班牙語	1-800-735-2929 1-800-855-3000
語音到 TTY/VCO/HCO	英語 西班牙語	1-800-735-2922 1-800-855-3000
接聽或致電語音到語音	英語和西班牙語	1-800-854-7784

為了避免在您等待向 CPUC 提出的、特別是關於您的帳單的準確性的投訴結果時服務被中斷，請聯絡 CAB 尋求援助。如果您的案件符合資格標準，則 CAB 將向您提供有關如何郵寄支票或匯票，以便在您的案件解決期間進行扣押的說明。在審核您的投訴時，您必須繼續支付您的當前費用，以繼續獲得服務。

고객 정보

청구서에 오류가 있다고 생각하시거나 서비스에 대한 문의 사항이 있는 경우 **San Jose Water Company** 고객 지원부에 **(408) 279-7900**번으로 전화해 주십시오.

San Jose Water Company의 응대에 만족하지 못하셨을 경우 <http://www.cpuc.ca.gov/complaints/>에서 캘리포니아 공공사업 위원회(California Public Utilities Commission, CPUC)에 불만을 제기하십시오. 청구 및 서비스 불만 사항은 CPUC의 고객 사안 부서(Consumer Affairs Branch, CAB)에서 처리하며, 다음 웹사이트에서 온라인으로 불만을 제기하길 원치 않으실 경우 다음 수단을 통해 연락하실 수 있습니다:

전화 1-800-649-7570 (월~금, 오전 8:30~오후 4:30)
우편 California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

듣거나 말하기가 제한적이실 경우 711번으로 전화하셔서 캘리포니아 중계 서비스(California Relay Service)를 이용하십시오. 친구, 가족 및 사업상 연락 담당자뿐 아니라 전화 통화 중계의 직접 지원이 필요한 분들을 위한 서비스가 마련되어 있습니다. 귀하께서 선택한 의사소통 방식으로 즉시 통화하고자 하시는 경우 아래 언어별 무료 전화번호 중 하나로 전화하셔서 캘리포니아 중계 서비스(California Relay Service)로 연결하시면 됩니다.

전화 유형	언어	무료 800 번호
TTY/VCO/HCO에서 음성	영어 스페인어	1-800-735-2929 1-800-855-3000
음성에서 TTY/VCO/HCO	영어 스페인어	1-800-735-2922 1-800-855-3000
수발신 음성에서 음성	영어 & 스페인어	1-800-854-7784

CPUC에 대한 불만 제기 특히 청구서의 정확성에만 관련된 불만 제기의 결과를 기다리는 동안 서비스가 중단되지 않도록 하기 위해, CAB에 연락하여 지원을 요청해 주십시오. 귀하의 케이스가 해당 자격 조건을 충족하는 경우, CAB에서 케이스가 해결될 때까지 대납해야 할 수표 또는 우편환의 우편 발송을 안내해 드립니다. 서비스를 계속 사용하시려면 귀하의 불만 사항을 검토하는 동안 현재 요금을 계속 납부하셔야 합니다.

IMPORMASYON PARA SA CUSTOMER

Kung naniniwala kang may mali sa iyong bayarin o may katanungan tungkol sa iyong serbisyo, mangyaring tawagan ang suporta sa kustomer ng **San Jose Water Company** sa **(408) 279-7900**.

Kung hindi ka nasisiyahan sa tugon ng **San Jose Water Company**, magsumite ng reklamo sa Komisyon sa Mga Pamublikong Utilidad ng California (California Public Utilities Commission, CPUC) sa pamamagitan ng pagbisita sa <http://www.cpuc.ca.gov/complaints/>. Ang mga reklamo sa pagsingil at serbisyo ay hinahawakan ng Sangay para sa Kapakanan ng Mamimili (Consumer Affairs Branch, CAB) ng CPUC, na maaaring maabot sa pamamagitan ng mga sumusunod kung hindi mo nais magsumite ng reklamo online:

Telepono 1-800-649-7570 (8:30 AM hanggang 4:30 PM, Lunes hanggang Biyernes)
Koreo California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

Kung may mga limitasyon ka sa pandinig o pagsasalita, tumawag sa 711 upang maabot ang Serbisyo sa Paghahatid ng Mensahe (Relay) ng California (California Relay Service), na para sa mga nangangailangan ng direktang tulong sa pagpapahayag ng mga pag-uusap sa telepono, pati na rin ang kanilang mga kaibigan, pamilya, at mga kontak sa negosyo. Kung mas gusto mong ang iyong mga tawag ay kaagad na masagot sa iyong paraan ng komunikasyon, tawagan ang isa sa mga walang toll na numero sa ibaba para sa partikular na wika upang maidirekta sa provider ng California Relay Service.

