



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

May 7, 2020

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

Advice Letter No. 550

To Whom It May Concern:

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

<u>Cal. P.U.C Sheet No.</u>	<u>Title of Sheet</u>	<u>Cancelling Cal. P.U.C. Sheet No.</u>
2064-W	Rule No. 1 Definitions	2010-W
2065-W	Rule No. 1 Definitions – Continued	2011-W
2066-W	Rule No. 5 Special Information Required on Forms	2012-W
2067-W	Rule No. 5 Special Information Required on Forms - Continued	2013-W
2068-W	Rule No. 5 Special Information Required on Forms - Continued	2014-W
2069-W	Rule No. 8 Notices	2015-W
2070-W	Rule No. 8 Notices - Continued	2016-W
2071-W	Rule No. 10 Disputed Bills	2018-W
2072-W	Rule No. 10 Discontinuance and Restoration of Service - Continued	2022-W
2073-W	Rule No. 10 Discontinuance and Restoration of Service - Continued	2023-W
2074-W	Rule No. 10 Discontinuance and Restoration of Service – Continued	2024-W
2075-W	Rule No. 10 Discontinuance and Restoration of Service – Continued	2029-W
2076-W	Form No. 3 Bill Form	1940-W
2077-W	Form No. 3A Past Due Notice (10 Day)	1941-W
2078-W	Form No. 3B Final Notice	1942-W
2079-W	Form No. 3D Closing Bill	1943-W
2080-W	Form No. 3F Electronic Bill	1944-W
2081-W	Table of Contents - Continued	2030-W
2082-W	Table of Contents	2063-W

### Purpose

The purpose of Advice Letter 550 is to update SJWC's Rule Nos. 1, 5, 8, 10 and 11 and related bill forms to reflect additional modifications requested by the Water Division in its letter dated March 27, 2020 (Attachment A).

### Background

Senate Bill No. 998 ("SB 998"), approved by the Governor of California on September 28, 2018, revised the California Health and Safety Code by adding a chapter addressing discontinuance of residential water service for nonpayment of a delinquent account. All sections of Chapter 6 (§§ 116900 – 116926) are being incorporated into SJWC's Rule Nos. 1, 5, 8, 10 and 11 via this Tier 1 advice letter filing. The revisions in general pertain to notification of discontinuation of water service to residential customers. It requires water utilities with more than 3,000 customers to comply with its provisions by February 1, 2020. SJWC had filed Advice Letter 543 and received approval effective February 1, 2020, for the initial modifications to its Rule Nos. 1, 5, 8, 10 and 11.

### Effective Date

Per SB 998, this advice letter is requested to become effective February 1, 2020. Public notice is not required as there is no impact on water rates.

### 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, 3<sup>rd</sup> 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.

The present rates of the SJWC became effective on January 1, 2020, by Advice Letter No. 541. SJWC has Advice Letters 547, 548, and 549 pending before the Commission.

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**

<b>Attachment A</b>	<b>Water Division Letter dated March 27, 2020</b>
<b>Attachment B</b>	<b>Service List</b>



**SAN JOSE WATER COMPANY**

**ADVICE LETTER NO. 550**

**ATTACHMENT A**

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



March 27, 2020

ADDRESSED TO: Great Oaks Water Co., San Jose Water Co., San Gabriel Valley Water Co.,  
Golden State Water Co.

Sent by E-Mail

SUBJECT: Tariff Rule Revisions and Written Policy on Discontinuance of Residential  
Service Due to Nonpayment of Bills

Dear Utilities:

In its review of Public Advocates' (PA) protests and utility responses in a number of advice letters submitted in compliance with Senate Bill 998, the Water Shutoff Protection Act (The Act), Water Division has concluded that further minor revisions are required to revised tariff rules submitted in compliance with the Act. The changes discussed below and as shown in the attached redline for Tariff Rules 1, 5, 8, 10, and 11 will need to be incorporated in the revised rules previously approved through the submittal of a Tier 1 advice letter.

In addition, The Act at Section 116906(a) requires a water utility to have a written policy on discontinuation of residential service for nonpayment.

The policy is to include all of the following:

- (1) A plan for deferred or reduced payments
- (2) Alternative payment schedules
- (3) A formal mechanism for a customer to contest or appeal a bill
- (4) A telephone number for a customer to contact to discuss options  
for averting discontinuation of residential service for nonpayment.

The above items are to be included in the written policy that the utility will develop and make available on its web site. Translations of the written policy are to be made available on the website in the 5 languages listed in Section 1632 of the Civil Code (Spanish, Chinese, Korean, Vietnamese, Tagalog), and any other language spoken by at least 10 percent of the people residing in its service area.

**Each utility shall submit as part of the advice letter to amend tariff rules in compliance with The Act a web link to its written policy in the languages required along with a written verification signed by an officer of the utility that its written policy is in compliance with Section 116906(a) of The Act.**

## Specific Tariff Rules Changes:

### PA Protest Item 2:

*The Act, § 116908(a)(1)(C)(vi) and § 116910(a)(3), requires deferred, reduced, or alternative payment schedules offered to customers be consistent with the written policy required by § 116906(a) of the Act. Rule No. 5.D.(6) and Rule 11.B.1.e.(1) iii in the proposed tariff do not comply with this requirement.*

### Water Division Response:

A reference or footnote providing the web link to the utility's written policy on discontinuance due to nonpayment of bills shall be added to Rule No. 5.D and Rule 11.B.1.e.(1)(iii).

### PA Protest Item 3:

*The Act, § 116908(a)(1)(A), prohibits a utility from discontinuing service until a customer's bill has been delinquent for at least 60 days. The proposed rules state that the utility will notify customers who dispute a bill that a Commission appeal and deposit is required to avoid discontinuance. Rule No. 10 does not specify the 60-day delinquency period and is not clear that service will not be discontinued for customers who dispute a bill but fail to make an appeal to and a deposit with the Commission.*

### Water Division Response:

The 60-day delinquency period in which a customer's service is not discontinued due to nonpayment, which is granted by the Act at Section 116908(a)(1)(A), shall be added to Rule No. 10.C.1 to reiterate that service is not to be discontinued for nonpayment even in the case of the customer's failure to deposit a disputed bill amount to CAB.

### PA Protest Item 4:

*The Act, § 116908(a)(1)(A), requires customers to be notified 7 business days prior to discontinuance of service but the proposed Rule No. 8.A.3.a state that customers will be notified 10 [calendar] days prior to discontinuance. If the discontinuation day is set for a Monday, then 7 business days is longer than 10 calendar days. Business days would also exclude holidays.*

### Water Division Response:

The phrasing "10 days" shall be replaced with "7 business days" to reflect the language used in The Act, Section 116908(A)(1)(A).

**PA Protest Item 7:**

*The Act, § 116910(a)(1), requires that “primary care provider” be defined according to the Welfare and Institutions Code (“WIC”), §14088(b)(1)(A). The proposed Rule No. 11.B.1.e.(1) i and Rule No. 1 “Disabled Customer” definition omit the words “and surgeon” from a phrase in the WIC’s definition, “family practice physician and surgeon.” The proposed Rule does not comply with the required definition.*

**Water Division Response:**

The omitted words “and surgeon” shall be added to the definition of “Disabled Customer” in Rule No. 1 as well as in Rule No. 11.B1.e.(1).

**PA Protest Item 8:**

*The proposed Rule No. 11.B.1.e.(2) c states: “A partial **of** full reduction...” (Emphasis added). This erroneously restricts the relief provided by the Act, § 116910(b)(1)(C), which provides for “A partial **or** full reduction...” (Emphasis added).*

**Water Division Response:**

The typo in proposed Rule No. 11.B.e.(2) “A partial of full reduction” shall be corrected to “A partial or full reduction”.

**PA Protest Item 10:**

*The Act § 116910(b)(3), requires the utility to post a final notice of discontinuance in a “prominent and conspicuous location at the property.” The proposed Rule No. 11.B.1.e.(4) erroneously omits the words “at the property.”*

**Water Division Response:**

The omitted words “at the property” shall be added to Rule No. 11.B.1.e.(4).

**PA Protest Item 11:**

*The Act, § 116914(a)(2), provides that interest charges on delinquent bill will be waived once every 12 months for customers with household income below 200 percent of the poverty line. The proposed Rule No. 11 fails to include this provision.*

**Water Division Response:**

This issue is under review by the Commission. PA’s protest Item 11 will be resolved through a Commission resolution at a later date. The resolution will address if “late fees” and “late charges” are to be interpreted and included as “interest charges” for purposes of applicability under § 116914(a)(2) of The Act.

**PA Protest Item 15:**

*The proposed Rule No. 11.C.5.i sets the reconnection charge as the lesser of the actual cost or \$50.00 for customers who demonstrate household income below 200 percent of the federal poverty line. However, Rule No. 11.C.1 does not identify the actual cost and sets the reconnection charge as \$35.00. Rule Nos. 11.C.5.ii and 11.C.1 also set different charges for reconnections during other than regular working hours. The proposed Rule No. 11 is not clear on if low-income customers would be charged more for reconnections than other customers.*

**Water Division Response:**

The reconnection charge stated in Rule No. 11.C.1 is authorized by the Commission and is interpreted by the WD to be the "actual cost" stated in The Act, Section 116914(a)(1). The phrase "(as stated in Rule No. 11.C.1)" shall be added to Rule No. 11.C.5 to clearly define that "actual cost" is to be interpreted as the reconnection charges stated in Rule No. 11.C.1.

