

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



December 16, 2021

Kiki Carlson
Regulatory Affairs Manager
Suburban Water Systems
1325 N. Grand Ave., Ste. 100
Covina, CA 91724-4044

Dear Ms. Carlson,

The Water Division of the California Public Utilities Commission has approved Suburban Water Systems' Advice Letter No. 360, filed on December 10, 2021, regarding authorization to Update Forms to Reflect the address change for San Jose Hills Service Area.

Enclosed are copies of the following revised tariff sheets, effective December 10, 2021, for the utility's files:

P.U.C. Sheet

No.	Title of Sheet
1806-W	Form No. 3, Bill for Service
1807-W	Form No. 7, Water Shut-Off Notice
1808-W	Form No. 8, Final Water Shut-Off Notice
1809-W	Form No. 9, Waste of Water Notice
1810-W	Form No. 12, Third Party Notification
1811-W	Form No. 13, Application for Construction and Tank Truck Service Under Schedule 9-CF
1812-W	Form No. 16, Collection Notice
1813-W	Form No. 17, Continuous Service Agreement
1814-W	Table of Contents
1815-W	Table of Contents (Continued)

Please contact Jefferson Hancock at JHO@cpuc.ca.gov or 415-703-3453, if you have any questions.

Thank you.

Enclosures

Suburban Water Systems
1325 N. Grand Ave., Suite 100
Covina, CA 91724-4044

Revised _____ Cal. P.U.C. Sheet No. 1806-W
Canceling Revised _____ Cal. P.U.C. Sheet No. 1584-W

Form No. 3
BILL FOR SERVICE

(To be inserted by utility)

Advise Letter No. 360-W

Decision No. _____

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/10/2021

Effective 12/10/2021

Resolution No. _____



Suburban Water Systems

A SouthWest Water Company

P.O. Box 6105, Covina, CA 91722

Customer Service: 562.944.8219 Mon. - Fri.
TTY: 877.405.1710 8 AM - 4:30 PM
Visit us online: www.swwc.com/suburban

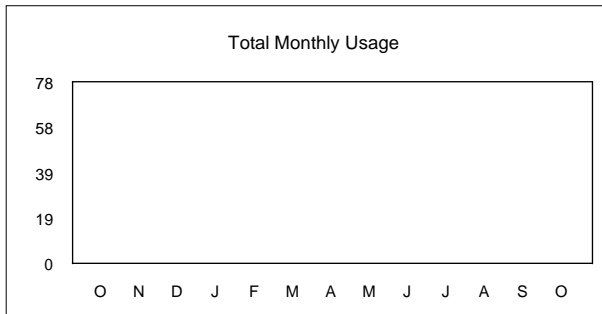
Account Number:
Invoice Number:
Billing Date:
PAST DUE AFTER:
Account Name:
Service Address:

Current Reading Based on Actual

Meter Size	Meter Read Dates		Number Of Days	Meter Reading		Usage CCF	Meter Number
	From	To		From	To		

*CCF (100 Cubic Feet) = 748 Gallons of Water

Water Usage History - 13 Month Usage in CCF*



Account Summary

Previous Balance

Payment Received

Balance Before Current Charges

Service Charge
Water Charge

Public Purpose Program
CPUC Surcharge
Whittier Tax
Local Government Fee
Life Line Fee

Total Current Charges Past Due After

Total Balance Including Current Charges

\$

Message Center

Like US on Facebook for Ongoing Updates, Water Conservation Tips, and Much MORE!
[Facebook.com/SuburbanWater](https://www.facebook.com/SuburbanWater)

Please detach and return the bottom portion with your payment, **pay online** at www.swwc.com/myaccount, or **pay via phone** at 562-944-8219.



Suburban Water Systems

A SouthWest Water Company

P.O. Box 6105, Covina, CA 91722

Billing Date:
Account Number:
Service Address:

**POST OFFICE
BOX 6105**

**Total
Now Due**

\$

IMPORTANT INFORMATION REGARDING THIS BILL

This bill is now due and payable upon receipt.

It becomes past due after the date shown on the front of this bill.

If you question the amount of this bill, you must request an explanation in person or by telephone from Suburban Water Systems at the office servicing your area within five (5) days of receiving this bill. The address and the telephone numbers are listed below:

DISPUTED BILLS ONLY

If you believe there is an error on your bill or have a question about service, please call **Suburban Water Systems** customer support at either (626) 543-2640 or (562) 944-8219.

