

# SAN GABRIEL VALLEY WATER COMPANY

December 17, 2018

Advice Letter 535

U337W

## TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

San Gabriel Valley Water Company ("San Gabriel") hereby requests ministerial review of the following changes in tariff sheets applicable to its Los Angeles County and Fontana Water Company divisions:

<u>CPUC Sheet No.</u>	<u>Title</u>	<u>Schedule No.</u>	<u>Canceling CPUC Sheet No.</u>
2923-W	Rule No. 5: Special Information Required on Forms	N/A	1307-W
2924-W	Rule No. 5: Special Information Required on Forms (cont.)	N/A	1307-W
2925-W	Rule No. 5: Special Information Required on Forms (cont.)	N/A	1308-W/ 1309-W
2926-W	Rule No. 5: Special Information Required on Forms (cont.)	N/A	1309-W
2927-W	Rule No. 10: Disputed Bills	N/A	980-W
2928-W	Rule No. 10: Disputed Bills (cont.)	N/A	980-W
2929-W	Form No. 3: Bill for Service - Los Angeles County Division	N/A	2800-W
2930-W	Form No. 3: Bill for Service - Fontana Water Company Division	N/A	2801-W
2931-W	Form No. 7: Reminder Notice - Los Angeles County Division	N/A	2802-W
2932-W	Form No. 7: Reminder Notice - Fontana Water Company Division	N/A	2803-W
2933-W	Form No. 7a: Urgent Notice - Los Angeles County Division	N/A	1152-W
2934-W	Form No. 7a: Urgent Notice - Fontana Water Company Division	N/A	1153-W
2935-W	Table of Contents (continued)	N/A	2804-W
2936-W	Table of Contents (continued)	N/A	2805-W
2937-W	Table of Contents (continued)	N/A	2871-W
2938-W	Table of Contents	N/A	2922-W

In accordance with direction provided by the California Public Utilities Commission's (Commission) Consumer Protection and Enforcement Division, dated November 26, 2018, San

Gabriel submits this advice letter to update certain language contained in tariffed Rules and Forms.

In an effort to better serve California's consumers, the Commission is requiring San Gabriel to update to certain portions of its billing statements and related tariffs to provide a more clear and consistent direction to allow consumers to request assistance by contacting the CPUC's Consumer Affairs Branch ("CAB").

Updates of the provided contact information are required to be made within 120 days, with exceptions as outlined in Resolution CSD-5. The Resolution further requires updating tariffs that contain CAB contact information, grants exception to 30-day notice requirements, and allows for exhausting supplies of preprinted forms or documents before updating CAB contact information.

This advice letter is submitted in accordance with General Order No. 96-B. **San Gabriel designates this advice letter as Tier 1.** San Gabriel requests that this advice letter become effective immediately.

#### **Notice of Proposed Changes**

In accordance with Water Industry Rule 3.3 of General Order 96-B, San Gabriel will post this advice letter to its websites [www.sgvwater.com](http://www.sgvwater.com) and [www.fontanawater.com](http://www.fontanawater.com). Finally, distribution of this advice letter is being made to the attached service lists in accordance with Water Industry Rule 4.1 of General Order No. 96-B. No other parties have requested notification of tariff filings related to the Los Angeles County or Fontana Water Company divisions.

#### **Protest and Responses**

Anyone may respond to or protest this advice letter. A response supports the filing and may contain information that proves 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 are:

- (1) San Gabriel 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 San Gabriel 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;

December 17, 2018

- (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  
e-mail: [water\\_division@cpuc.ca.gov](mailto: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 San Gabriel addressed as follows:

San Gabriel Valley Water Company  
Vice President of Regulatory Affairs  
11142 Garvey Avenue  
El Monte, CA 91733  
FAX: (626)448-5530 or  
e-mail: [jmreiker@sqvwater.com](mailto:jmreiker@sqvwater.com)

The advice letter process does not provide for any responses, protests or comments, except for San Gabriel's reply, after the 20-day comment period.

Replies: San Gabriel will reply to each protest and may reply to any response. Each reply must be received by the Water Division within 5 business days after the end of the protest period, and shall be served on the same day to the person who filed the protest or response.

If you have not received a reply to your protest within 10 business days, contact me at (626) 448-6183.



Joel M. Reiker  
Vice President of Regulatory Affairs

cc: James Boothe, CPUC – Water Division  
Victor Chan, CPUC – Water Branch, Cal PA  
Richard Smith, CPUC – Water Branch, Cal PA

**Rule No. 5****SPECIAL INFORMATION REQUIRED ON FORMS****A. Contracts**

Each contract for service will contain substantially the following provisions:

1. Unless exempted by the Public Utilities Commission;

"This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction."

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

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

**B. Bill for Service**

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

"This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing. If you believe there is an error on your bill or have a question about your service, please call San Gabriel Valley Water Company customer support.