Uri ng Tawag	Wika	Walang toll na numerong 800
TTY/VCO/HCO to Boses	Ingles Espanyol	1-800-735-2929 1-800-855-3000
Boses to TTY/VCO/HCO	Ingles Espanyol	1-800-735-2922 1-800-855-3000
Mula sa o patungo sa Speech-to-Speech	Ingles at Espanyol	1-800-854-7784

Upang maiwasan ang pagkatanggal ng serbisyo habang naghihintay ka para sa kinalabasan ng isang reklamo sa CPUC **partikular sa ganap na kawastuhan ng iyong bayarin**, mangyaring makipag-ugnayan sa CAB para sa tulong. Kung ang iyong kaso ay nakakatugon sa pamantayan ng pagiging kwalipikado, ang CAB ay magbibigay sa iyo ng mga tagubilin kung paano magpadala ng tseke o order ng pera upang maisara na ang nakabinbing resolusyon ng iyong kaso. Upang panatilihin bukas ang iyong serbisyo, dapat mong patuloy na bayaran ang iyong mga kasalukuyang singil habang sinusuri ang iyong reklamo.

CONSERVATION

Concerned about a high water bill or a possible water leak? San Jose Water Company offers complimentary water audits for our customers. During the audit we can provide low flow showerheads and faucet aerators. To learn more about our water conservation programs visit www.sjwater.com or to schedule an appointment call Customer Service at 408-279-7900 or e-mail conservation@sjwater.com.

SAN JOSE WATER COMPANY (U168W)
San Jose, California

Revised

Canceling Revised

Cal. P.U.C. Sheet No. 1942-W

Cal. P.U.C. Sheet No. 1441-W

**Form No. 3B
Final Notice**

PLEASE REFER TO TARIFF BOOK FOR SAMPLE PAGE

I

(To be inserted by utility)

Issued by

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

Advice No. 527

JOHN TANG

Date Filed _____

Dec. No. _____

Vice President,
Regulatory Affairs

Effective _____

Resolution No. _____

TITLE

00000000000000000000000000000854610

CUSTOMER INFORMATION

WHEN YOU HAVE A QUESTION

If you believe there is an error on your bill or have a question about your service, please call San Jose Water Company customer support at (408) 279-7900.

If you are not satisfied with San Jose Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.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, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well 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	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	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.

PAYMENTS

The current bill will become past due if not paid within 19 days after presentation. You may pay your bill by mail or in person at the San Jose Water Company Customer Service Office. Our Customer Service Office address and hours are located on the reverse side of this bill. San Jose Water Company accepts payment over the phone and on-line at www.sjwater.com using a checking account. If you wish to pay after regular business hours, drop your payment with the payment stub in the overnight deposit box located at the entrance to our Customer Service Office. You may also sign up for our free Automatic Payment Service (APS) and we will automatically draft your financial institution account on or shortly after the due date of your bill. To request an APS application, call our Customer Service Office at (408) 279-7900 or visit our web site at www.sjwater.com. A fee will be charged for all returned payments.

Any unpaid prior balance shown on the bill is past due and service may be discontinued if payment is not received. If you are unable to pay your past due bill, please contact our office to discuss payment arrangements.

RATES AND OTHER INFORMATION

Rate schedules and rules are available at San Jose Water Company, Customer Service Office. Our Customer Service Office address and hours are located on the reverse side of this bill. For general information, you may call Customer Service at (408) 279-7900 or visit www.sjwater.com.

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 photograph. If you have any doubts, call the San Jose Water Company Customer Service Office at (408) 279-7900.

**Form No. 3D
Closing Bill**

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. 527

JOHN TANG

Date Filed _____

Vice President,

Effective _____

Dec. No. _____

Regulatory Affairs

Resolution No. _____

TITLE

00000000000000000000000000000854610

CUSTOMER INFORMATION

WHEN YOU HAVE A QUESTION

If you believe there is an error on your bill or have a question about your service, please call San Jose Water Company customer support at (408) 279-7900.

If you are not satisfied with San Jose Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.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, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well 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	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	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.

PAYMENTS

The current bill will become past due if not paid within 19 days after presentation. You may pay your bill by mail or in person at the San Jose Water Company Customer Service Office. Our Customer Service Office address and hours are located on the reverse side of this bill. San Jose Water Company accepts payment over the phone and on-line at www.sjwater.com using a checking account. If you wish to pay after regular business hours, drop your payment with the payment stub in the overnight deposit box located at the entrance to our Customer Service Office. You may also sign up for our free Automatic Payment Service (APS) and we will automatically draft your financial institution account on or shortly after the due date of your bill. To request an APS application, call our Customer Service Office at (408) 279-7900 or visit our web site at www.sjwater.com. A fee will be charged for all returned payments.