If you are not satisfied with **Suburban Water Systems'** 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	(800) 735-2929 (800) 855-3000
Voice to TTY /VCO/HCO	English Spanish	(800) 735-2922 (800) 855-3000
From or to Speech-to-Speech	English & Spanish	(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.

IMPORTANT INFORMATION

This bill contains key information in large print. By contacting your local Suburban Water Systems office or by visiting www.swwc.com/suburban, you may find out a variety of information including facts on conservation rates which may help you to see an annual reduction on your bill. You can also obtain an application for our Low-Income Rate Assistance Program where some customers may qualify for a monthly billing adjustment.

Esta factura contiene informacion importante en letras grandes. Poniendose en contacto con su oficina local de Suburban Water Systems o visitando www.swwc.com/suburban, usted puede encontrar una variedad de informacion, incluyendo datos sobre tarifas de conservacion, que pueden ayudar con la reduccion anual de su factura.

Tambien puede obtener una solicitud para nuestro programa de Asistencia con la tarifa de Bajos Ingresos, donde algunos clientes pueden calificar para un ajuste en su factura mensual.

WHITTIER/LA MIRADA DISTRICT
15088 ROSECRANS AVE LA
MIRADA, CA 90638
(562) 944-8219 or (800) 203-5430
TTY(877) 405-1710

SAN JOSE HILLS DISTRICT
1325 NORTH GRAND AVENUE, SUITE 100
COVINA, CA 91724
(626) 543-2640 or (800) 203-5430
TTY(877) 405-1710

Suburban Water Systems
1325 N. Grand Ave., Suite 100
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 1807-W
Canceling Revised Cal. P.U.C. Sheet No. 1626-W

Form No. 7
WATER SHUT-OFF NOTICE

(To be inserted by utility)

Advise Letter No. 360-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/10/2021

Effective 12/10/2021

Resolution No.



**Suburban
Water Systems**

A SouthWest Water Company

1325 North Grand Avenue Suite 100
Covina, CA 91724

For Questions Call (626) 543-2640
Monday-Friday 8:00A.M. to 4:30 P.M.

Date Of Notice:

Service Address:

Account Name:

Account Number:

WATER SHUT-OFF NOTICE

If you have made a recent payment, please accept our thanks and verify your account balance online at <https://www.swwc.com/myaccount/> or call our office to verify that the payment was received.

Your account is now PAST DUE. To prevent your water service from being discontinued, payment of the

PAST DUE AMOUNT of _____ must be received in our office by 4:30 p.m. on _____

Current Amount:

Total Past Due Amount:

Total Due:

You may pay **online** at <https://www.swwc.com/myaccount/>, by **phone** at the number listed above, or **in person** at the address listed above. If you are a Residential customer, we accept Visa or Mastercard as payment through any of these three options*. Please do not mail your payment unless you are sure it will reach our office in time.

If water service is shut off, it will be restored only after the following amounts are received in our office during regular working hours: the **TOTAL DUE** shown above, a \$35 reconnection fee, \$70 after regular working hours, and you may be required to pay a credit deposit of _____

Once water is shut off, you will be required to pay as much as _____ to have water restored.

Non-Residential Customers: We are unable to accept Visa or Mastercard payments for Business accounts. You may pay online via check.

..... Please detach and return the bottom portion with your payment.



**Suburban
Water Systems**

A SouthWest Water Company

Account Number:

Service Address:

**POST OFFICE
BOX 6105**

Total Now Due:



Suburban Water Systems

A SouthWest Water Company

1325 North Grand Avenue Suite 100
Covina, CA 91724

For Questions Call (626) 543-2640
Monday-Friday 8:00 A.M. to 4:30 P.M.

If you believe there is an error on your bill or have a question about service, please call **Suburban Water Systems** customer support at either (626) 543-2640 or (562) 944-8219.

If you are not satisfied with **Suburban Water Systems'** 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

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	Spanish	(800) 855-3000
Voice to TTY/VCO/HCO	English	(800) 735-2922
	Spanish	(800) 855-3000
From or to Speech-to-Speech	English & Spanish	(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.

WHITTIER/LA MIRADA DISTRICT
15088 ROSECRANS AVE
LA MIRADA, CA 90638
(562) 944-8219 or (800) 203-5430
TTY (877) 405-1710

SAN JOSE HILLS DISTRICT
1325 NORTH GRAND AVENUE, SUITE 100
COVINA, CA 91724
(626) 543-2640 or (800) 203-5430
TTY(877) 405-1710

Suburban Water Systems
1325 N. Grand Ave., Suite 100
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 1808-W
Canceling Revised Cal. P.U.C. Sheet No. 1627-W

Form No. 8
FINAL WATER SHUT-OFF NOTICE

(To be inserted by utility)

Advise Letter No. 360-W

Decision No.