**PA Protest Item 16:**

*Rule No. 11.B.1.e.(1) i and Rule No. 11.C.5 refer to the Water Shutoff Protection Act. To reduce ambiguity and potential confusion, Rule No. 1 (Definitions) should define the "Water Shutoff Protection Act." Rule No. 1 should also define "Business Day."*

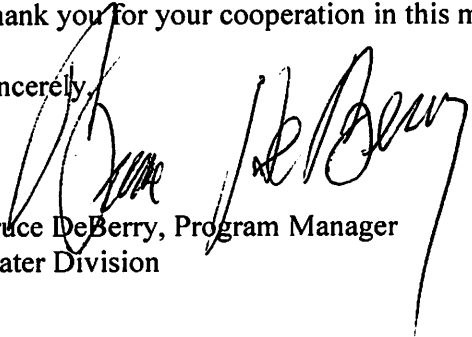
**Water Division Response:**

The definitions of "Business Day" and "Water Shutoff Protection Act" shall be added to Rule No. 1. The definition of "Business Day" gives distinction between calendar days and business days in the Tariff Rules. The definition of the phrase "Water Shutoff Protection Act" is added because it is used in Rule Nos. 11.B.1.e.(1)(i) and 11.C.5 but is not defined in those rules.

**The utility shall file a new Tier 1 advice letter to amend its Tariff Rule revisions previously submitted such that they are consistent with the revisions shown in the attached red line of Tariff Rules 1, 5, 8, 10, and 11.**

Thank you for your cooperation in this matter.

Sincerely,



Bruce DeBerry, Program Manager  
Water Division

Attachments:

Redline Tariff Rules 1, 5, 8, 10, 11

Rule No. 1

DEFINITIONS

Page 1 of 2

**Applicant:** The person, association, corporation or governmental agency applying for water service.

**Business Day:** Monday through Friday, excluding federal or state holidays.

**Business Service:** Provision of water for use in connection with commercial premises devoted primarily to operations for profit including offices, stores, markets, apartments, hotels, motels, automobile trailer parks or courts, service stations and the like.

**Commercial Service:** Provision of water to residential premises or business premises.

**Customer:** Any person, association, corporation or governmental agency supplied or entitled to be supplied with water service. However, account information can only be discussed with the Customer of Record or their authorized representative.

**Customer of Record:** The person, association, corporation or governmental agency who is obligated to pay the water bill.

**Date of Presentation:** The date upon which a bill or notice is mailed or delivered by the utility to the Customer of Record.

**Disabled Customer:** Any residential customer whose certified health or physical condition may qualify her or him for special consideration. Proof of disability must be by certification from any internist, general practitioner, obstetrician-gynecologist, pediatrician, family practice physician and surgeon, nonphysician medical practitioner, or any primary care clinic, rural health clinic, community clinic or hospital outpatient clinic currently enrolled in the Medi-Cal program, which agrees to provide case management to Medi-Cal beneficiaries as defined in subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the Welfare and Institutions Code.

**Electronic Transfer:** Paperless exchange of data and /or funds, usually involving computer and telecommunications technology.

**Flat Rate Service:** Service for which the charges are based upon the types and number of units served.

**Industrial Service:** Provision of water to industrial premises where the water is used primarily in manufacturing or processing activities.

**Irrigation Service:** Provision of water for commercial agricultural, floricultural or horticultural use and billed under distinct irrigation rates.

**Main Extension:** The extension of water distribution mains beyond existing facilities in accordance with the provisions of the rule applicable to main extensions filed as part of these tariff schedules.

**Metered Service:** Service for which the charges are computed on the basis of measured quantities of water.

**Occupant:** Any adult person demonstrably residing on premises actively served by the utility. However, account information can only be discussed with the Customer of Record or their authorized representative.

**Older Adult Customer:** Any residential customer who is age 62 or over.  
(Continued)

**Commented [EER1]:** WD does not object to Public Advocates' position that "Business Day" should be defined in Rule No. 1: Definitions. This is provided to give distinction between calendar days and business days since both are used throughout the rules.

Addresses:  
PA Protest Item 15 (AL 296)  
PA Protest Item 16 (AL 2372, AL 344, AL 283)

**Commented [EER2]:** WD does not object to Public Advocates' position that "and surgeon" should be included in the definition of "Disabled Customer". This specific language can be found at Section 14088(b)(1)(A) of the Welfare and Institutions Code:  
[https://leginfo.ca.gov/faces/codes\\_displayText.xhtml?lawCode=WIC&division=9.&title=&part=3.&chapter=7.&article=2.9](https://leginfo.ca.gov/faces/codes_displayText.xhtml?lawCode=WIC&division=9.&title=&part=3.&chapter=7.&article=2.9)

Addresses:  
PA Protest Item 7

Rule No. 1

DEFINITIONS  
(Continued)

Page 2 of 2

Premises: The integral property or area, including improvements thereon, to which water service is, or is to be, provided.

Public Utilities Commission: In these rules the word "Commission" or words "Public Utilities Commission" shall be construed to mean the Public Utilities Commission of the State of California.

Residential Service: Water service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing.

Service Address: Address of the property to which water service is provided.

Service Connection: The point of connection of the customer's piping or ditch with the meter, service pipe or ditch owned by the utility.

Service Pipe: The connection between the utility's mains and the service connection, including all the pipe, fittings and valves necessary to make the connection.

Tariff Schedules or Tariff Schedule Book: The entire body of effective rates, rentals, charges, rules, and sample forms collectively, as set forth herein.

Tariff Sheet: An individual sheet of the tariff schedule book.

Utility: The public utility named herein.

Water Shutoff Protection Act: [Chapter 6 \(commencing with Section 116900 and ending with Section 116926\) of Part 12 of Division 104 of the Health and Safety Code.](#)

**Commented [EER3]:** WD does not object to Public Advocates' position that "Water Shutoff Protection Act" should be defined in Rule No. 1. This definition is included as clarification since there are 2 undefined instances of the phrase "Water Shutoff Protection Act" used in Rule No. 11.

Addresses:

PA Protest Item 15 (AL 296)

PA Protest Item 16 (AL 2372, AL 344, AL 283)



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 modification 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 Customer support at 800-999-4033. We welcome the opportunity to assist you.

If after contacting us, you are still not satisfied with the company's response, you may 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~~**3rd Floor**, 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.

(Continued)

**Commented [EER1]:** After confirmation with CAB, they are no longer located at Room 2003 and are now located on the 3<sup>rd</sup> floor of the PUC.

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

(Continued)

B. Bill for Service (Continued)

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 Voice	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. If 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."

**Commented [EER2]:** Clarification on the customer bill of service stating that their service is protected under the Water Shutoff Protection Act.

C. Discontinuance of Service for Nonpayment - Notice

Every written notice of discontinuance of service for non-payment of bills shall include all of the following information:

1. The name and address of the customer whose account is delinquent.
2. The amount of delinquency.
3. The date by which payment or arrangements for payment is required in order to avoid discontinuance.
4. A description of the process to apply for an extension of time to pay delinquent charges
5. The procedures to petition for bill review and appeal to the Commission.

(Continued)

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

(Continued)

C. Discontinuance of Service for Nonpayment - Notice (Continued)

6. The procedure by which the customer may request a deferred (paying at a later date) ~~and spreading payments to be agreed upon for a period of time not to exceed 12 months~~ amortization ~~(spreading payments out over an agreed upon period of time not to exceed 12 months)~~ of the unpaid charges as set forth in Rule No. 11.B.1.e.
7. The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
8. The name, address, and telephone number of a representative of the utility who can provide additional information and assist customers in continuing service or in making arrangements for payment.
9. The telephone numbers of the Commission (Consumer Affairs Branch) (800) 649-7570 or the California Relay Service TTY (800) 735-2929/22 English or (800) 855-3000 Spanish or (800) 854-7784 English/Spanish Speech-to-Speech to which inquiries by the customer may be directed ~~(as stated in Rule No. 5.B)~~.

**Commented [EER3]:** Parenthesized definition text moved to define the correct corresponding term, "amortization".

**Commented [EER4]:** Clarifies for the reader which phone numbers are for the California Relay Service and which number is for contacting the CAB.

**Commented [EER5]:** Reference to the previous section for clarification since the phone numbers in this item are not organized as a table.

Residential Customers. Where water service is provided to residential occupants in a detached single-family dwelling, 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 but is not the occupant, the notice of discontinuance shall further include:

- a. The date on which service will be discontinued.
- b. What the occupants are required to do in order to prevent the discontinuance or to reestablish service.
- c. The estimated monthly cost of service (where service is master-metered).
- d. 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 occupants (where service is master-metered).

Rules 5.C.4 through 5.C.9 are also described in the written policy of discontinuance of service due to nonpayment of bills which is available at [insert the link to the web page on the utility's website where the written policy is located].

**Commented [EER6]:** Language inserted to assert compliance with the Act, Sections 116908(a)(1)(C)(vi) and 116910(a)(3). Web link inserted as reference to written policy on discontinuance due to nonpayment.

Addresses:  
PA Protest Item 2

**Rule No. 8**  
**NOTICES**

A. Notice to Customers

1. In Writing

Notice to a customer will normally be in writing. Depending on the type of notice, written notice will either be delivered or mailed to the customer's last known address, except as otherwise specified by the utility's tariffs.