[telephone numbers]

If you are not satisfied with San Gabriel Valley 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:

(continued)

(T)

(T)

(To be inserted by utility)

Advice Letter No. 535

Decision No. \_\_\_\_\_

Issued by

R. W. Nicholson  
NAME

President  
TITLE

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

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

Effective \_\_\_\_\_

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

**Rule No. 5**

**SPECIAL INFORMATION REQUIRED ON FORMS**

*(continued)*

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

Telephone 1-800-649-7570 (8:30 AM to 4:30 PM,  
Monday through Friday)  
Mail California Public Utilities Commission,  
Consumer Affairs Branch,  
505 Van Ness Avenue, Room 2003  
San Francisco, CA 94102

(T)

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

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

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on."

(T)

*(continued)*

(To be inserted by utility)

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**Rule No. 5**

**SPECIAL INFORMATION REQUIRED ON FORMS**

*(continued)*

**C. Customer's Deposit Receipt**

Each receipt for cash deposit to establish or re-establish credit for service will contain the following statements:

This deposit, may be applied to unpaid balances where service has been discontinued by the utility for non-payment of bills.

This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, at 1/12 per cent per month (7% annually) upon discontinuance of service, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for non-payment.

**D. Discontinuance of Service Notice**

Every notice of discontinuance of service for nonpayment 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 the delinquency.
- (3) The date by which payment or arrangements for payment is required in order to avoid discontinuance.
- (4) The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
- (5) The procedure by which the customer may request amortization of the unpaid charges.
- (6) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
- (7) The name, address, and telephone number of a representative of the water utility who can provide additional information and assist users in continuing service or in making arrangements for payment.

*(continued)*

(To be inserted by utility)

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**Rule No. 5**

**SPECIAL INFORMATION REQUIRED ON FORMS**

*(continued)*

**D. Discontinuance of Service Notice *(continued)***

- (8) The contact information for the Commission's Consumer Affairs Branch to which inquiries by the customer may be directed is:

Mail California Public Utilities Commission  
Consumer Affairs Branch  
505 Van Ness Avenue, Room 2003  
San Francisco, CA 94102

Website <http://www.cpuc.ca.gov/complaints/>

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

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

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

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

(To be inserted by utility)

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

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

**B. Notice of Deposit to Avoid Discontinuance**

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

"If you are not satisfied with San Gabriel Valley Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)  
Mail California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

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

(T)

(T)

*(continued)*

(To be inserted by utility)

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**Rule No. 10**

**DISPUTED BILLS**

*(continued)*

**B. Notice of Deposit to Avoid Discontinuance *(continued)***

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."

**C. Commission Appeal**

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

1. To avoid discontinuance of service, in lieu of paying the disputed bill the customer may deposit, with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, the amount claimed by the utility to be due.
2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the dispute of the amount of the bill.

*(continued)*

(To be inserted by utility)

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

Form No. 3

BILL FOR SERVICE  
Los Angeles County Division

See Following Two Pages for Sample Form

(T)

(To be inserted by utility)

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

Effective \_\_\_\_\_

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



PO Box 5970 • El Monte, CA 91734-1970

Customer Service Hours: Monday - Friday 8:00 AM - 5:00 PM  
Phone Number/Email: 1-626-448-6183 customerservice@sgvwater.com

### Special Message

CALIFORNIA IS IN A SEVERE DROUGHT PLEASE CONSERVE WATER GO TO: WWW.BEWATERWISE.COM OR WWW.SAVEOURH2O.ORG FOR HELPFUL CONSERVATION TIPS.

Keep this portion for your records

[1/1]

### Account Information

Customer Name: WATER CUSTOMER  
Account Number: 0-0-000-0000-0-1  
Service Address: 1234 WATER WAY  
Customer Class: RESIDENTIAL  
Connection No.: L12093  
Rate Schedule: LA-1C  
Meter Size: 5/8 INCH  
Date of Presentation (Date of Bill): 12/01/2017  
PAST DUE DATE: 12/20/2017

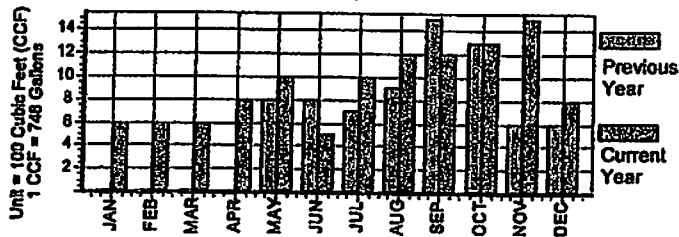
### Current Charges

SERVICE CHARGE \$22.430  
QUANTITY CHARGES  
Tier 1 8 CCF @ \$3.713 \$29.702  
PUC Surcharge \$.014350% \$.748  
Utility Users Tax \$1.56  
This bill includes \$.212800 per ccf to support the CARW program.  
TOTAL CURRENT WATER CHARGES \$54.44

### Service Information

Meter Number	Reading Dates		Meter Reading		Usage
	From	To	Previous	Present	
72710865	10/31/2017	11/30/2017	644	652	8

Compare Your Monthly Water



BILLING PERIOD	BILLING DAYS	TOTAL USAGE IN CCF	AVG DAILY USAGE IN CCF
10/31/2016 - 11/30/2016	30	6	.2
10/31/2017 - 11/30/2017	30	8	.3

### Amount Now Due

Previous Balance \$82.55  
11/14/2017 Payment \$82.55  
TOTAL CURRENT WATER CHARGES \$54.44

TOTAL AMOUNT NOW DUE \$54.44

\*\*\*DO NOT PAY THIS AMOUNT\*\*\*  
\$54.44 will automatically be deducted from your Bank Account on or about 12/15/2017

PLEASE HELP CONSERVE WATER Please see other side for addresses of Company offices and payment methods.