Any unpaid prior balance shown on the bill is past due and service may be discontinued if payment is not received. If you are unable to pay your past due bill, please contact our office to discuss payment arrangements.

RATES AND OTHER INFORMATION

Rate schedules and rules are available at San Jose Water Company, Customer Service Office. Our Customer Service Office address and hours are located on the reverse side of this bill. For general information, you may call Customer Service at (408) 279-7900 or visit www.sjwater.com.

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 photograph. If you have any doubts, call the San Jose Water Company Customer Service Office at (408) 279-7900.

Form No. 3F
Electronic Bill Form

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. 527

JOHN TANG

Date Filed _____

Dec. No. _____

Vice President,
Regulatory Affairs

Effective _____

Resolution No. _____

TITLE

TABLE OF CONTENTS

(Continued)

<u>Subject Matter of Sheet</u>	<u>C.P.U.C. Sheet No.</u>	
Rules		
No. 10 Disputed Bills	1938-W and 1939-W	(C)
No. 11 – Discontinuance and Restoration of Service		
826-W thru 829-W, 1055-W, 1067-W, 1068-W, 833-W		
No. 12 - Information Available to Public	1132-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	1658-W, 1659-W, 1778-W, 1779-W	
	1662-W, 1663-W, and 1664-W	
No. 15 - Main Extensions	722-W thru 734-W, 993-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 496-W	
No. 20 – Water Conservation	318-W	
No. 21 – Military Family Relief Program	1225-W and 1226-W	
No. 22 – Customer Information Sharing	1464-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	1940-W	(C)
No. 3A – Past Due Notice (10-Day Notice)	1941-W	(C)
No. 3B – Final Notice (Individually Metered Customers)	1942-W	(C)
No. 3D – Closing Bill	1943-W	(C)
No. 3E – 15-Day Tenant Notice (Master Metered Customers)	1430-W	
No. 3F – Electronic Bill Form	1944-W	(C)
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)

(To be inserted by utility)

Issued by

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

Advice No. 527

JOHN TANG

Date Filed _____

Vice President,

Effective _____

Dec. No. _____

Regulatory Affairs

Resolution No. _____

TITLE

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	1946W, 1795-W, 848-W and 1906-W	(T)
Preliminary Statement	919-W, 1303-W, 1699-W, 1700-W, 1702-W, 1420-W, 1889-W, 1427-W, 1469-W, 1492-W, 1508-W, 1542-W, 1799-W, 1818-W, 1933-W and 1934-W	
Service Area Map Locator	1266-W	
Service Area Map Locator, Index	1589-W	
Map of Areas With Special Pressure and Fire Flow Conditions	1590-W	
Index to Map of Areas With Special Pressure and Fire Flow Conditions	1079-W, 1591-W 1082-W, 1087-W and 1404-W	
Rate Schedules:		
Schedule No. 1, General Metered Service	1924-W, 1915-W and 1916-W	
Schedule No. 1B, General Metered Service With Automatic Fire Sprinkler System	1925-W, 1741-W, 1882-W and 1917-W	
Schedule No. 1C, General Metered Service Mountain District	1926-W, 1744-W, 1884-W 1919-W and 1931-W	
Schedule No. 4, Private Fire Service	1927-W and 1621-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	1668-W, 1669-W, 1780-W, 1671-W, 1672-W, 1673-W, 1766-W, and 1820-W	
Staged Mandatory Reductions And Drought Surcharges		
Schedule No. RW, Raw Water Metered Service	1928-W, 1920-W and 1921-W	
Schedule No. RCW, Recycled Water Metered Service	1929-W and 1922-W	
Schedule No. UF, Surcharge to Fund Public Utilities Commission, Reimbursement Fee	1871-W	
Schedule No. WRAP, Water Rate Assistance Program	1904-W and 1211-W	
List of Contracts and Deviations	1857-W	
Rules:		
No. 1 - Definitions	764-W and 976-W	
No. 2 - Description of Service	525-W	
No. 3 - Application for Service	351-W and 903-W	
No. 4 - Contracts	352-W	
No. 5 - Special Information Required on Forms	1936-W thru 1937-W	(C)
No. 6 - Establishment and Re-establishment of Credit	354-W	
No. 7 - Deposits	355-W and 356-W	
No. 8 - Notices	1054-W and 825-W	
No. 9 - Rendering and Payment of Bills	996-W, 997-W and 1146-W	

(Continued)

(To be inserted by utility)

Issued by

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

Advice No. 527

JOHN TANG

Date Filed _____

Dec. No. _____

Vice President,
Regulatory Affairs

Effective _____
Resolution No. _____

TITLE