2. Exception

In emergencies or when circumstances warrant, the utility, where feasible, will endeavor to promptly notify the customer affected and may make such notification orally, either in person or by telephone.

3. Notice of Discontinuance of Residential Water Service for Nonpayment

- a. The utility shall contact the residential customer of record at least **7 business days** ~~10 days~~ prior to discontinuance by telephone or written notice.

- (1) Written notice shall be mailed to the address of the customer of residence to which the residential service is provided. If the customer's address is not the address of the property to which residential service is provided, the notice also shall be sent to the service address with "Occupant" as the addressee. The notice shall include the information prescribed in Rule No. 5. C.
- (2) Telephone notice shall be to the customer named on the account. In providing such notice by telephone, the utility shall offer to: (i) provide customer with a written copy of the utility's policy on discontinuation of service due to nonpayment; and (ii) discuss options available to customer to avert discontinuance including alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and procedures to petition for bill review and appeal.
- (3) If the utility is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned as undeliverable, the utility will make a good faith effort to visit the residence and leave (or make other arrangements for placement in a conspicuous place) a notice as prescribed herein, along with a written copy of the utility's policy on discontinuation of service for nonpayment.

**Commented [EER1]:** WD does not object to Public Advocates' position to change "10 days" to "7 business days". This complies with the language used in 116908(a)(1)(A) of the Act.

Addresses:  
PA Protest Item 4

(Continued)

A. Notice to Customers (Continued)

3. Notice of Discontinuance of Residential Water Service for Nonpayment (Continued)

b. The utility shall contact the residential occupants of a detached single-family dwelling, 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, as follows:

- (1) Where individually metered water service is provided, the utility will make every good faith effort to inform the occupants by means of a notice at least 10 days prior to any discontinuance, when the account is in arrears, that service will be discontinued. In addition to including the information prescribed in Rule No. 5, the notice will inform the occupants that, if the utility's verification and other requirements are met, they have the right to become a customer, to whom the service will then be billed, without being required to pay any amount which may be due to the delinquent account.
- (2) Where master metered service is provided, the written notice will be at least 15 days prior to discontinuance of service. The notice will be posted on the door of each residential unit. If it is not reasonable or practical to post the notice on the door of each residential unit, the utility will post two copies of the notice in each accessible common area and at each point of access to the structure or structures.
- (3) Notice to occupants shall be independent of, and in addition to, other notice(s) as may be prescribed in the utility's tariffs.

c. All notices of discontinuance for nonpayment relating to residential services will be in English, the languages listed in Section 1632 of the Civil Code (Spanish, Chinese, Korean, Vietnamese, Tagalog), and any other language spoken by 10 percent or more of the customers in the utility's service area. The notice will include the information prescribed in Rule No. 5.C.

d. Procedures for the discontinuance and restoration of service are specified in Rule No. 11.

4. Notice of Discontinuance of All Other Services (Nonresidential) for Nonpayment

The utility shall make a reasonable attempt to contact: (i) the customer of record by mailing a separate notice at least 10 days prior to discontinuance, or (ii) an adult person on the customer's premises by telephone or in person at least 24 hours prior to any discontinuance.

(Continued)

**Commented [EER2]:** Included list of languages listed in Section 1632 of the Civil Code as clarification to the reader of the tariff rules. The reader can reference Section 1632 of the Civil Code at their leisure, but the list is included for convenience.

A. Notice to Customers (Continued)

5. Discontinuance of Service for Reasons Other Than Nonpayment

The utility may discontinue service for reasons not related to payment. Rule No. 11 provides additional examples of circumstances resulting in discontinuation of service and related notice, if any, associated with the specific situation.

6. Third-Party Notification

Notice of availability of third-party notification shall be given annually to all residential customers.

B. Notice from Customers

1. A customer may make notification in person, by telephone or by letter to the utility at its commercial office, or to an authorized representative of the utility.
2. Customers who wish to qualify for consideration under Rule No. 11.B.1.e. must have presented evidence to the utility establishing their status.
3. Older Adult or disabled customers who desire third-party notification must so inform the utility with certification of status and with a letter from the third party accepting the responsibility.
4. Proof of age must be supported by certificate of birth, driver's license, passport or other reliable document. Proof of handicap must be by certification from a licensed physician, public health nurse or social worker.

Rule No. 10

DISPUTED BILLS

Page 1 of 2

A. Correctness of Bill

Any customer (or adult occupant of a residential service address) 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 her or 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:

1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and the nonresidential customer within 7 days of the date of this notice, may deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 20033rd Floor, San Francisco, California 94102 the amount of the bill claimed by the utility to be due. Review of the dispute will be conducted by the Commission's Consumer Affairs Branch. Pending the Commission's review of the disputed bill, water service will not be discontinued.

**Commented [EER1]:** After confirmation with CAB, it is no longer located at Room 2003 and is now located on the 3<sup>rd</sup> floor of the PUC.

**Commented [EER2]:** This language is suggested by Public Advocates. WD does not object to the addition of this language.

This language is included to clarify, in writing, to the customer, that their service is protected under the conditions of the Water Shutoff Protection Act while a dispute is being reviewed.

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, ~~3rd Floor~~Room-2003, San Francisco, California 94102, the amount claimed by the utility to be due. Whether or not the residential customer makes a deposit with the California Public Utilities Commission, the utility shall not discontinue the water service of any residential customer for a minimum total of 79 days from the date of mailing its bill for services, postage prepaid.
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.

**Commented [EER3]:** This language is included for clarification that service is not to be discontinued for nonpayment **even in the case of failure to deposit the disputed amount to the CAB.**

Addresses:  
PA Protest Item 3

(Continued)

Rule No. 10

DISPUTED BILLS

Page 2 of 2

C. Commission Appeal (Continued)

4. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission (Consumer Affairs Branch), 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 No. 10.B.1 will warrant discontinuance of service.
6. If before the completion of the Commission's review, additional bills become due which the customer wishes to dispute, she or 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 her or his service in accordance with Rule No. 11.



Rule No.11

DISCONTINUANCE AND RESTORATION OF SERVICE

A. Customer's Request for Discontinuance of Service

1. A customer may have service discontinued by giving not less than two days' advance notice thereof to the utility. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required two days' advance notice.
2. When such notice is not given, the customer may be required to pay for service until two days after the utility has knowledge that the customer has vacated the premises or otherwise has discontinued water service.

B. Discontinuance of Service by Utility

1. For Nonpayment of Bills

a. Past-Due Bills.

When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days from the date of mailing.

(1) Residential Service

For the purposes of this rule, residential service means water service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing. When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days from the date of mailing. The utility shall allow every residential customer a total of 79 days from the date of mailing its bill for services, postage prepaid, to make payment of the bill prior to discontinuance of service. The utility shall not discontinue residential service for nonpayment of a delinquent account unless the utility first gives notice of the delinquency and impending discontinuance, in conformance with Rule No. 8.A.3, which establishes notice periods ranging from 7 to 15 days, depending on the occupancy type. The utility will provide notices timely to ensure that the applicable notice period is included in the total 79-day period referenced above and does not provide additional time to pay.

(2) All Other Service (nonresidential)

The utility shall not discontinue nonresidential service for nonpayment of a delinquent account unless the utility first gives notice of the delinquency and impending discontinuance in conformance with Rule No. 8.A.4.

(Continued)

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

- b. When a bill for water service has become past due and a discontinuance of service notice for nonpayment has been issued, service may be discontinued if bill is not paid in full (or alternative payment arrangements acceptable to the utility have not been made) within the time required by such notice. The customer's service, however, will not be discontinued for nonpayment until the amount of any deposit made to establish credit for that service has been fully absorbed.

c. Petition for Utility Review.

- (1) Any customer (or adult occupant of a residential service address) may petition the utility for review of a bill for water service in accordance with Rule Nos. 5 and 10.
- (2) Such customer shall not have the water service discontinued for nonpayment during the pendency of an investigation by the utility of a complaint or request and shall be given an opportunity for review of the complaint, investigation, or request by a review manager of the utility, if:
  - (i) The customer who has initiated a billing complaint or requested an investigation within 5 days of receiving a disputed bill, or
  - (ii) Before discontinuance of service, the customer made payment arrangements for a bill asserted to be beyond the means of the customer to pay in full within the normal period for payment.
- (3) The review shall include consideration of whether a customer shall be permitted to make installment payments on any unpaid balance of the delinquent account over a reasonable period of time, not to exceed 12 months.

Such service shall not be discontinued for nonpayment for any customer complying with an installment payment agreement entered into with the utility, provided the customer also keeps current her or his account for water service as charges accrue in each subsequent billing period.

If a customer fails to comply with an installment payment agreement the utility will give a discontinuance of service notice no less than 5 business days before discontinuing such service, but such notice shall not entitle the customer to further investigation or alternative payment arrangements by the utility.

(Continued)

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

d. Appeal to the Commission.

Any customer (or adult occupant of a residential service address) whose complaint or request for an investigation pursuant to subdivision (c) has resulted in a determination by the utility adverse to such customer or adult occupant, may appeal the determination to the Commission in accordance with Rule Nos. 5 and 10 (including depositing the disputed amount with the Commission). Any such appeal of the disputed bill to the Commission shall be in accordance with the Commission's Rules of Practice and Procedure. Written documentation of an appeal filed and diligently pursued with the Commission will prevent discontinuation of residential water service during the official appeal process.

e. Residential Health and Safety Exception.