Form No 3

Please return this portion along with your payment.



SAN GABRIEL VALLEY WATER COMPANY  
PO Box 5970 • El Monte, CA 91734-1970

Customer Service Hours: Monday - Friday 8:00 AM - 5:00 PM  
Phone Number: 1-626-448-6183 customerservice@sgvwater.com

GAB1206T MIXED AADC 926  
7000000323 00.0002.0286 323/1



WATER CUSTOMER  
1234 WATER WAY  
SAN GABRIEL CA 91734-4321

Account Number: 0-0-000-0000-0-1  
Service Address: 1234 WATER WAY  
Date of Presentation (Date of Bill): 12/01/2017  
PAST DUE DATE: 12/20/2017

OR  
L12093

THIS BILL IS NOW DUE AND PAYABLE

\$54.44

Amount Now Due

'DO NOT PAY - AUTOPAY'

Amount Enclosed

\* This amount will be deducted from your account on 12/15/2017

SAN GABRIEL VALLEY WATER COMPANY  
PO BOX 5970  
EL MONTE, CA 91734-1970

0000000000010000054445

## DISPUTED BILLS AND COMPLAINTS

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days after date of bill. If you believe there is an error on your bill or have a question about your service, please call San Gabriel Valley Water Company customer support:

• El Monte (626) 448-6183 • Whittier (562) 699-1041, or • Industry (626) 330-1628

If you are not satisfied with San Gabriel Valley Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)  
Mail California Public Utilities Commission, Consumer Affairs Branch,  
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

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

Type of call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English Spanish	1-800-735-2929 1-800-855-3000
Voice to TTY/VCO/HCO	English Spanish	1-800-735-2922 1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7734

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.

## PAYMENT METHODS

### PAY BY MAIL

Mail a check, money order, or cashier's check using the enclosed envelope to the PO Box on the front of this bill. Please include the stub portion of the bill.

### AUTO PAY

Auto pay is a preauthorized payment program. This program requires a financial account, such as a checking account at a bank or credit union. To enroll, obtain an application online at [www.sgvwater.com](http://www.sgvwater.com) or call customer service at 626-448-6183.

### PAY IN PERSON

We accept payments in any one of the Company Offices. Payment must be in the form of cash, check, or money order.

### PAY BY PHONE

Payments may be made through our automated phone system with a debit card, credit card, or electronic check by calling 844-232-8664. A third party convenience fee applies.

### PAY ONLINE

Payments may be made using our approved third party vendor. To make a payment online, visit [www.sgvwater.com](http://www.sgvwater.com). Forms of payment accepted are debit card, credit card, or electronic check. A third-party convenience fee applies.

## USING YOUR FINANCIAL INSTITUTION'S BILL PAY SERVICE

We accept payment from your financial institution's bill pay system. This payment option may take additional processing time versus other payment methods. Please plan accordingly. Your online payment must include the account number. Failure to include your account number may result in payment delay.

## PAST DUE BILLS

Bills for service are due and payable upon presentation. A bill is considered past due if not paid within 19-days from the date of bill.

## UTILITY RULES AND RATES

The full text of our rules and rates are available for inspection on our website at [www.sgvwater.com](http://www.sgvwater.com).

## EXPLANATION OF BILLING TERMS

CCF: Unit of water measurement called Hundred Cubic Feet abbreviated as CCF and is equal to 748 gallons.

CURRENT CHARGES: The amount due for the current month's usage.

PAST DUE BALANCE: The amount unpaid from previous bill cycle(s).

SERVICE CHARGE: The service charge is a readiness-to-serve charge determined by your meter size. Your meter size is shown on the front of your bill.

QUANTITY CHARGE: The quantity or usage charge is determined by the amount of your water usage within the designated tier.

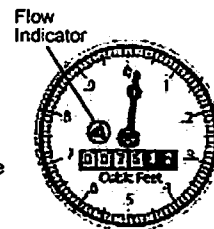
PUC SURCHARGE: A fee used to fund regulation by the California Public Utility Commission.

DATE OF PRESENTATION (DATE OF BILL): The date upon which a bill or notice is mailed or delivered by the company to the customer.

## DID YOU KNOW YOUR WATER METER CAN HELP YOU DETECT LEAKS?

Follow these simple steps:

1. Make sure all running water/devices are shut off inside and outside your home.
2. Go to your water meter box and remove the lid. Please use caution as the lid can be heavy.
3. Look at the flow indicator. If it is spinning, you may have a leak.
4. Repeat the test to be certain all water is off.
5. If you suspect a leak, try to locate it and fix immediately. Need help? Call us!