Issued by

Craig D. Gott

Name

President

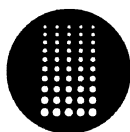
Title

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

Date Filed 12/10/2021

Effective 12/10/2021

Resolution No.



**Suburban
Water Systems**

A SouthWest Water Company

1325 North Grand Ave., Suite 100
Covina, CA 91724

For Questions Call (626) 543-2640
Monday-Friday 8:00A.M. to 4:30 P.M.

Date Of Notice:

Service Address:

Account Name:

Account Number:

FINAL WATER SHUT-OFF NOTICE

If you have made a recent payment, please accept our thanks and verify your account balance online at <https://www.swwc.com/myaccount/> or call our office to verify that the payment was received, or your water service may be shut off.

Your account is past due and scheduled for shut-off. To avoid having your water service shut off, payment of the **PAST DUE AMOUNT** of _____ must be received in our office by 4:30 p.m. on _____

Current Amount:

Past Due Amount:

Total Due:

If payment is not received by the above date, water service will be shut off.

DO NOT MAIL PAYMENT

You may pay **online** at <https://www.swwc.com/myaccount/>, by **phone** at the number listed above, or **in person** at the address listed above. If you are a Residential customer, we accept Visa or Mastercard as payment through any of these three options.

If water service is shut off, it will be restored only after the following amounts are received in our office during regular working hours: the **TOTAL DUE** shown above, a \$35 reconnection fee, \$70 after regular working hours, and you may be required to pay a credit deposit of _____

Once water is shut off, you will be required to pay as much as _____ to have water restored. We will attempt to reconnect water during regular working hours once payment is made, otherwise water will be restored during the next business day. After hours reconnections may be provided, if conditions permit.

.....Please detach and return the bottom portion with your payment.....



**Suburban
Water Systems**

A SouthWest Water Company

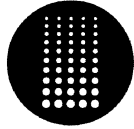
1325 North Grand Ave., Suite 100
Covina, CA 91724

Account Number:

Service Address:

**POST OFFICE
BOX 6105**

Total Now Due:



Suburban Water Systems

A SouthWest Water Company

1325 North Grand Ave., Suite 100
Covina, CA 91724

For Questions Call (626) 543-2640 Monday-
Friday 8:00A.M. to 4:30 P.M.

If you believe there is an error on your bill or have a question about service, please call **Suburban Water Systems** customer support at either (626) 543-2640 or (562) 944-8219.

If you are not satisfied with **Suburban Water Systems'** 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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	Spanish	(800) 855-3000
Voice to TTY/VCO/HCO	English	(800) 735-2922
	Spanish	(800) 855-3000
From or to Speech-to-Speech	English & Spanish	(800) 854-7784

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WHITTIER/LA MIRADA DISTRICT
15088 ROSECRANS AVE
LA MIRADA, CA 90638
(562) 944-8219 or (800) 203-5430
TTY (877) 405-1710

SAN JOSE HILLS DISTRICT
1325 NORTH GRAND AVENUE, SUITE 100
COVINA, CA 91724
(626) 543-2640 or (800) 203-5430
TTY (877) 405-1710

Suburban Water Systems
1325 N. Grand Ave., Suite 100
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 1809-W
Canceling Revised Cal. P.U.C. Sheet No. 1073-W

Form No. 9
WASTE OF WATER NOTICE

(To be inserted by utility)

Advise Letter No. 360-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/10/2021

Effective 12/10/2021

Resolution No.



**Suburban
Water Systems**

A SouthWest Water Company

WASTE OF WATER NOTICE

Date _____ Service Address _____

Waste of water has been noticed at this address as follows:

Suburban Water Systems asks that you take the necessary measures to stop this water waste. Water waste could result in present and future water shortages. Accordingly, Suburban Water Systems is authorized to shut off service for continued water waste in accordance with the following provisions of Rule No. 11 filed with the California Public Utilities Commission.

Rule No. 11

"....Where negligent or wasteful of use of water exists on a customers' premises, the utility may discontinue the service if such practices are not remedied within five days after it has given the customer written notice to such effect."

We look forward to your cooperation in this matter. Please call us at the office checked below if you have any questions.

