

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.

El Monte	Industry	Whittier	Fontana
(626) 448-6183	(626) 330-1628	(562) 699-1041	(909) 822-2201

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, 3rd Floor
San Francisco, CA 94102

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(continued)

(To be inserted by utility)

Issued by

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

Advice Letter No. 547-W

J. M. Reiker

Date Filed 04/29/2020

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(continued)

B. Bill for Service (continued)

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 &	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.

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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."

(continued)

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(continued)

D. Discontinuance of Service for Nonpayment - Notice

Every written 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) 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.
- (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 as set forth in Rule No. 11.B.1.d. (T)
- (7) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable. | (T)
- (8) The name, address, and telephone number of a representative of the water utility who can provide additional information and assist customers in continuing service or in making arrangements for payment.

(continued)

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D. Discontinuance of Service for Nonpayment Notice (continued)

(9) The contact information for the Commission's Consumer Affairs Branch to which inquiries by the customer may be directed (as stated in Rule 5.B) is:

(N)

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

(T)

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 occupants in a detached single-family dwelling, multi-unit residential structure, mobile home 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:

(10) The date on which service will be discontinued.

(11) What the occupants are required to do in order to prevent the discontinuance or to reestablish service.

(12) The estimated monthly cost of service.

(13) 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.

Rules 5.C.4 through 5.C.9 are also described in the written policy on discontinuance of service due to nonpayment of bills which is available at <https://www.sgvwater.com/customer-services/disconnection-policy/> and <https://www.fontanawater.com/customer-services/disconnection-policy/>.

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