## COMPANY OFFICES

### EL MONTE

11142 Garvey Avenue  
El Monte, CA 91733  
Phone (626) 448-6183

### WHITTIER

11579 Hadley Street  
Whittier, CA 90606  
Phone (562) 699-1041

### INDUSTRY

14404 Valley Blvd.  
Industry, CA 91746  
Phone (626) 330-1628

Form No. 3

BILL FOR SERVICE

Fontana Water Company Division

See Following Two Pages for Sample Form

(T)

(To be inserted by utility)

Advice Letter No. 535

Decision No. \_\_\_\_\_

*Issued by*

R.W. Nicholson

NAME

President

TITLE

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

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



PO Box 5970 • El Monte, CA 91734-1970

Customer Service Hours: Monday - Friday 8:00 AM - 5:00 PM  
Phone Number/Email: 1-909-822-2201 customerservice@fontanawater.com

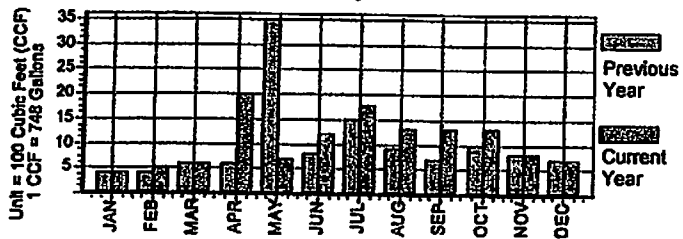
### Special Message

CALIFORNIA IS IN A SEVERE DROUGHT PLEASE CONSERVE WATER GO TO: WWW.BEWATERWISE.COM OR WWW.SAVEOURH2O.ORG FOR HELPFUL CONSERVATION TIPS.

### Service Information

Meter Number	Reading Dates		Meter Reading		Usage
	From	To	Previous	Present	
61892408	10/31/2017	11/30/2017	3158	3165	7

Compare Your Monthly Water



BILLING PERIOD	BILLING DAYS	TOTAL USAGE IN CCF	AVG DAILY USAGE IN CCF
10/31/2016 - 11/29/2016	29	7	.2
10/31/2017 - 11/30/2017	30	7	.2

Keep this portion for your records

[1/1]

### Account Information

Customer Name: WATER CUSTOMER  
Account Number: 0-0-000-0000-0-2  
Service Address: 5678 WATER WAY  
Customer Class: RESIDENTIAL  
Connection No.: F56213  
Rate Schedule: FO-1C  
Meter Size: 1 INCH  
Date of Presentation (Date of Bill): 12/01/2017  
PAST DUE DATE: 12/20/2017

### Current Charges

SERVICE CHARGE \$42.120  
QUANTITY CHARGES  
Tier 1 7 CCF @ \$3.804 \$26.625  
PUC Surcharge \$.014350% \$.987  
This bill includes \$.242500 per ccf to support the CARW program.  
TOTAL CURRENT WATER CHARGES \$69.73

### Amount Now Due

Previous Balance \$73.59  
11/14/2017 Payment \$-73.59  
TOTAL CURRENT WATER CHARGES \$69.73  
TOTAL AMOUNT NOW DUE \$69.73

\*\*\*DO NOT PAY THIS AMOUNT\*\*\*  
\$69.73 will automatically be deducted from your Bank Account on or about 12/15/2017

PLEASE HELP CONSERVE WATER Please see other side for addresses of Company offices and payment methods.

Form No 3

Please return this portion along with your payment.



FONTANA WATER COMPANY  
PO Box 5970 • El Monte, CA 91734-1970

Customer Service Hours: Monday - Friday 8:00 AM - 5:00 PM  
Phone Number: 1-909-822-2201 customerservice@fontanawater.com

GAB1206T MIXED AADC 926  
7000000245 00.0002.0208 245/1



WATER CUSTOMER  
5678 WATER WAY  
LOS ANGELES CA 90027-6309

Account Number: 0-0-000-0000-0-2  
Service Address: 5678 WATER WAY  
Date of Presentation (Date of Bill): 12/01/2017  
PAST DUE DATE: 12/20/2017

4 R  
F56213

**THIS BILL IS NOW DUE AND PAYABLE**

\$69.73

Amount Now Due

'DO NOT PAY - AUTOPAY'

Amount Enclosed

\* This amount will be deducted from your account on 12/15/2017



FONTANA WATER COMPANY  
PO BOX 5970  
EL MONTE, CA 91734-1970

0000000000020000069732

## DISPUTED BILLS AND COMPLAINTS

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days after date of bill. If you believe there is an error on your bill or have a question about your service, please call Fontana Water Company customer support at (909) 822-2201. If you are not satisfied with Fontana Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)  
Mail California Public Utilities Commission, Consumer Affairs Branch,  
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

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

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

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

## PAYMENT METHODS

### PAY BY MAIL

Mail a check, money order, or cashier's check using the enclosed envelope to the PO Box on the front of this bill. Please include the stub portion of the bill.

### AUTO PAY

Auto pay is a preauthorized payment program. This program requires a financial account, such as a checking account at a bank or credit union. To enroll, obtain an application online at [www.fontanawater.com](http://www.fontanawater.com) or call customer service at 909-822-2201.

### PAY IN PERSON

We accept payments in any one of the Company Offices. Payment must be in the form of cash, check, or money order.