☐ San Jose Hills District
1325 North Grand Ave., Suite 100
Covina, CA 91724
Phone: (626) 543-2640

☐ Whittier/La Mirada District
15088 Rosecrans Ave.
La Mirada, CA 90638
Phone: (562) 944-8219

Suburban Water Systems
1325 N. Grand Ave., Suite 100
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 1810-W
Canceling Revised Cal. P.U.C. Sheet No. 1074-W

Form No. 12
THIRD PARTY NOTIFICATION

(To be inserted by utility)

Advise Letter No. 360-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/10/2021

Effective 12/10/2021

Resolution No.



**Suburban
Water Systems**

A SouthWest Water Company

AN IMPORTANT MESSAGE FOR CUSTOMERS WHO ARE AGE 62 OR OLDER, OR HANDICAPPED

Third Party Notification is a service we provide for elderly or handicapped customers to help prevent the shut-off of water service due to an unpaid bill. If you qualify, you may select a consenting "third party" (a friend, relative, doctor, clergyman, or anyone you wish) to receive a copy of your shut-off notice, should you ever receive one because of an unpaid bill. This notice will let your "third party" know about your pending water shut-off.

Third Party Notification doesn't mean that the person you choose to receive the notice is obligated to pay the overdue bill. It will also not prevent your water service from being shut off. Third Party Notification is simply a way for someone else to remind you of the bill, help you arrange for payment, or assist you to read or understand the notice. To receive this service, you must be handicapped or age 62 or older.

If you would like to have Third Party Notification service, just fill out the form below and mail back to us with your bill, or you can mail it to us separately. You may also choose to bring it in to one of our district offices.

San Jose Hills District

1325 N. Grand Ave., Suite 100
Covina, CA 91724
Phone: (626) 543-2640
Fax: (626) 543-2664

Whittier/ La Mirada District

15088 Rosecrans Avenue
La Mirada, CA 90638
Phone: (562) 944-8219
Fax: (626) 543-2692

Be sure to include your name, address, and account number on the form, as well as the name, address, and signature of the person you have chosen as your "third party." If you have any questions about this service, please call the district office in your area.

REQUEST FOR THIRD PARTY NOTIFICATION

YOUR INFORMATION:

Name _____

Address _____

City _____ State ____ ZIP _____

Phone Number _____

Account No. _____

Email Address _____

_____ I certify that am age 62 or older.
(Birthday: _____).

_____ I certify that I am handicapped.

I understand that I am responsible for the payment of my water bill. The third party is not obligated to pay the overdue bill. I further understand that Suburban Water Systems is not liable for failure to notify the designated third party.

Customer Signature _____

THIRD PARTY DESIGNATION/INFORMATION

If I receive a water shut-off notice, please send a Third Party Notification to:

Name _____

Address _____

City _____ State ____ ZIP _____

Phone Number _____

Email Address _____

Third Party Signature _____

The utility may require support of age by birth certificate, driver's license, or other documentation of handicap certification from a physician, social worker, or public health nurse (P.U.C. Rule 11).

Suburban Water Systems
1325 N. Grand Ave., Suite 100
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 1811-W
Canceling Revised Cal. P.U.C. Sheet No. 1075-W

Form No. 13
APPLICATION FOR CONSTRUCTION AND TANK
TRUCK SERVICE UNDER SCHEDULE 9-CF

(To be inserted by utility)

Advise Letter No. 360-W

Decision No. _____

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/10/2021

Effective 12/10/2021

Resolution No. _____



**Suburban
Water Systems**

A SouthWest Water Company

Application and Service Agreement for Construction and Tank Truck Service Meter

Applicant

Name _____

Address _____

Telephone Number (____) _____ Representative _____

Billing (If different from above)

Name _____

Address _____

Telephone Number (____) _____

The above applicant assumes responsibility for the actions of his/her employees, subcontractors or others who use the hydrant(s) under applicant's jurisdiction. Any damages to the hydrant(s) or Suburban Water Systems' facilities while this agreement is in effect will be the sole responsibility of the applicant. A \$750.00 security deposit, plus any unpaid balance, will be required to obtain the construction meter. This deposit will be refunded once the meter is returned undamaged and in operable condition to the office checked below.

☐ San Jose Hills District
1325 North Grand Avenue, Suite 100
Covina, CA 91724
(626) 543-2640

☐ Whittier/La Mirada District
15088 Rosecrans Ave.
La Mirada, CA 90638
(562) 944-8219

The meter will be set and locked at the following location: _____

The above applicant has read and agrees to abide by the conditions stated on both sides of this application and service agreement.

