

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 12/17/2018

Effective 12/17/2018

Resolution No. _____

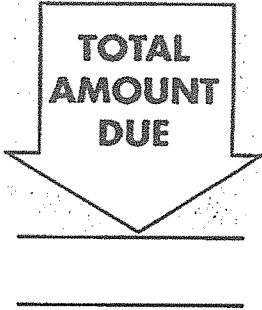
SAN GABRIEL VALLEY WATER COMPANY

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

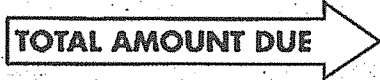
DO NOT MAIL THE PAYMENT

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

WHITTIER

INDUSTRY

11142 Garvey Avenue

11579 Hadley Street

14404 Valley Blvd.

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.

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 Business Office 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 ◊ 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 | 1-800-735-2929 |
| | Spanish | 1-800-855-3000 |
| Voice to TTY/VCO/HCO | English | 1-800-715-2922 |
| | 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.