### PAY BY PHONE

Payments may be made through our automated phone system with a debit card, credit card, or electronic check by calling 844-842-6466. A third party convenience fee applies.

### PAY ONLINE

Payments may be made using our approved third party vendor. To make a payment online, visit [www.fontanawater.com](http://www.fontanawater.com). Forms of payment accepted are debit card, credit card, or electronic check. A third-party convenience fee applies.

## USING YOUR FINANCIAL INSTITUTION'S BILL PAY SERVICE

We accept payment from your financial institution's bill pay system. This payment option may take additional processing time versus other payment methods. Please plan accordingly. Your online payment must include the account number. Failure to include your account number may result in payment delay.

## PAST DUE BILLS

Bills for service are due and payable upon presentation. A bill is considered past due if not paid within 19-days from the date of bill.

## UTILITY RULES AND RATES

The full text of our rules and rates are available for inspection on our website at [www.fontanawater.com](http://www.fontanawater.com).

## EXPLANATION OF BILLING TERMS

CCF: Unit of water measurement called Hundred Cubic Feet abbreviated as CCF and is equal to 748 gallons.

CURRENT CHARGES: The amount due for the current month's usage

PAST DUE BALANCE: The amount unpaid from previous bill cycle(s).

SERVICE CHARGE: The service charge is a readiness-to-serve charge determined by your meter size. Your meter size is shown on the front of your bill.

QUANTITY CHARGE: The quantity or usage charge is determined by the amount of your water usage within the designated tier.

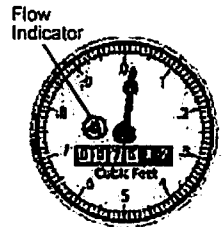
PUC SURCHARGE: A fee used to fund regulation by the California Public Utility Commission.

DATE OF PRESENTATION (DATE OF BILL): The date upon which a bill or notice is mailed or delivered by the company to the customer.

## DID YOU KNOW YOUR WATER METER CAN HELP YOU DETECT LEAKS?

Follow these simple steps:

1. Make sure all running water/devices are shut off inside and outside your home.
2. Go to your water meter box and remove the lid. Please use caution as the lid can be heavy.
3. Look at the flow indicator. If it is spinning, you may have a leak.
4. Repeat the test to be certain all water is off.
5. If you suspect a leak, try to locate it and fix immediately. Need help? Call us!



## FONTANA WATER COMPANY

15966 Arrow Route  
Fontana, CA 92335  
Phone (909) 822-2201

Form No. 7

REMINDER NOTICE  
Los Angeles County Division

See Following Two Pages for Sample Form

(T)

(To be inserted by utility)

Advice Letter No. 535

Decision No. \_\_\_\_\_

*Issued by*

R.W. Nicholson

NAME

President

TITLE

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

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

Effective \_\_\_\_\_

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





PO Box 5970 • El Monte, CA 91734-1970

Customer Service Hours:  
Monday -Friday  
8:00 AM - 5:00 PM

Phone Number/Email:  
1-626-448-6183  
customerservice@sgvwater.com

Keep this portion for your records

[2/4]

**Account Information**

Customer Name:  
Account Number: 1-1-034-4190-6-1  
Service Address: 11335 SPC 1F THIENES  
Customer Class: Commercial  
Connection: L90481  
Rate Schedule: LA-1  
Meter Size: 5/8 INCH  
Date of Presentation: 11/13/2017  
EXPIRATION DATE: 12/15/2017

## Have you forgotten?

When this notice was mailed payment of your water bill had not been received. Your bill, which covers the period 10/12/2017 to 11/09/2017, is now past due.

As we do not wish to cause you any inconvenience by discontinuing your water service, the Expiration Date for payment of your bill has been extended to the date printed above. If payment is not received IN OUR OFFICE by the Expiration Date, service will be discontinued on 12/18/2017. For information concerning payment arrangements, please see other side of this notice.

Payment can be made by return mail in the envelope provided, in person at any one of the company offices, by phone 844-232-8664, or online at [www.sgvwater.com/paymybill](http://www.sgvwater.com/paymybill). A third party convenience fee applies to payments made by phone or online. The company has no other authorized paying stations. For your convenience a night drop for payment is available at each company office.

WE CANNOT BE RESPONSIBLE FOR PAYMENTS DELAYED IN REACHING OUR OFFICE WHEN PAYMENT IS MADE AT A PAYING STATION AND NOT AT THE COMPANY OFFICE.

If payment has recently been made, please disregard this notice.



SAN GABRIEL VALLEY WATER COMPANY  
PO Box 5970 • El Monte, CA 91734-1970

Customer Service Hours:  
Monday -Friday  
8:00 AM - 5:00 PM

Phone Number:  
1-626-448-6183  
customerservice@sgvwater.com

Please return bottom portion along with your payment.