- (1) Service to a residential water customer will not be discontinued for nonpayment when such customer establishes to the satisfaction of the utility that **all** three of the following conditions are met:
  - (i) The residential customer submits certification from a primary care provider\*, as defined by the Water Shutoff Protection Act, that discontinuation of residential water service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided;

\*Proof must be by certification from any internist, general practitioner, obstetrician-gynecologist, pediatrician, family ~~practice~~ physician **and surgeon**, nonphysician medical practitioner, or primary care clinic, rural health clinic, community clinic or hospital outpatient clinic. A "nonphysician medical practitioner" means a physician assistant or certified nurse-midwife performing services under physician **and surgeon** supervision, or a nurse practitioner performing services in collaboration with a physician **and surgeon**. (See Section 14088(b)(1)(A) and (c) of the California Welfare and Institutions Code.)

**Commented [EER1]:** Expanded several instances of the phrasing "physician" to "physician and surgeon". This is the specific language used in Section 14088(b)(1)(A) and (c) of the California Welfare and Institutions Code:

[https://leginfo.ca.gov/faces/codes\\_displayText.xhtml?lawCode=WIC&division=9.&title=&part=3.&chapter=7.&article=2.9](https://leginfo.ca.gov/faces/codes_displayText.xhtml?lawCode=WIC&division=9.&title=&part=3.&chapter=7.&article=2.9)

Addresses:  
PA Protest Item 7

(Continued)

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

e. Residential Health and Safety Exception. (Continued)

- (ii) The residential customer demonstrates that she or he is financially unable to pay for residential service within the urban and community water system's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the urban and community water system's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level; and,
- (iii) The residential customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment consistent with the utility's written policy on discontinuance of service due to nonpayment of bills\*.

\*The written policy is available at [insert the link to the web page on the utility's website where the written policy is located].

- (2) If all three of the above conditions are met, the utility shall offer the customer one or more of the following options:
  - a. Amortization of the unpaid balance.
  - b. Participation in an alternative payment schedule.
  - c. A partial ~~of or~~ full reduction of the unpaid balance financed without additional charges to other ratepayers.
  - d. Temporary deferral of payment.
- (3) The utility may choose which of the payment options the customer undertakes and may set the parameters of that payment option. The repayment option offered should result in repayment of any remaining outstanding balance within 12 months.

**Commented [EER2]:** Language inserted to assert compliance with the Act, Sections 116908(a)(1)(C)(vi) and 116910(a)(3). Web link inserted as reference to written policy on discontinuance due to nonpayment.

Addresses:  
PA Protest Item 2

**Commented [EER3]:** Typo correction to comply with language used in the Act, Section 116910(b)(1)(C).

Addresses:  
PA Protest Item 8

- (4) Notwithstanding the above, residential service may be discontinued to any customer meeting the conditions above who:

(Continued)

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

e. Residential Health and Safety Exception. (Continued)

(i) Does not agree to or comply with an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment after incurring delinquent charges for 60 days or more,

OR

(ii) After agreeing to an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment for delinquent charges, the customer does not pay her or his current residential service charges for 60 days or more.

Notice of discontinuation for either of these reasons will be posted in a prominent and conspicuous location at the property no less than 5 business days before discontinuing such service, but such notice shall not entitle the customer to further investigation or alternative payment arrangements by the utility.

**Commented [EER4]:** Phrase "at the property" inserted to comply with language used in the Act, Section 116910(b)(3).

Addresses:  
PA Protest Item 10

f. Other Disconnection Terms

A customer's residential service may be discontinued for nonpayment of a bill for residential service previously rendered her or him at any location served by the utility.

A nonresidential service may be discontinued for nonpayment of a bill for residential as well as nonresidential service previously rendered her or him at any location served by the utility.

The discontinuance of service notice as set forth in subdivision (b) will be given in both cases stated above before discontinuance of service takes place.

Residential services will not, however, be discontinued for nonpayment of bills for separate nonresidential service.

g. Timing of Disconnection

Service will not be discontinued by reason of delinquency in payment for service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the utility are not open to the public. The utility will avoid disconnection of service on Fridays and a day prior to a holiday. The utility will inform customers of the option to reconnect during regular business hours to avoid the more costly fees associated with after-hours service.

(Continued)

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

- h. Where the owner, manager, or operator of the dwelling, structure, or park is listed by the utility as the customer of record, and water service is provided to residential occupants in a detached single-family dwelling, a multi-unit residential structure, mobilehome park, or permanent residential structure in a labor camp the utility will make every good faith effort to inform the residential occupants, by written notice in conformance with Rule No. 8.A.3.b.

(1) Where said occupants are individually metered.

The utility is not required to make service available to these occupants unless each user agrees to the terms and conditions of service and meets the requirement of the law and the utility's rules and tariffs.

However, if one or more occupants are willing and able to assume responsibility for subsequent charges by these occupants to the account to the satisfaction of the utility, or if there is a practical physical means, legally available to the utility of selectively providing services to these occupants who have met the requirements of the utility's rules and tariffs, the utility will make service available to these occupants.

For these selected occupants establishment of credit may be as prescribed in Rule No. 6, except that where prior service for a period of time is a condition for establishing credit with the utility, proof that is acceptable to the utility of residence and prompt payment of rent or other credit obligation during that period of time is a satisfactory equivalent.

(2) Where said occupants are master metered.

The utility is not required to make service available to these occupants unless each occupant agrees to the terms and conditions of service, and meets the requirements of the law and the utility's rules and tariffs and the following:

The same Rule No. 11.B.1.h.(1) above which applies to individually metered occupants also applies to master metered occupants, except a representative may act on the behalf of a master metered occupant, and the utility will not discontinue service in any of the following situations:

- (a) During the pendency of an investigation by the utility of a master-meter customer dispute or complaint.

(Continued)

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

- (b) When the master-metered customer has been granted an extension of the period for repayment of a bill.
- (c) For an indebtedness owed by the master metered customer to any other person or corporation or when the obligation represented by the delinquent account or any other indebtedness was incurred with a person or corporation other than the utility demanding payment therefor.
- (d) When a delinquent account relates to another property owned, managed, or operated by the master-metered customer.
- (e) When a public health or building officer certifies that discontinuance would result in a significant threat to the health or safety of the residential occupants or the public. Proof of age or disability are described in Rule No. 11.B.1.e.

i. Residential Customer's Remedies Upon Receipt of Discontinuance Notice for Nonpayment.

- (1) If upon receipt of a discontinuance notice, a residential customer is unable to pay, she or he must contact the utility before discontinuance of service to make payment arrangements to avoid discontinuance of service. Information pertaining to alternative payment options and other options for averting discontinuation of residential service for nonpayment will be provided on the discontinuance notice as described in Rule No. 5, or can be obtained by calling 800-999-4033.
- (2) If, after contacting the utility, the residential customer alleges to the Commission an inability to pay and that she or he is unable to make payment arrangements with the utility she or he should contact the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. To maintain uninterrupted service this action must be taken prior to discontinuation of service as defined in the provided notice.

- (3) The CAB's resolution of the matter should be reported to both the utility and the residential customer within ten business days after receipt of the informal complaint. If the customer is not satisfied with such resolution, such customer may file, within ten business days after the date of the CAB's letter, a formal complaint with the Commission under Public Utilities Code Section 1702 on a form provided by the CAB.

(Continued)

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

- (4) Failure of any customer to observe these time limits prescribed herein shall entitle the utility to insist upon payment or, upon failure to pay, to proceed to discontinue the customer's residential water service in accordance with the utility's rules.

j. Designation of a Third-Party Representative (Older Adult or Disabled only)

- (1) Customer must inform utility if she or he desires that a third party receive discontinuance or other notices on her or his behalf.
- (2) Utility must be advised of name, address and telephone number of third party with a letter from third party accepting this responsibility.
- (3) Only customers who certify that they are older adults age 62 or over or disabled are entitled to third-party representation. Proof of age must be supported by certificate of birth, driver's license, passport or other reliable document. Proof of disability must be by certification from a licensed physician, public health nurse or social worker.

2. For Noncompliance with Rules

The utility may discontinue service to any customer for violation of these rules after it has given the customer at least five days' written notice of such intention. Where safety of water supply is endangered, service may be discontinued immediately without notice.

3. For Waste of Water

- a. Where negligent or wasteful use of water exists on customer's premises, the utility may discontinue the service if such practices are not remedied within five days after it has given the customer written notice to such effect.
- b. In order to protect itself against serious and unnecessary waste or misuse of water, the utility may meter any flat rate service and apply the regularly established meter rates where the customer continues to misuse or waste



water beyond five days after the utility has given the customer written notice to remedy such practices.

(Continued)

B. Discontinuance of Services by Utility (Continued)

4. For Unsafe Apparatus or Where Service is Detrimental or Damaging to the Utility or its Customers

If an unsafe or hazardous condition is found to exist on the customer's premise, or if the use of water thereon by apparatus, appliances, equipment or otherwise is found to be detrimental or damaging to the utility or its customers, the service may be shut off without notice. The utility will notify the customer immediately of the reasons for the discontinuance and the corrective action to be taken by the customer before service can be restored.

5. For Fraudulent Use of Service

When the utility has discovered that a customer has obtained service by fraudulent means, or has diverted the water service for unauthorized use, the service to that customer may be discontinued without notice. The utility will not restore service to such customer until that customer has complied with all rules and reasonable requirements of the utility and the utility has been reimbursed for the full amount of the service rendered and the actual cost to the utility incurred by reason of the fraudulent use.