Date _____ Applicant's Signature _____

Date Meter Requested _____

By _____ Date Received _____

CONSTRUCTION AND TANK TRUCK SERVICE **INSTRUCTIONS & CONDITIONS**

1. The rate for construction water service is the currently effective monthly metered service charge for a 2-inch meter for the tariff area within which the water is delivered plus the currently effective metered service quantity rate applicable to the tariff area within which the water is delivered.
2. The service is subject to all applicable rules filed with the California Public Utilities Commission.
3. Suburban Water Systems reserves the right to discontinue service without notice if water is not used for a period of 60 consecutive days, or during times of threatened or actual water shortage. Suburban Water Systems further reserves the right to restrict or interrupt service hereunder at any time.
4. The customer shall notify Suburban Water Systems to have the service discontinued. The regular rates, including the monthly service charge, shall continue until such notice has been received or service is discontinued under the provisions of paragraphs 3 above.
5. The applicant must provide 24-hour notice for all requests to install or to move a construction meter. Suburban Water Systems will install or move the construction meter on the next business day following the request.
6. THE TAKING OF WATER FROM ANY FIRE HYDRANT EXCEPT THROUGH A CONSTRUCTION METER INSTALLED BY SUBURBAN WATER SYSTEMS IS FORBIDDEN. VIOLATORS WILL BE PROSECUTED UNDER SECTION 499 CALIFORNIA PENAL CODE.

Suburban Water Systems
1325 N. Grand Ave., Suite 100
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 1812-W
Canceling Revised Cal. P.U.C. Sheet No. 1587-W

Form No. 16
COLLECTION NOTICE

(To be inserted by utility)

Advise Letter No. 360-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/10/2021

Effective 12/10/2021

Resolution No.



**Suburban
Water Systems**
A SouthWest Water Company

Date of Notice:
Service Address:
Account Name:
Account Number:

COLLECTION NOTICE

Your closing bill is past due and will be referred to a collection agency.

To avoid this, the **TOTAL DUE** amount of \$_____ must be received in full in our office by 4:30 p.m. on_____.

Total Due: \$_____

If payment is not received by the above date, your account will be referred to a collection agency and your credit may be affected.

THIS IS YOUR FINAL NOTICE NO OTHER NOTICE WILL BE SENT

DO NOT MAIL PAYMENT unless you are sure it will reach our office in time. Please bring this notice with your payment to our office. After hours payments can be made through a night drop in our front door. Make sure you include this notice and write your account number on your check or money order.

If payment has been made, please call our office to verify that it was received.

.....Please detach and return the bottom portion with your payment.....



**Suburban
Water Systems**
A SouthWest Water Company

Account Number:

Service Address:

**POST OFFICE
BOX 6105**

Total Now Due: \$



Suburban Water Systems

A SouthWest Water Company

If you believe there is an error on your bill or have a question about service, please call **Suburban Water Systems** customer support at either (626) 543-2640 or (562) 944-8219.

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From or to Speech-to-Speech	English & Spanish	(800) 854-7784

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WHITTIER/LA MIRADA DISTRICT
15088 ROSECRANS AVE
LA MIRADA, CA 90638
(562) 944-8219 or (800) 203-5430
TTY (877) 405-1710

SAN JOSE HILLS DISTRICT
1325 NORTH GRAND AVE SUITE 100
COVINA, CA 91724
(626) 543-2640 or (800) 203-5430
TTY (877) 405-1710

Suburban Water Systems
1325 N. Grand Ave., Suite 100
Covina, CA 91724-4044

Revised _____ Cal. P.U.C. Sheet No. 1813-W
Canceling Original _____ Cal. P.U.C. Sheet No. 1121-W

Form No. 17
CONTINUOUS SERVICE AGREEMENT

(To be inserted by utility)

Advise Letter No. 360-W

Decision No. _____

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/10/2021

Effective 12/10/2021

Resolution No. _____



**Suburban
Water Systems**

A SouthWest Water Company

CONTINUOUS SERVICE AGREEMENT

When SUBURBAN WATER SYSTEMS ("Suburban") is notified that a tenant is vacating the premises, the meter should be read and water service continued without interruption. **Until Suburban is otherwise notified, water service should be billed to: (PLEASE PRINT OR TYPE)**

(Name of owner/person responsible for bill) _____ (Social Security Number) or

(Name of owner/responsible corp., partnership, joint venture) _____ (Tax ID Number)

(Mailing Address)

(City, State and Zip Code)

(DBA or C/O)

()

(Phone Number, Name and Title of Contact Person)

(E-Mail if Available)

