

11142 GARVEY AVENUE
EL MONTE, CALIFORNIA 91733

Revised
Cancelling Revised

Cal. P.U.C. Sheet No. 3298-W
Cal. P.U.C. Sheet No. 3019-W

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. In some cases, customers may have the option to receive notices via electronic means (such as email, text message, or, portable device "apps") as an alternative to, or in addition to, written notice on paper, depending on the type of notice.

(N)
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(N)

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 prior to discontinuance by telephone or written notice.

(1) Written notice shall be mailed to the address of the customer of the residence to which the residential service is provided.

(2) 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.D.

(3) Telephone notice shall be to the customer of record. In providing such notice by telephone, the utility shall offer to: (i) provide the customer with a written copy of the utility's policy on discontinuation of service due to nonpayment; and (ii) discuss options available to the 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.

(4) 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 the discontinuation of service for nonpayment.

(continued)

(To be inserted by utility)
Advice Letter No. 592-W
Decision No.

Issued by
J. M. Reiker
NAME
Vice President of Regulatory Affairs
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed 08/18/2023
Effective 10/01/2023
Resolution No.

11142 GARVEY AVENUE
EL MONTE, CALIFORNIA 91733

Revised
Cancelling Original

Cal. P.U.C. Sheet No. 3299-W
Cal. P.U.C. Sheet No. 2996-W

Rule No. 8

NOTICES
(continued)

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, to an authorized representative of the utility, by electronic mail, or by a message on the utility's website or customer service portal. (N)
2. Customers who which to qualify for consideration under Rule 11.B.1.d must have presented evidence to the utility establishing their status. (N)
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 disability must be by certification from a licensed physician, public health nurse or social worker.

(To be inserted by utility)

Issued by

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

Advice Letter No. 592-W

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Date Filed 08/18/2023

Decision No.

NAME

Effective 10/01/2023

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Resolution No.

Rule No. 8

NOTICES
(continued)

A. Notice to Customers (continued)

3. 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 made 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 and 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 as prescribed in Rule 5.D. (T) (T)

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)

(To be inserted by utility)

Advice Letter No. 547-W

Decision No.

Issued by

J. M. Reiker

NAME

Vice President of Regulatory Affairs

TITLE

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

Date Filed 04/29/2020

Effective 04/08/2020

Resolution No.