C. Restoration of Service

1. Reconnection Charge

Where service has been discontinued for violation of these rules or for nonpayment of bills, the utility may charge \$XX.00 for reconnection of service during regular working hours or \$XX.00 for reconnection of service at other than regular working hours when the customer has requested that the reconnection be made at other than regular working hours, except as otherwise provided by the utility's tariffs.

2. To be Made During Regular Working Hours

The utility will endeavor to make reconnections during regular working hours on the day of the request, if the conditions permit; otherwise reconnections will be made on the regular working day following the day the request is made.

3. To Be Made at Other Than Regular Working Hours

When a customer has requested that the reconnection be made at other than regular working hours, the utility will reasonably endeavor to so make the reconnection if practicable under the circumstances.

4. Wrongful Discontinuance

A service wrongfully discontinued by the utility, must be restored without charge for the restoration to the customer within 24 hours.

(Continued)

C. Restoration of Service (Continued)

5. Limits on Certain Reconnection Charges

For a residential customer who demonstrates household income below 200 percent of the federal poverty line (or is otherwise deemed by the Water Shutoff Protection Act as having a household income of below 200 percent of the federal poverty line), charges shall be limited as follows:

- (i) For reconnections during regular working hours, the lesser of the actual cost (as stated in Rule No. 11.C.1) or \$50.00; and
- (ii) For reconnections during other than regular working hours, the lesser of the actual cost (as stated in Rule No. 11.C.1) or \$150. The cap on these reconnection fees (\$50 and \$150, respectively) shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

D. Refusal to Serve

1. Conditions for Refusal

The utility may refuse to serve an applicant for service under the following conditions:

- a. If the applicant fails to comply with any of the rules as filed with the Public Utilities Commission.
- b. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing customers.
- c. If, in the judgment of the utility, the applicant's installation for utilizing the service is unsafe or hazardous, or of such nature that satisfactory service cannot be rendered.
- d. Where service has been discontinued for fraudulent use, the utility will not serve an applicant until it has determined that all conditions of fraudulent use or practice has been corrected.

2. Notification to Customers

**Commented [EER5]:** Phrase inserted to clarify the definition of "actual cost". The reconnection charges stated in Rule No. 11.C.1.

Addresses:  
PA Protest Item 15 (AL 2372, AL 344, AL 283)

**Commented [EER6]:** Phrase inserted to clarify the definition of "actual cost". The reconnection charges stated in Rule No. 11.C.1.

Addresses:  
PA Protest Item 15 (AL 2372, AL 344, AL 283)

When an applicant is refused service under the provisions of this rule, the utility will notify the applicant promptly of the reason for the refusal to service and of the right of applicant to appeal the utility's decision to the Public Utilities Commission.

**SAN JOSE WATER COMPANY**

**ADVICE LETTER NO. 550**

**ATTACHMENT B**

A copy of Advice Letter No. 550 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: Jessica Kahn, City Engineer  
18041 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 9<sup>TH</sup> Street  
Sacramento, CA 95814

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

Richard Rauschmeier  
Public Advocates Office  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102

SAN JOSE WATER COMPANY (U-168-W)  
Advice Letter No. 550

Attachment B  
Page 2 of 2

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

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

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

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

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

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

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

WRATES  
Rita Benton  
18555 Ravenwood Drive  
Saratoga, CA 95070

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

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

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

James Hunter  
6475 Dwyer Street  
San Jose, CA 95120

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

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

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

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

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

**Rule No. 1**  
**DEFINITIONS**

Applicant: The person, association, corporation or governmental agency applying for water service.

Authorizing Agency: Any agency who supplies to, controls or allocates the water supply to the Company.

Business Day: Monday through Friday, excluding federal or state holidays. (N)

Business Service: Provision of water for use in connection with commercial premises devoted primarily to operations for profit including offices, stores, markets, apartments, hotels, motels, automobile trailer parks or courts, service stations and the like.

Commercial Service: Provision of water to residential premises or business premises.

Customer: Any person, association, corporation or governmental agency supplied or entitled to be supplied with water service. However, account information can only be discussed with the Customer of Record or their authorized representative.

Customer of Record: The person, association, corporation or governmental agency who is obligated to pay the water bill.

Date of Presentation: The date upon which a bill or notice is mailed or delivered by the utility to the Customer of Record.

Disabled Customer: Any residential customer whose certified health or physical condition may qualify her or him for special consideration. Proof of disability must be by certification from any internist, general practitioner obstetrician-gynecologist, pediatrician, family physician and surgeon, nonphysician medical practitioner (N) practitioner, or any primary care clinic, rural health clinic, community clinic or hospital outpatient clinic currently enrolled in the Medi-Cal program, which agrees to provide case management to Medi-Cal beneficiaries as defined in subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the Welfare and Institutions Code.

Electronic Transfer: Paperless exchange of data and /or funds, usually involving computer and telecommunications technology.

Flat Rate Service: Service for which the charges are based upon the types and number of units served.

Industrial Service: Provision of water to industrial premises where the water is used primarily in manufacturing or processing activities.

Irrigation Service: Provision of water for commercial agricultural, floricultural or horticultural use and billed under distinct irrigation rates.

Main Extension: The extension of water distribution mains beyond existing facilities in accordance with the provisions of the rule applicable to main extensions filed as part of these tariff schedules.

Metered Service: Service for which the charges are computed on the basis of measured quantities of water.

Occupant: Any adult person demonstrably residing on premises actively served by the utility. However, account information can only be discussed with the Customer of Record or their authorized representative.

Older Adult Customer: Any residential customer who is age 62 or over.

(Continued)

(To be inserted by utility)

Issued by

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

Advice No. 550

JOHN TANG

Date Filed

Vice President,

Effective

Dec. No.

Regulatory Affairs

Resolution No.

TITLE

**Rule No. 1**

**DEFINITIONS**  
**(Continued)**

Person: Any individual, person, firm, partnership, association, corporation, company, organization or governmental entity.

Premises: The integral property or area, including improvements thereon, to which water service is, or is to be, provided.

Process Water: Water used to manufacture, alter, convert, clean, grow, heat or cool a product, including water used in laundries and car wash facilities that recycle the water used.

Public Utilities Commission: In these rules the word "Commission" or words "Public Utilities Commission" shall be construed to mean the Public Utilities Commission of the State of California.

Raw Water: Water in its natural state prior to any treatment. Usually the water entering the first treatment process of a water treatment plant.

Recycled Water: Treated effluent water received by San Jose Water Company from the San Jose/Santa Clara Water Pollution Control Plant for non-potable use. Residential Service: Water service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing.

Residential Service: Water service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing.

Service Address: Address of the property to which water service is provided.

Service Connection: The point of connection of the customer's piping or ditch with the meter, service pipe or ditch owned by the utility.

Service Pipe: The connection between the utility's mains and the service connection, including all the pipe, fittings and valves necessary to make the connection.

Tariff Schedules or Tariff Schedule Book: The entire body of effective rates, rentals, charges, rules, and sample forms collectively, as set forth herein.

Tariff Sheet: An individual sheet of the tariff schedule book.

Utility: The public utility named herein.

Water Shutoff Protection Act: Chapter 6 (commencing with Section 116900 and ending with Section 116926) of Part 12 of Division 104 of the Health and Safety Code. (N)  
(N)

(To be inserted by utility)

Issued by

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

Advice No. 550

JOHN TANG

Date Filed                     

Vice President,

Effective                     

Dec. No.                     

Regulatory Affairs

Resolution No.                     

TITLE



**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 modification 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 Customer Service at (408) 279-7900. We welcome the opportunity to assist you."

If after contacting us, you are still not satisfied with the company's response, you may 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, 3<sup>rd</sup> Floor, San Francisco, CA 94102

(D)(N)

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.

(Continued)

(To be inserted by utility)

Issued by

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

Advice No. 550

JOHN TANG

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Effective                     

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Resolution No.                     

TITLE

**Rule No. 5**

**SPECIAL INFORMATION REQUIRED ON FORMS**  
**(Continued)**

**B. Bill for Service (Continued)**

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 Voice	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. If 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.

(N)  
I  
(N)

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."

**C. Discontinuance of Service for Nonpayment - Notice**

Every written notice of discontinuance of service for non-payment of bills shall include all of the following information:

1. The name and address of the customer whose account is delinquent.
2. The amount of delinquency.
3. The date by which payment or arrangements for payment is required in order to avoid discontinuance.
4. A description of the process to apply for an extension of time to pay delinquent charges
5. The procedures to petition for bill review and appeal to the Commission.

(Continued)

(To be inserted by utility)

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TITLE

**Rule No. 5**

**SPECIAL INFORMATION REQUIRED ON FORMS**  
**(Continued)**

**C. Discontinuance of Service for Nonpayment - Notice (Continued)**

6. The procedure by which the customer may request a deferred (paying at a later date), amortization (spreading payments out over an agreed upon period of time not to exceed 12 months of the unpaid charges), or some other alternative payment schedule. (D)(N)
7. The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
8. The name, address, and telephone number of a representative of the utility who can provide additional information and assist customers in continuing service or in making arrangements for payment.
9. The telephone numbers of the Commission (Consumer Affairs Branch) (800) 649-7570 or the California Relay Service TTY (800) 735-2929/22 English or (800) 855-3000 (N)  
Spanish or (800) 854-7784 English/Spanish Speech to Speech to which inquiries by (N)  
the customer may be directed as stated in Rule No. 5.B. (N)

Residential Customers. Where water service is provided to residential occupants in a detached single-family dwelling, 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 but is not the occupant, the notice of discontinuance shall further include:

- a. The date on which service will be discontinued.
- b. What the occupants are required to do in order to prevent the discontinuance or to reestablish service.
- c. The estimated monthly cost of service (where service is master-metered).
- d. 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 occupants (where service is master-metered).

