

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

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

(To be inserted by utility)

Advice No. 550

Dec. No. \_\_\_\_\_

Issued by

JOHN TANG

Vice President,

Regulatory Affairs

TITLE

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

Date Filed 05/07/2020

Effective 02/01/2020

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

## 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.

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.