The undersigned is the owner or the owner/s agent (see Item 9 on the reverse side) of the premises listed below. The undersigned directs Suburban to continue water service from the time a tenant requests service to be closed until a new tenant applies for service. This agreement is subject to the additional Terms and Conditions listed below and on the reverse side. **By signing below, I acknowledge that I have read the entire agreement, including the Terms and Conditions listed below and on the reverse side, and agree to such terms and conditions.**

Signature of owner/authorized agent Title Date

Signature of Suburban Representative Effective Date of Agreement

Suburban is requested to continue water service without interruption to each separately metered dwelling unit at the following address or addresses:

Address City Apt/Unit Number(s)

Address City Apt/Unit Number(s)

Address City Apt/Unit Number(s)

Total number of units to be placed on Continuous Service Agreement _____

(Note: For additional dwellings, please list on a separate page.)

PLEASE RETURN BOTH COPIES OF THE AGREEMENT FOR APPROVAL

SUBURBAN WATER SYSTEMS

SAN JOSE HILLS DISTRICT

1325 North Grand Ave., Suite 100

Covina, CA 91724

Phone: (626) 543-2640 Fax: (626) 543-2664

WHITTIER/LA MIRADA DISTRICT

15088 Rosecrans Avenue

La Mirada, CA 90638

Phone: (562) 944-8219 Fax: (626) 543-2692

TERMS AND CONDITIONS

Property Owner ("Owner") or Authorized Agent ("agent") and Suburban Water Systems ("Suburban") mutually agree as follows:

1. Suburban shall leave water service on from the time a tenant requests water service terminated until a new tenant has arranged for service in accordance with Suburban rules and regulations.
2. Owner or agent shall promptly pay water bills including service charges during times of vacancy.
3. Owner or agent is responsible for informing new tenants of their need to arrange with Suburban for the transfer of the water service account into their individual names at the time of occupancy.
4. Tenants must provide Suburban not less than two days' advance notice of requesting termination of service. The meter readings taken shall be used to bill the terminating tenant and also as a base to start billing the owner or agent.
5. In the event of a simultaneous request for termination of service from the current tenant and a request for turn-on of service from a new tenant, the account shall pass from the current to the new tenant without being subject to the provisions of this Agreement.
6. Owner or agent must maintain good credit with Suburban to continue service under this Agreement. Should water bills rendered to the owner or agent for this or any other account not be paid in a timely basis and require collection activity, this Agreement may be terminated immediately by Suburban.
7. This Agreement does not prevent discontinuation of services due to a tenant's nonpayment of bills or deposit. In the event of nonpayment or unauthorized usage by the tenant, or if the equipment is found to be tampered with, water service to the premises will be terminated. In addition, this agreement does not prevent discontinuation of service in the event of a hazardous condition found during routine maintenance or service request by the tenant.
8. **8.1 The owner/agent shall remain responsible under the terms of this Agreement for water service up to the date notice of termination is received by Suburban and is effective.** Notice of termination will be effective within ten (10) working days after it is received by Suburban. The owner/agent may terminate particular Dwelling Units from this Agreement or this Agreement in its entirety by delivering notice to Suburban at the address noted on the reverse side or the telephone number listed on the monthly bill. Written notice will be deemed received on the date it is delivered to Suburban personally or by courier or on the third working day after it is deposited in the U.S. mail, properly addressed with first-class postage prepaid. Telephone notice will be deemed received on the date owner/agent telephones Suburban at the number listed on the monthly bill, identifies him or herself and states that he or she is giving notice of termination of this Agreement (or which Dwelling Units are to be terminated).
- 8.2 Suburban may terminate this Agreement by giving ten (10) days written notice to the owner/agent listed on the reverse side of this Agreement. The ten days will begin on the date the notice is delivered personally or by courier or on the third working day after it is deposited in the U.S. mail, properly addressed with first-class postage prepaid.
- 8.3 The address for notice may be changed by notice given in the manner provided above.
9. In the event owner or agent is a corporation, partnership, joint venture or group of individuals, the signer of this Agreement certifies by his/her signature that he/she has the authority to bind the corporation, partners, joint venture or individuals in this manner.
10. The effective date of this Agreement shall be within ten (10) working days after the original Agreement is received by Suburban.

Suburban Water Systems
1325 N. Grand Ave., Ste. 100
Covina, CA 91724-4044

Revised
Canceling Revised

Cal. P.U.C. Sheet No. 1814-W
Cal. P.U.C. Sheet No. 1803-W

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(Continued)

(To be inserted by utility)

Issued by

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

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Suburban Water Systems
1325 N. Grand Ave., Ste. 100
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 1815-W
Canceling Revised Cal. P.U.C. Sheet No. 1805-W

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(To be inserted by utility)

Issued by

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

Advise Letter No. 360-W

Craig D. Gott

Date Filed 12/10/2021

Name

Decision No.