Rules 5.C.4 through 5.C.9 are also described in the written policy of discontinuance of service due to nonpayment of bills which is available at to <https://www.sjwater.com/water-shutoff-policy>. (N)  
(N)

(To be inserted by utility)

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TITLE

**Rule No. 8**

**NOTICES**

**A. Notice to Customers**

**1. In Writing**

Notice to a customer will normally be in writing. Depending on the type of notice, written notice will either be delivered or mailed to the customer's last known address, except as otherwise specified by the utility's tariffs.

**2. Exception**

In emergencies or when circumstances warrant, the utility, where feasible, will endeavor to promptly notify the customer affected and may make such notification orally, either in person or by telephone.

**3. Notice of Discontinuance of Residential Water Service for Nonpayment**

a. The utility shall contact the residential customer of record at least 7 business days (D)(N) prior to discontinuance by telephone or written notice.

(1) Written notice shall be mailed to the address of the customer of residence to which the residential service is provided. If the customer's address is not the address of the property to which residential service is provided, the notice also shall be sent to the service address with "Occupant" as the addressee. The notice shall include the information prescribed in Rule No. 5. C.

(2) Telephone notice shall be to the customer named on the account. In providing such notice by telephone, the utility shall offer to: (i) provide customer with a written copy of the utility's policy on discontinuation of service due to nonpayment; and (ii) discuss options available to customer to avert discontinuance including alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and procedures to petition for bill review and appeal.

(3) If the utility is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned as undeliverable, the utility will make a good faith effort to visit the residence and leave (or make other arrangements for placement in a conspicuous place) a notice as prescribed herein, along with a written copy of the utility's policy on discontinuation of service for nonpayment.

(Continued)

(To be inserted by utility)

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TITLE

**Rule No. 8**

**NOTICES**  
**(Continued)**

A. Notice to Customers (Continued)

3. Notice of Discontinuance of Residential Water Service for Nonpayment (Continued)

- b. The utility shall contact the residential occupants of a detached single-family dwelling, 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, as follows:

(1) Where individually metered water service is provided, the utility will make every good faith effort to inform the occupants by means of a notice at least 10 days prior to any discontinuance, when the account is in arrears, that service will be discontinued. In addition to including the information prescribed in Rule No. 5, the notice will inform the occupants that, if the utility's verification and other requirements are met, they have the right to become a customer, to whom the service will then be billed, without being required to pay any amount which may be due to the delinquent account.

(2) Where master metered service is provided, the written notice will be at least 15 days prior to discontinuance of service. The notice will be posted on the door of each residential unit. If it is not reasonable or practical to post the notice on the door of each residential unit, the utility will post two copies of the notice in each accessible common area and at each point of access to the structure or structures.

(3) Notice to occupants shall be independent of, and in addition to, other notice(s) as may be prescribed in the utility's tariffs.

- c. All notices of discontinuance for nonpayment relating to residential services will be in English, the languages listed in Section 1632 of the Civil Code (Spanish, Chinese, Korean, Vietnamese, Tagalog), and any other language spoken by 10 percent or more of the customers in the utility's service area. (N)  
The notice will include the information prescribed in Rule No. 5.C. (N)

- d. Procedures for the discontinuance and restoration of service are specified in Rule No. 11.

4. Notice of Discontinuance of All Other Services (Nonresidential) for Nonpayment

The utility shall make a reasonable attempt to contact: (i) the customer of record by mailing a separate notice at least 10 days prior to discontinuance, or (ii) an adult person on the customer's premises by telephone or in person at least 24 hours prior to any discontinuance.

(Continued)

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TITLE

**Rule No. 10**

**DISPUTED BILLS**

**A. Correctness of Bill**

Any customer (or adult occupant of a residential service address) 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 her or 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:

1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and the nonresidential customer within 7 days of the date of this notice, may deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3<sup>rd</sup> Floor, San Francisco, California 94102 the amount of the bill claimed by the utility to be due. Review of the dispute will be conducted by the Commission's Consumer Affairs Branch. Pending the Commission's review of the disputed bill, water service will not be discontinued. (D)(N)  
(N)  
I  
(N)

**C. Commission Appeal**

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

1. In lieu of paying the disputed bill, the Customer may deposit, with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3<sup>rd</sup> Floor, San Francisco, California 94102, the amount claimed by the utility to be due. Whether or not the residential customer makes a deposit with the California Public Utilities Commission, the utility shall not discontinue the water service of any residential customer for a minimum total of 79 days from the date of mailing its bill for services, postage prepaid. (D)  
(D)  
(N)  
I  
I  
(N)
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.

(Continued)

(To be inserted by utility)

Issued by

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

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Resolution No. \_\_\_\_\_

TITLE

**Rule No.11**

**DISCONTINUANCE AND RESTORATION OF SERVICE**  
**(Continued)**

**B. Discontinuance of Services by Utility (Continued)**

**1. For Nonpayment of Bills (Continued)**

**d. Appeal to the Commission.**

Any customer (or adult occupant of a residential service address) whose complaint or request for an investigation pursuant to subdivision (c) has resulted in a determination by the utility adverse to such customer or adult occupant, may appeal the determination to the Commission in accordance with Rule Nos. 5 and 10 (including depositing the disputed amount with the Commission). Any such appeal of the disputed bill to the Commission shall be in accordance with the Commission's Rules of Practice and Procedure. Written documentation of an appeal filed and diligently pursued with the Commission will prevent discontinuation of residential water service during the official appeal process.

**e. Residential Health and Safety Exception.**

(1) Service to a residential water customer will not be discontinued for nonpayment when such customer establishes to the satisfaction of the utility that **all** three of the following conditions are met:

- (i) The residential customer submits certification from a primary care provider\*, as defined by the Water Shutoff Protection Act, that discontinuation of residential water service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided;

\*Proof must be by certification from any internist, general practitioner, obstetrician-gynecologist, pediatrician, family physician and surgeon, (D)(N) nonphysician medical practitioner, or primary care clinic, rural health clinic, community clinic or hospital outpatient clinic. A "nonphysician medical practitioner" means a physician assistant or certified nurse-midwife performing services under physician and surgeon supervision, or a nurse (N) practitioner performing services in collaboration with a physician and surgeon. (See Section 14088(b)(1)(A) and (c) of the California Welfare and Institutions Code.) (N)

(Continued)

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TITLE

**Rule No.11**

**DISCONTINUANCE AND RESTORATION OF SERVICE**  
**(Continued)**

**B. Discontinuance of Services by Utility (Continued)**

**1. For Nonpayment of Bills (Continued)**

**e. Residential Health and Safety Exception. (Continued)**

- (ii) The residential customer demonstrates that she or he is financially unable to pay for residential service within the urban and community water system's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the urban and community water system's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level; and,
- (iii) The residential customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment consistent with the utility's written policy on discontinuance of service due to nonpayment of bills. The written policy is available at <https://www.sjwater.com/water-shutoff-policy>. (N)  
I  
(N)
- (2) If all three of the above conditions are met, the utility shall offer the customer one or more of the following options:
  - a. Amortization of the unpaid balance.
  - b. Participation in an alternative payment schedule.
  - c. A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers. (C)
  - d. Temporary deferral of payment.
- (3) The utility may choose which of the payment options the customer undertakes and may set the parameters of that payment option. The repayment option offered should result in repayment of any remaining outstanding balance within 12 months.
- (4) Notwithstanding the above, residential service may be discontinued to any customer meeting the conditions above who:

(Continued)

(To be inserted by utility)

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Resolution No. \_\_\_\_\_

TITLE



**Rule No.11**

**DISCONTINUANCE AND RESTORATION OF SERVICE**  
**(Continued)**

**B. Discontinuance of Services by Utility (Continued)**

**1. For Nonpayment of Bills (Continued)**

**e. Residential Health and Safety Exception. (Continued)**

(i) Does not agree to or comply with an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment after incurring delinquent charges for 60 days or more,

OR

(ii) After agreeing to an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment for delinquent charges, the customer does not pay her or his current residential service charges for 60 days or more.

Notice of discontinuation for either of these reasons will be posted in a prominent and conspicuous location at the property no less than 5 business days before discontinuing such service, but such notice shall not entitle the customer to further investigation or alternative payment arrangements by the utility. (N)

**f. Other Disconnection Terms**

A customer's residential service may be discontinued for nonpayment of a bill for residential service previously rendered her or him at any location served by the utility.

A nonresidential service may be discontinued for nonpayment of a bill for residential as well as nonresidential service previously rendered her or him at any location served by the utility.

The discontinuance of service notice as set forth in subdivision (b) will be given in both cases stated above before discontinuance of service takes place.

Residential services will not, however, be discontinued for nonpayment of bills for separate nonresidential service.

**g. Timing of Disconnection**

Service will not be discontinued by reason of delinquency in payment for service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the utility are not open to the public. The utility will avoid disconnection of service on Fridays and a day prior to a holiday. The utility will inform customers of the option to reconnect during regular business hours to avoid the more costly fees associated with after-hours service.