**REMINDER NOTICE**

Account Number: 1-1-034-4190-6-1  
Service Address: 11335 SPC 1F THIENES  
Date of Bill: 12/01/2017  
EXPIRATION DATE: 12/15/2017

**THIS BILL IS NOW PAST DUE AND MUST  
BE PAID BY THE EXPIRATION DATE**

\$26.66

Amount Now Due

Amount Enclosed

GAB1206T  
2000000310 30/2

SAN GABRIEL VALLEY WATER COMPANY  
PO BOX 5970  
EL MONTE, CA 91734-1970

1103441906130000026666

**PLEASE NOTE** - If water service is discontinued for non-payment of a bill there will be a charge of \$25.00 for reconnection of service during regular working hours. If the request for reconnection is received after 3:30 p.m. for same day reconnection of service then the charge will be \$40.00. In addition, to guarantee future payment of water bills, a deposit may be required in an amount equal to twice an estimated average bill.

#### ADDITIONAL INFORMATION

Any residential customer who has, before discontinuance of service, made a request for extension of the payment period of a bill which the customer believes to be beyond the means of the customer to pay in full within the normal period of payment, shall be given an opportunity for review of the request by the company. The company's review will consider whether the customer should be permitted to pay any unpaid balance of the delinquent account over a reasonable period of time, not to exceed 12 months. Water Service will not be discontinued for any customer complying with such a payment agreement, if the customer also keeps the account current as charges accrue in each subsequent billing period. A complete statement of discontinuance of service policy and customers' remedies is available or our website at [www.sgvwater.com](http://www.sgvwater.com)

In order for a customer to institute arrangements for payment of the bill, or to initiate a complaint or request an investigation concerning service or charges, the customer should contact a representative of the company either in person at one of its offices or by calling the phone number shown on the other side of this notice.

If you believe there is an error on your bill or have a question about your service, please call **San Gabriel Valley Water Company** customer support:

• El Monte (626) 448-6183

• Whittier (562) 699-1041, or

• Industry (626) 330-1628

If you are not satisfied with **San Gabriel Valley Water Company's** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

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

Mail California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

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

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From or to Speech-to-Speech	English & Spanish	1-800-954-7784

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#### COMPANY OFFICES

##### EL MONTE

11142 Garvey Avenue  
El Monte, CA 91733  
Phone (626) 448-6183

##### WHITTIER

11579 Hadley Street  
Whittier, CA 90606  
Phone (562) 699-1041

##### INDUSTRY

14404 Valley Blvd.  
Industry, CA 91746  
Phone (626) 330-1628

Form No. 7

REMINDER NOTICE

Fontana Water Company Division

See Following Two Pages for Sample Form

(T)

(To be inserted by utility)

Advice Letter No. 535

Decision No. \_\_\_\_\_

*Issued by*

R.W. Nicholson

NAME

President

TITLE

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

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

Effective \_\_\_\_\_

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



PO Box 5970 • El Monte, CA 91734-1970

Customer Service Hours: Monday - Friday 8:00 AM - 5:00 PM  
Phone Number/Email: 1-809-822-2201 customerservice@fontanawater.com

Keep this portion for your records

[1/2]

### Account Information

Customer Name:  
Account Number: 3-5-145-6850-0-0  
Service Address: 16345 FOOTHILL  
Customer Class: Commercial  
Connection: F78128  
Rate Schedule: FO-1  
Meter Size: 1 INCH  
Date of Presentation: 11/13/2017  
EXPIRATION DATE: 12/15/2017

## Have you forgotten?

When this notice was mailed payment of your water bill had not been received. Your bill, which covers the period 10/17/2017 to 11/09/2017, is now past due.

As we do not wish to cause you any inconvenience by discontinuing your water service, the Expiration Date for payment of your bill has been extended to the date printed above. If payment is not received IN OUR OFFICE by the Expiration Date, service will be discontinued on 12/18/2017. For information concerning payment arrangements, please see other side of this notice.

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If payment has recently been made, please disregard this notice.



FONTANA WATER COMPANY  
PO Box 5970 • El Monte, CA 91734-1970

Please return bottom portion along with your payment.

### REMINDER NOTICE

Account Number: 3-5-145-6850-0-0  
Service Address: 16345 FOOTHILL  
Date of Bill: 12/01/2017  
EXPIRATION DATE: 12/15/2017

Customer Service Hours: Monday - Friday 8:00 AM - 5:00 PM  
Phone Number: 1-809-822-2201 customerservice@fontanawater.com

F78128

THIS BILL IS NOW PAST DUE AND MUST  
BE PAID BY THE EXPIRATION DATE

\$32.32

Amount Now Due

Amount Enclosed

GAB1206T  
1000000001 1/1

FONTANA WATER COMPANY  
PO BOX 5970  
EL MONTE, CA 91734-1970

3514568500040000032326

**PLEASE NOTE -** If water service is discontinued for non-payment of a bill there will be a charge of \$25.00 for reconnection of service during regular working hours. If the request for reconnection is received after 3:30 p.m. for same day reconnection of service then the charge will be \$40.00. In addition, to guarantee future payment of water bills, a deposit may be required in an amount equal to twice an estimated average bill.