President

Effective 12/10/2021

Title

Resolution No.

**CALIFORNIA PUBLIC UTILITIES COMMISSION
DIVISION OF WATER AND AUDITS**

Advice Letter Cover Sheet

Utility Name: Suburban Water Systems

Date Mailed to Service List: December 10, 2021

District: n/a

CPUC Utility #: U – 339-W

Protest Deadline (20th Day): December 30, 2021

Advice Letter #: 360-W

Review Deadline (30th Day): January 9, 2022

Tier: ☒ 1 ☐ 2 ☐ 3 ☐ Compliance

Requested Effective Date: December 10, 2021

Authorization:

Rate Impact: n/a

Description: Update Forms to Reflect the address change for San Jose Hills Service Area

The protest or response deadline for this advice letter is 20 days from the date that this advice letter was mailed to the service list. Please see the "Response or Protest" section in the advice letter for more information.

Utility Contact: Kiki Carlson

Utility Contact: Carmelitha Bordelon

Phone: (626) 543-2553

Phone: (626) 543-2547

Email: kcarlson@swwc.com

Email: cbordelon@swwc.com

DWA Contact: Tariff Unit

Phone: (415) 703-1133

Email: Water.Division@cpuc.ca.gov

DWA USE ONLY

DATE

STAFF

COMMENTS

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

[] APPROVED

[] WITHDRAWN

[] REJECTED

Signature: _____

Comments: _____

Date: _____



**Suburban
Water Systems**

A SouthWest Water Company

1325 N. Grand Ave. Ste. 100, Covina, CA 91724-4044

Phone: 626.543.2500, Fax: 626.331.4848

www.swwc.com

VIA EMAIL

U-339-W

ADVICE LETTER NO. 360-W

December 10, 2021

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Suburban Water Systems ("Suburban") hereby submits for filing with the Commission of the following tariff sheets which are attached hereto:

CPUC Sheet No.	Title of Sheet	Canceling CPUC Sheet No.
1806-W	Form No. 3, Bill for Service	1584-W
1807-W	Form No. 7, Water Shut-Off Notice	1626-W
1808-W	Form No. 8, Final Water Shut-Off Notice	1627-W
1809-W	Form No. 9, Waste of Water Notice	1073-W
1810-W	Form No. 12, Third Party Notification	1074-W
1811-W	Form No. 13, Application for Construction and Tank Truck Service Under Schedule 9-CF	1075-W
1812-W	Form No. 16, Collection Notice	1587-W
1813-W	Form No. 17, Continuous Service Agreement	1121-W
1814-W	Table of Contents	1803-W
1815-W	Table of Contents (Continued)	1805-W

By this filing, Suburban Water Systems notifies the Commission of the move of its San Jose Hills' service area office to 1325 North Grand Avenue, Suite 100, Covina, CA 91724-4044.

With this move, effective on November 16, 2021, the Company's San Jose Hills office leased property at 2235 E. Garvey Avenue North, Suite A, West Covina, CA 91791 has been vacated.

As of the date of this filing Suburban's customer service windows remain temporarily closed due to COVID-19 restrictions intended to protect the safety of customers and employees. Service windows will be available to customers when restrictions ease.

Tier Designation and Effective Date

This advice letter is submitted with a Tier 1 designation and the tariffs be made effective upon filing, December 10, 2021.

In compliance with General Order 96-B, Industry Rule 4.3, a copy of this advice letter has been mailed or electronically transmitted to all interested and affected parties as detailed in Attachment A.

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) The utility 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 the utility 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; or
- (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 protest shall provide citations or proofs where available to allow staff to properly consider the protest.

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, 3rd floor
California Public Utilities Commission,
505 Van Ness Avenue, San Francisco, CA 94102
water_division@cpuc.ca.gov

On the same date any protest or response is submitted to the Water Division, the respondent or protestant must serve a copy of the protest or response to:

Suburban Water Systems, Kiki Carlson, Regulatory Affairs Manager, 1325 N. Grand Ave., Suite 100, Covina, CA 91724-4044, and email kcarlson@swwc.com

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform the Water Division, within the 20 day protest period, so that a late filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on.

Replies: The utility shall reply to each protest and may reply to any response. Each reply must be received by the Division of Water and Audits 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.

This filing will not cause the withdrawal of service, nor conflict with other schedules or rules.