(Continued)

(To be inserted by utility)

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Regulatory Affairs

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TITLE

**Rule No.11**

**DISCONTINUANCE AND RESTORATION OF SERVICE**  
**(Continued)**

**C. Restoration of Service (Continued)**

**5. Limits on Certain Reconnection Charges**

For a residential customer who demonstrates household income below 200 percent of the federal poverty line (or is otherwise deemed by the Water Shutoff Protection Act as having a household income of below 200 percent of the federal poverty line), charges shall be limited as follows:

- (i) For reconnections during regular working hours, the lesser of the actual cost as stated in Rule 11.C.1 or \$20.00; and (N)
- (ii) For reconnections during other than regular working hours, the lesser of the actual cost as stated in Rule 11.C.1 or \$30.00. (N)

**D. Refusal to Serve**

**1. Conditions for Refusal**

The utility may refuse to serve an applicant for service under the following conditions:

- a. If the applicant fails to comply with any of the rules as filed with the Public Utilities Commission.
- b. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing customers.
- c. If, in the judgment of the utility, the applicant's installation for utilizing the service is unsafe or hazardous, or of such nature that satisfactory service cannot be rendered.
- d. Where service has been discontinued for fraudulent use, the utility will not serve an applicant until it has determined that all conditions of fraudulent use or practice has been corrected.

**2. Notification to Customers**

When an applicant is refused service under the provisions of this rule, the utility will notify the applicant promptly of the reason for the refusal to service and of the right of applicant to appeal the utility's decision to the Public Utilities Commission.

(To be inserted by utility)

Issued by

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TITLE

**Form No. 3**  
**Bill Form**

**PLEASE REFER TO TARIFF BOOK FOR SAMPLE PAGE**

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(To be inserted by utility)

Issued by

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

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Resolution No. \_\_\_\_\_

TITLE

BILLING INFORMATION

CURRENT CHARGES

INFORMATION & ANNOUNCEMENTS

CONSUMPTION HISTORY

Please Return This Portion With Your Payment

PAYMENT DUE BY:

TOTAL DUE

AMOUNT ENCLOSED

## 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, 3rd Floor, 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. If 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.

### 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](http://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](http://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 this bill, please contact our office immediately to discuss possible payment arrangements including applying for an extension of time, requesting a deferred, reduced or alternative payment schedule. 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](mailto:Customer.Service@sjwater.com).**

### 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](http://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. 3A**  
**Past Due Notice (10 Day)**

**PLEASE REFER TO TARIFF BOOK FOR SAMPLE PAGE**

(To be inserted by utility)

Issued by

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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](mailto: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.

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Mail: California Public Utilities Commission, Consumer Affairs Branch,  
505 Van Ness Avenue, 3rd Floor, 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. If 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.

### 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](http://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](http://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 this bill, please contact our office immediately to discuss possible payment arrangements including applying for an extension of time, requesting a deferred, reduced or alternative payment schedule. 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](mailto:Customer.Service@sjwater.com).**

### 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](http://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. 3B**  
**Final Notice**

**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. 550

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](http://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](mailto: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](mailto: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](http://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](mailto: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 hện 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](mailto: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](http://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](mailto: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](mailto: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 and if after contacting us, you are still not satisfied with the company's response, you may 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, 3rd Floor, 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. If 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.”

INFORMACIÓN AL CLIENTE

Si cree que hay un error en su factura o tiene alguna pregunta acerca de su servicio y, si después de ponerse en contacto con nosotros, sigue sin estar satisfecho(a) con la respuesta de la compañía, puede presentar una queja ante la Comisión de Servicios Públicos de California (CPUC), en: <http://www.cpuc.ca.gov/complaints/>. Las quejas de facturación y servicio son atendidas por la Oficina de Asuntos del Consumidor (CAB, por sus siglas en inglés) de la CPUC, con la que puede ponerse en contacto a través de los siguientes medios si prefiere no presentar una queja en línea:

Teléfono: 1-800-649-7570 (8:30 a. m. a 4:30 p. m., de lunes a viernes)  
Correo: California Public Utilities Commission, Consumer Affairs Branch,  
505 Van Ness Avenue, 3rd Floor, San Francisco, CA 94102

Si tiene limitaciones para oír o hablar, marque al 711 para ponerse en contacto con el Servicio de Retransmisión de California, que es para las personas que necesitan asistencia directa para retransmitir sus conversaciones telefónicas, al igual que para sus amigos, familiares y colegas.

Si prefiere que sus llamadas se contesten de inmediato en el modo de comunicación de su preferencia, marque uno de los números gratuitos a continuación según el idioma específico para que la llamada se dirija al proveedor de Servicio de Retransmisión de California.

Tipo de llamada	Idioma	Número 800 gratuito
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
Desde o hacia el servicio de repetición	Inglés	1-800-854-7784
	Español	

A fin de evitar la desconexión del servicio mientras espera el resultado de una queja presentada ante la CPUC específicamente en relación con la exactitud de su factura, por favor póngase en contacto con CAB para obtener asistencia. Si su caso cumple con los criterios necesarios, CAB le proporcionará instrucciones sobre cómo enviar por correo un cheque o giro postal que será retenido en espera de la resolución de su caso. Debe continuar pagando sus cargos actuales mientras se revisa su queja para mantener conectado el servicio. Si la factura se vence y se genera una falta de pago en relación con esta controversia, las reglas de suspensión de servicio debido a la falta de pago deben seguirse de acuerdo con lo establecido en la regla tarifaria Tariff Rule No. 11.B.1.

Sin embargo, la Comisión no aceptará depósitos cuando la controversia parezca ser referente a asuntos que no están relacionados directamente con la exactitud de la factura. Estos asuntos incluyen la calidad del servicio de una empresa de servicios públicos, el nivel general de tarifas, solicitudes tarifarias pendientes y las fuentes de combustible o electricidad.

THÔNG TIN VỀ KHÁCH HÀNG

Nếu quý vị cho rằng có sai sót trên hóa đơn hoặc quý vị có thắc mắc về dịch vụ và sau khi liên hệ với chúng tôi, quý vị vẫn cảm thấy không hài lòng với phản hồi của công ty thì quý vị có thể gửi khiếu nại lên Ủy Ban Dịch Vụ Tiện Ích Công Cộng California (California Public Utilities Commission, CPUC) bằng cách truy cập <http://www.cpuc.ca.gov/complaints/>. Khiếu nại liên quan đến hóa đơn và dịch vụ sẽ do Bộ Phận Bảo Vệ Người Tiêu Dùng (Consumer Affairs Branch, CAB) của CPUC giải quyết. Quý vị có thể liên hệ với bộ phận này bằng những phương thức sau đây, nếu quý vị không muốn gửi trực tuyến:

Điện thoại: 1-800-649-7570 (8:30 sáng - 4:30 chiều, Thứ Hai - Thứ Sáu)  
Địa chỉ gửi thư: Ủy Ban Dịch Vụ Tiện Ích Công Cộng California, Bộ Phận Bảo Vệ Người Tiêu Dùng, 505 Van Ness Avenue, 3rd Floor, San Francisco, CA 94102

Nếu quý vị bị hạn chế khả năng nghe hoặc nói, hãy quay số 711 để kết nối với Dịch Vụ Chuyển Tiếp California (California Relay Service). Dịch vụ này phục vụ cho những người cần được hỗ trợ trực tiếp trong việc chuyển tiếp cuộc trò chuyện trên điện thoại, cũng như bạn bè, gia đình và đối tác kinh doanh của họ.

Nếu quý vị muốn cuộc gọi được trả lời ngay bằng phương thức giao tiếp của mình, hãy quay một trong các số gọi miễn phí theo ngôn ngữ dưới đây được chuyển tới nhà cung cấp Dịch Vụ Chuyển Tiếp California.

Loại Cuộc Gọi	Ngôn Ngữ	Số Điện Thoại Miễn Phí 800
TTY/VCO/HCO sang Giọng Nói	Tiếng Anh	1-800-735-2929
	Tiếng Tây Ban Nha	1-800-855-3000
Giọng Nói sang TTY/VCO/HCO Giọng Nói	Tiếng Anh	1-800-735-2922
	Tiếng Tây Ban Nha	1-800-855-3000
Từ hoặc thành Lời nói sang Lời nói (Speech-to-Speech)	Tiếng Anh Tiếng Tây Ban Nha	1-800-854-7784

Để tránh bị cắt dịch vụ trong khi quý vị đang chờ kết quả khiếu nại từ CPUC **liên quan đến tính chính xác của hóa đơn**, vui lòng liên hệ với CAB để được hỗ trợ. Nếu trường hợp của quý vị đáp ứng được các tiêu chí về điều kiện thì CAB sẽ cung cấp cho quý vị hướng dẫn về cách gửi séc hoặc phiếu chuyển tiền bị giữ lại trong thời gian chờ giải quyết trường hợp của quý vị.

Quý vị phải tiếp tục thanh toán các khoản phí hiện tại trong lúc khiếu nại của quý vị đang được xem xét để duy trì dịch vụ. Nếu hóa đơn quá hạn và các kết quả không thanh toán liên quan đến tranh chấp này thì các điều lệ về việc ngừng cung cấp dịch vụ do không thanh toán phải được tuân thủ theo quy định tại Điều Lệ về Biểu Giá Số 11.B.1.