#### ADDITIONAL INFORMATION

Any residential customer who has, before discontinuance of service, made a request for extension of the payment period of a bill which the customer believes to be beyond the means of the customer to pay in full within the normal period of payment, shall be given an opportunity for review of the request by the company. The company's review will consider whether the customer should be permitted to pay any unpaid balance of the delinquent account over a reasonable period of time, not to exceed 12 months. Water Service will not be discontinued for any customer complying with such a payment agreement, if the customer also keeps the account current as charges accrue in each subsequent billing period. A complete statement of discontinuance of service policy and customers' remedies is available or our website at [www.fontanawater.com](http://www.fontanawater.com)

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If you believe there is an error on your bill or have a question about your service, please call Fontana Water Company customer support at (909) 822-2201. If you are not satisfied with Fontana 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:

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From or to Speech-to-Speech	English & Spanish	1-800-854-7784

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#### FONTANA WATER COMPANY

15966 Arrow Route  
Fontana, CA 92335  
Phone (909) 822-2201

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Form No. 7A

URGENT NOTICE  
Los Angeles County Division

See Following Two Pages for Sample Form

(T)

(To be inserted by utility)

Advice Letter No. 535

Decision No. \_\_\_\_\_

*Issued by*

R.W. Nicholson

NAME

President

TITLE

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

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

Effective \_\_\_\_\_

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

# SAN GABRIEL VALLEY WATER COMPANY

PLEASE **BRING** THIS NOTICE WITH  
YOU WHEN MAKING PAYMENT

TURN OFF DATE

ACCOUNT NUMBER

**TOTAL  
AMOUNT  
DUE**

## URGENT NOTICE

DATE OF PRESENTATION

When this notice was prepared payment of the water bill for service at this address had not been received. Water service is scheduled for discontinuance without further notice on the Turn Off Date indicated below unless payment of the bill has been received **IN OUR OFFICE** before 8:00 a.m. on that date.

Only by making payment **AT A COMPANY OFFICE** can discontinuance of service be avoided. For information concerning payment arrangements please see the other side of this notice.

For your convenience a night drop for payment is available at each company office. Please write your Account Number on your check or money order

**DO NOT MAIL THE PAYMENT**

**DO NOT USE A PAYING STATION**

PLEASE NOTE - If water service is discontinued for non-payment of a bill there will be a charge of \$        for reconnection of service during regular working hours. If the request for reconnection is received after 3:30 p.m. for same day reconnection of service then the charge will be \$        . In addition, to guarantee future payment of water bills, a deposit may be required in an amount equal to twice an estimated average bill.

TURN OFF DATE

**TOTAL AMOUNT DUE**

SERVICE ADDRESS

ACCOUNT NUMBER

BUSINESS OFFICE  
PHONE NUMBER

SAN GABRIEL VALLEY WATER COMPANY OFFICES

EL MONTE

11142 Garvey Avenue

WHITTIER

11579 Hadley Street

INDUSTRY

14404 Valley Blvd.

FORM NO. 7A

### ADDITIONAL INFORMATION

Any residential customer who has, before discontinuance of service, made a request for extension of the payment period of a bill which the customer believes to be beyond the means of the customer to pay in full within the normal period of payment, shall be given an opportunity for review of the request by the company. The company's review will consider whether the customer should be permitted to pay any unpaid balance of the delinquent account over a reasonable period of time, not to exceed 12 months. Water service will not be discontinued for any customer complying with such a payment agreement, if the customer also keeps the account current as charges accrue in each subsequent billing. A complete statement of discontinuance of service policy and customers' remedies is available upon request from the company.

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*If you believe there is an error on your bill or have a question about your service, please call **San Gabriel Valley Water Company** customer support:*

♦ El Monte (626) 448-6183 ♦ Whittier (562) 699-1041 ♦ Industry (626) 330-1628 .

*If you are not satisfied with **San Gabriel Valley 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:*

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505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

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Form No. 7a

URGENT NOTICE

Fontana Water Company Division

See Following Two Pages for Sample Form

(T)

(To be inserted by utility)

Advice Letter No. 535

Decision No. \_\_\_\_\_

*Issued by*

R.W. Nicholson

NAME

President

TITLE

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

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

Effective \_\_\_\_\_

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

# FONTANA WATER COMPANY

PLEASE **BRING** THIS NOTICE WITH  
YOU WHEN MAKING PAYMENT

TURN OFF DATE

ACCOUNT NUMBER

**TOTAL  
AMOUNT  
DUE**

## URGENT NOTICE

DATE OF PRESENTATION

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TURN OFF DATE

**TOTAL AMOUNT DUE**

SERVICE ADDRESS

ACCOUNT NUMBER

BUSINESS OFFICE  
PHONE NUMBER

# FONTANA WATER COMPANY

15966 ARROW ROUTE  
FONTANA, CALIFORNIA

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#### ADDITIONAL INFORMATION

Any residential customer who has, before discontinuance of service, made a request for extension of the payment period of a bill which the customer believes to be beyond the means of the customer to pay in full within the normal period of payment, shall be given an opportunity for review of the request by the company. The company's review will consider whether the customer should be permitted to pay any unpaid balance of the delinquent account over a reasonable period of time, not to exceed 12 months. Water service will not be discontinued for any customer complying with such a payment agreement, if the customer also keeps the account current as charges accrue in each subsequent billing period. A complete statement of discontinuance of service policy and customers' remedies is available upon request from the company.