Sincerely,

/s/Kiki Carlson

Kiki Carlson
Regulatory Affairs Manager

SUBURBAN WATER SYSTEMS
Distribution List

Attachment A

Page 1 of 3

Director Of Public Works
City of Whittier
13230 E. Penn Street
Whittier, CA 90602

City Clerk
City of West Covina
P.O. Box 1440
West Covina, CA 91793

City Attorney
City of Whittier
13230 E. Penn Street
Whittier, CA 90602

City Clerk
City of La Mirada
P.O. Box 828
La Mirada, CA 90638

Michael Gualtieri
La Habra Heights County Water District
P.O. Box 628
La Habra, CA 90633-0628

City Attorney
City of Baldwin Park
14406 E. Pacific Ave.
Baldwin Park, CA 91706

City Clerk
City of Industry
P.O. Box 3366
Industry, CA 91744

County Clerk
Orange County
10 Civic Center Plaza, 3rd. Floor
Santa Ana, CA 92701

City Clerk
City of Covina
125 East College Blvd.
Covina, CA 91723

City Attorney
City of Covina
125 East College Blvd.
Covina, CA 91723

Director of Public Works
City of Buena Park
6650 Beach Blvd.
Buena Park, CA 90621

City of Santa Fe Springs
Department of Public Works
11710 E. Telegraph Road
Santa Fe Springs, CA 90670

Bill Robinson
Upper San Gabriel Valley M.W.D.
1146 East Louisa Avenue
West Covina, CA 91790-1346

City Attorney
City of La Habra
P.O. Box 337
La Habra, CA 90633

City Attorney
City of West Covina
P.O. Box 1440
West Covina, CA 91793

City Clerk
City of Baldwin Park
14406 E. Pacific Ave.
Baldwin Park, CA 91706

The Prinden Corporation
P.O. Box 712
Park Ridge, NJ 07656-0712

Orchard Dale County Water District
13819 East Telegraph Road
Whittier, CA 90604

SUBURBAN WATER SYSTEMS
Distribution List

Page 2 of 3

City Attorney
City of La Mirada
P.O. Box 828
La Mirada, CA 90638

County Counsel
Orange County
10 Civic Center Plaza, 3rd. Floor
Santa Ana, CA 92701

City Clerk
City of Glendora
116 East Foothill Blvd.
Glendora, CA 91741

City Clerk
City of Walnut
P.O. Box 682
Walnut, CA 91788-0682

Jandy Macias, General Manager
Valley County Water District
JMacias@vcwd.org

City Attorney
City of Buena Park
pbobko@rwglaw.com

Rowland Water District
kdeck@rowlandwater.com

California Domestic Water Company
jbyerrum@caldomestic.com

City Clerk
City of La Habra
tmason@lahabracity.com

City of Buena Park
Attn: Water Department
mgrisso@buenapark.com

County Clerk
Los Angeles County
12400 Imperial Hwy, Room 2001
Norwalk, CA 90650

City Clerk
City of La Puente
15900 East Main St.
La Puente, CA 91744

City Attorney
City of Glendora
116 East Foothill Blvd.
Glendora, CA 91741

City Attorney
City of Walnut
P.O. Box 682
Walnut, CA 91788-0682

Ed Jackson
Liberty Utilities
AdviceLetterService@LibertyUtilities.com

City Attorney
City of Industry
mvadon@bwslaw.com

Valencia Heights Water Co.
dmichalko@vhwc.org

Walnut Valley Water District
mtrevino@wvwd.com

California Advocates Office Water Branch
California Public Utilities Commission
PublicAdvocatesWater@cpuc.ca.gov

City Clerk
City of La Puente
sgarcia@lapuente.org

SUBURBAN WATER SYSTEMS

Distribution List

Page 3 of 3

Chris Banner
South Hills Country Club
2655 S. Citrus Street
West Covina, CA 91791
cbanner@southhillscountryclub.org

Ronald Moore
Golden State Water Company
Regulatory Affairs Department
630 E. Foothill Blvd.
San Dimas, CA 91709
RKMoore@gswater.com

Audrey F. Jackson
Golden State Water Company
AFJackson@gswater.com

Jeff Boand
O'Donnell Chevrolet – Buick
1312 Golden Vista Drive
West Covina, CA 91791
jboand007@aol.com

The Public Advocates Office
California Public Utilities Commission
Richard.Raushmeier@cpuc.ca.gov
Hani.Moussa@cpuc.ca.gov

City of Azusa
Assistant Director – Water Operations
Imacias@AzusaCa.Gov