Tuy nhiên, Ủy Ban sẽ không chấp nhận tiền ký quỹ khi tranh chấp dường như về những vấn đề không liên quan trực tiếp đến tính chính xác của hóa đơn. Các vấn đề trên bao gồm chất lượng của một dịch vụ tiện ích, mức giá chung, đơn đề nghị mức giá đang chờ xử lý và nguồn nhiên liệu hoặc nguồn điện.”

客戶資訊

如果您認為您的帳單有誤或對您得到的服務存在疑問, 而且在您聯繫我們後, 仍然對公司的答覆不滿意, 您可以前往 <http://www.cpuc.ca.gov/complaints/> 向 California Public Utilities Commission (CPUC, 加州公用事業委員會) 提出投訴。帳單和服務投訴由 CPUC 的 Consumer Affairs Branch (CAB, 消費者事務分部) 處理, 如果您不願意線上提交投訴, 您可以透過以下方式聯繫此部門:

電話: 1-800-649-7570 (週一至週五, 上午 8:30 至下午 4:30)

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

如果您在聽力或口語方面有障礙, 請撥打 711 聯繫 California Relay Service (加州中繼服務), 這是為那些需要直接幫助轉接電話會話的人, 以及他們的朋友、家人和業務連絡人提供的服務。

如果您希望您的通話在一開始得到應答時就是您的溝通模式, 請撥打以下免費特定語言號碼之一, 轉接到 California Relay Service 提供商。

通話類型	語言	免費 800 號碼
TTY/VCO/HCO 轉語音	英語	1-800-735-2929
	西班牙語	1-800-855-3000
語音轉 TTY/VCO/HCO 呼叫類型	英語	1-800-735-2922
	西班牙語	1-800-855-3000
接聽/撥打語音到語音	英語 西班牙語	1-800-854-7784

為了避免在您等待向 CPUC 提出的投訴 (特別是關於帳單準確性的投訴) 的結果時您的服務被中斷, 請聯絡 CAB 尋求幫助。如果您的案件符合資格標準, CAB 將為您提供有關如何郵寄要在案件解決之前扣留的支票或匯票的說明。

在您的投訴正在審理時, 您必須繼續支付當前費用, 以保持服務繼續提供。如果這項爭議導致帳單逾期和未支付, 則必須按照 Tariff Rule No. 11.B.1 (第 11.B.1 號關稅規則) 的規定, 執行因未支付而中止服務的規則。

不過, 當爭議似乎關於與帳單準確性沒有直接關係的事項時, 委員會將不接受保證金。此類事項包括公用事業服務品質、一般費率水準、待決費率申請、以及燃料或電力來源。

고객 정보

청구서에 오류가 있거나 서비스 문의 사항이 있는 경우 또는 문의 후 당사 답변에 만족하지 못한 경우, 캘리포니아 공공 서비스 위원회( **California Public Utilities Commission, CPUC**) 웹사이트(<http://www.cpuc.ca.gov/complaints/>)에 이의를 제기할 수 있습니다. 청구서 및 서비스 이의 제기는 **CPUC** 고객서비스부(**Consumer Affairs Branch, CAB**)에서 처리합니다. 온라인으로 이의 제기하는 것을 원치 않으시는 경우, 다음 수단으로 연락하실 수 있습니다.

전화: **1-800-649-7570** (월~금, 오전 8시 30분부터 오후 4시 30분)  
우편: **California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3rd Floor, San Francisco, CA 94102**

듣거나 말하기에 제한이 있는 경우, **711**번으로 연락하면 지인, 가족, 비즈니스 관련 전화 대화 중계를 직접 지원하는 캘리포니아 중계 서비스(**California Relay Service**)를 이용하실 수 있습니다.

연락에 대한 응답을 원하는 소통 수단으로 즉시 받고 싶은 경우, 아래 나와 있는 언어별 지정 번호로 연락하면 캘리포니아 중계 서비스 제공업체로 연결됩니다.

전화 유형	언어	무료 <b>800</b> 번호
<b>TTY/VCO/HCO</b> 에서 음성으로	영어 스페인	1-800-735-2929 1-800-855-3000
음성에서 <b>TTY/VCO/HCO</b> 로	영어 스페인	1-800-735-2922 1-800-855-3000
대화 간	영어 스페인	1-800-854-7784

**CPUC**에 제기한 이의 결과(특히 청구서 내용 확인)를 기다리는 동안 서비스가 중단되는 것을 막으려면 **CAB**에 연락하시기 바랍니다. 귀하의 케이스가 적격 기준에 부합하는 경우, **CAB**에서 케이스가 해결될 때까지 수표 또는 우편환 발송 방법에 대한 안내를 드립니다.

이의를 검토하는 중에는 서비스가 중단되지 않도록 청구 요금을 계속 납부하셔야 합니다. 만일 요금이 미납되었으며 해당 미납으로 인해 이 분쟁이 발생한 경우, 미납으로 인한 서비스 중단 규칙은 요금 규칙 **No. 11.B.1**에 명시된 바를 준수해야 합니다.

그러나, 분쟁 중인 이의가 청구서 내용 확인과 직접적인 관련이 없는 것으로 밝혀지면 위원회는 보증금을 받지 않습니다. 이러한 주제에는 공공 서비스 품질, 일반 요금 수준, 보류 중인 요금 적용, 연료 또는 전력원이 포함됩니다.

IMPORMASYON PARA SA CUSTOMER

Kung sa palagay mo ay may mali sa iyong bill o kung may tanong ka tungkol sa iyong serbisyo o kung hindi ka pa rin masisiyahan sa sagot ng kumpanya matapos mong makipag-ugnayan sa amin, maaari kang magsumite ng reklamo sa Komisyon sa Mga Pampublikong Utility 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 pinapangasiwaan ng Sangay para sa Mga Ugnayan sa Consumer (Consumer Affairs Branch, CAB) ng CPUC, na makakaugnayan sa pamamagitan ng mga sumusunod na paraan kung ayaw mong isumite ang iyong 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, 3rd Floor, San Francisco, CA 94102

Kung mayroon kang mga limitasyon sa pandinig o pagsasalita, i-dial ang 711 upang makaugnayan ang Serbisyo sa Pag-relay ng California (California Relay Service), na para sa mga nangangailangan ng direktang tulong sa pag-relay ng mga pag-uusap sa telepono, pati sa kanilang mga kaibigan, pamilya, at contact sa negosyo.

Kung gusto mong masagot kaagad ang iyong mga tawag sa iyong paraan ng komunikasyon, i-dial ang isa sa mga toll-free na numerong partikular sa wika sa ibaba upang mairuta sa provider ng Serbisyo sa Pag-relay ng California.

Uri ng Tawag	Wika	Toll - free na 800 na Numero
TTY/VCO/HCO sa Boses	English	1-800-735-2929
	Spanish	1-800-855-3000
Boses sa TTY/VCO/HCO na Boses	English	1-800-735-2922
	Spanish	1-800-855-3000
Mula o patungong Speech-to-Speech	English Spanish	1-800-854-7784

Upang hindi ma-off ang serbisyo habang hinihintay mo ang resulta ng isang reklamo sa CPUC na sa partikular ay tungkol sa katumpakan ng iyong bill, mangyaring makipag-ugnayan sa CAB para sa tulong. Kung nakakatugon ang iyong kaso sa mga pamantayan sa pagiging kwalipikado, bibigyan ka ng CAB ng mga tagubilin sa kung paano magpadala ng tseke o money order sa pamamagitan ng koreo, na mai-impound habang hindi pa nalulutas ang iyong kaso.

Dapat mong patuloy na bayaran ang iyong mga bayarin sa kasalukuyan habang sinusuri ang iyong reklamo upang mapanatiling naka-on ang iyong serbisyo. Kung hindi mababayaran ang isang bill sa takdang panahon at hahantong ang hindi pagbabayad sa alitang ito, dapat sundin ang mga panuntunan para sa paghinto ng serbisyo dahil sa hindi pagbabayad, gaya ng nakasaad sa Panuntunan sa Taripa (Tariff Rule) Blg. 11.B.1.

Hindi tatanggap ang Komisyon, gayunpaman, ng mga deposito kapag mukhang tungkol ang alitan sa mga usaping hindi direktang nauugnay sa katumpakan ng bill. Kasama sa mga nasabing usapin ang kalidad ng serbisyo ng utility, pangkalahatang antas ng mga rate, mga nakabinbing aplikasyon para sa rate, at mapagkukunan ng fuel o power.

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](http://www.sjwater.com) or to schedule an appointment call Customer Service at 408-279-7900 or e-mail [conservation@sjwater.com](mailto:conservation@sjwater.com).

SAN JOSE WATER COMPANY (U168W) Revised

San Jose, California

Canceling Revised

Cal. P.U.C. Sheet No. 2079-W

Cal. P.U.C. Sheet No. 1943-W

**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. 550

JOHN TANG

Date Filed \_\_\_\_\_

Vice President,

Effective \_\_\_\_\_

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Regulatory Affairs

Resolution No. \_\_\_\_\_

TITLE



BILLING INFORMATION

CURRENT CHARGES

INFORMATION & ANNOUNCEMENTS

CONSUMPTION HISTORY

Please Return This Portion With Your Payment

PAYMENT DUE BY:

TOTAL DUE

AMOUNT ENCLOSED

## 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, 3rd Floor, 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. If 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.

### 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](http://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](http://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 this bill, please contact our office immediately to discuss possible payment arrangements including applying for an extension of time, requesting a deferred, reduced or alternative payment schedule. 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](mailto:Customer.Service@sjwater.com).**

### 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](http://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**

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