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No. 2 Customer's Guarantee Receipt	359-W	
No. 3 Bill for Service	2929-W	2930-W (T)
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No. 3b Annual Bill Insert	1557-W	1558-W
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(continued)

(To be inserted by utility)

Advice Letter No. 535

Decision No. \_\_\_\_\_

Issued by

R.W. Nicholson

NAME

President

TITLE

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(continued)

<b><u>Subject Matter of Sheet</u></b>	<b><u>C.P.U.C. Sheet No.</u></b>
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5F. Main Extension Contract – SPECIAL FACILITIES SUBDIVISIONS, TRACTS, HOUSING PROJECTS INDUSTRIAL DEVELOPMENTS, COMMERCIAL BUILDINGS, OR SHOPPING CENTERS	917-W
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8 Important Notice	1154-W
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(continued)

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Advice Letter No. 535

Decision No. \_\_\_\_\_

Issued by

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*(continued)*

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**San Gabriel Valley Water Company**  
**Los Angeles County Division**  
**Advice Letter No. 535**

City of Arcadia  
240 West Huntington Drive  
Arcadia, CA 91006

City Clerk, City of Baldwin Park  
14403 East Pacific Avenue  
Baldwin Park, CA 91706

California-American Water Company  
655 W. Broadway, Suite 1410  
San Diego, CA 92101

City of El Monte Water Department  
11333 Valley Boulevard  
El Monte, CA 91734

Industry Public Utilities  
Post Office Box 3165  
City of Industry, CA 91744

City Clerk, City of Irwindale  
5050 North Irwindale Avenue  
Irwindale, CA 91706

City Clerk, City of La Puente  
15900 East Main Street  
La Puente, CA 91744

La Puente Valley County Water District  
112 North 1st Street  
La Puente, CA 91744

City of Montebello  
1600 West Beverly Boulevard  
Montebello, CA 90640

City of Monterey Park Water Department  
320 West Newmark Avenue  
Monterey Park, CA 91754

City of Pico Rivera Water Department  
6615 Passons Boulevard  
Pico Rivera, CA 90660

Pico Water District  
Post Office Box 758  
Pico Rivera, CA 90660-0758

City Clerk, City of West Covina  
1444 West Garvey Avenue  
West Covina, CA 91790

City Clerk, City of Rosemead  
8838 Valley Boulevard  
Rosemead, CA 91770

City Clerk, City of San Gabriel  
425 South Mission Drive  
San Gabriel, CA 91778

San Gabriel County Water District  
8366 East Grand Avenue  
Rosemead, CA 91770

City of Santa Fe Springs Water Department  
Post Office Box 2120  
Santa Fe Springs, CA 90670

City Clerk, City of South El Monte  
1415 Santa Anita Avenue  
South El Monte, CA 91733

Golden State Water Company  
Attn: Ronald Moore, Regulatory Affairs  
630 East Foothill Boulevard  
San Dimas, CA 91773

Suburban Water Systems  
Attn: Bob Kelly  
1211 East Center Court Drive  
Covina, CA 91724-3603

Valley County Water District  
14521 East Ramona Boulevard  
Baldwin Park, CA 91706

City of Whittier Water Department  
13230 East Penn Street  
Whittier, CA 90602

California Public Utilities Commission  
Office of Ratepayer Advocates  
505 Van Ness Avenue  
San Francisco, CA 94102-4208

Kiki Carlson  
Suburban Water Systems  
[kcarlson@swwc.com](mailto:kcarlson@swwc.com)

Liberty Utilities (Park Water) Corp.  
9750 Washburn Road  
P.O. Box 7002  
Downey, CA 90241  
[AdviceLetterService@LibertyUtilities.com](mailto:AdviceLetterService@LibertyUtilities.com)



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Kendall H. MacVey, Esq.  
Best, Best & Krieger, LLP  
3390 University Avenue 5<sup>th</sup> Floor  
Riverside, CA 92501

City of Colton Water Department  
650 North La Cadena Drive  
Colton, CA 92324

Cucamonga Valley Water District  
Post Office Box 638  
Rancho Cucamonga, CA 91730

Debbie Brazill  
Deputy City Manager  
City of Fontana  
8353 Sierra Avenue  
Fontana, CA 92335

Chuck Hays  
Public Works Director  
City of Fontana Public Service Department  
16489 Orange Way  
Fontana, CA 92335

Marvin T. Sawyer, District Counsel  
Fontana Unified School District  
Business Services Office  
9680 Citrus Avenue  
Fontana, CA 92335

Kathleen Rollings-McDonald, Executive Director  
Local Agency Formation Commission for  
San Bernardino County  
215 North D Street, Suite 204  
San Bernardino, CA 92415

City of Ontario Water Department  
303 East B Street  
Ontario, CA 91764

City of Rialto Water Department  
150 South Palm Avenue  
Rialto, CA 92376

West Valley Water District  
Post Office Box 920  
Rialto, CA 92377

Kiki Carlson  
Suburban Water Systems  
[kcarlson@swwc.com](mailto:kcarlson@swwc.com)