

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



September 15, 2022

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. 376, filed on August 25, 2022, regarding authorization to Update Forms No. 7, 8, and 16.

Enclosed are copies of the following revised tariff sheets, effective August 25, 2022, for the utility's files:

P.U.C. Sheet

No.	Title of Sheet
1877-W	Form No. 7, Water Shut-Off Notice
1878-W	Form No. 8, Final Water Shut-Off Notice
1879-W	Form No. 16, Collection Notice
1880-W	Table of Contents
1881-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. 1877-W
Canceling Revised Cal. P.U.C. Sheet No. 1807-W

Form No. 7
WATER SHUT-OFF NOTICE

(To be inserted by utility)

Advise Letter No. 376-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 08/25/2022

Effective 08/25/2022

Resolution No.



**Suburban
Water Systems**

A SouthWest Water Company

1325 N Grand Avenue Suite 100, Covina, CA 91724
For questions call 626-543-2640 (TTY 877-405-1710)
Monday - Friday 8:00 AM - 4:30 PM

Email us at SuburbanCustomerCare@swwc.com
Visit us online at www.swwc.com/suburban

August 25, 2022

Account Number
Due Date
Current Amount \$
Past Due Amount \$
Total Due \$

For Service To



WATER SHUT-OFF NOTICE

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

Your account is now **PAST DUE**. To prevent your water service from being disconnected, payment of the **PAST DUE AMOUNT** of \$ must be received in our office **by 4:30 p.m. on**

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 service restored.

For your convenience, the following payment options are available:

- **Pay online at myaccount.swwc.com or via phone at 626-543-2640** (choose Option 2). Residential customers may pay via Visa or Mastercard credit or debit cards, or via electronic check. Non-residential or business customers may pay online via electronic check.
- **Pay by mail:** PO Box 6105, Covina, CA 91722-5105. Please be advised that the mail service may take several days to deliver payment. Please include the payment stub from the bottom of this notice.
- **Pay In Person:** Cash payments can be made at customer walk-in service centers including Walmart, Fidelity Express and Check Free locations. For a list of payment locations visit www.swwc.com/suburban/pay/ and click on the link to pay cash at your local store. Please allow one business day for payment verification.

Please do not mail your payment unless you are sure it will reach our office in time.

Please pay online at myaccount.swwc.com, or pay via phone at 626-543-2640, or detach and return bottom portion with payment.

August 25, 2022

Suburban Water Systems
1325 N Grand Avenue Suite 100
Covina, CA 91724

Account Number
Due Date

Total Now Due \$

For Service To



SUBURBAN WATER SYSTEMS
PO BOX 6105
COVINA, CA 91722-5105

006888888888000048899



Suburban Water Systems

A SouthWest Water Company

1325 N Grand Avenue Suite 100, Covina, CA 91724

For questions call 626-543-2640 (TTY 877-405-1710)
Monday - Friday 8:00 AM - 4:30 PM

Email us at SuburbanCustomerCare@swwc.com
Visit us online at www.swwc.com/suburban



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	(800) 735-2929
	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 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. 1878-W
Canceling Revised Cal. P.U.C. Sheet No. 1808-W

Form No. 8
FINAL WATER SHUT-OFF NOTICE

(To be inserted by utility)

Advise Letter No. 376-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 08/25/2022

Effective 08/25/2022

Resolution No.



**Suburban
Water Systems**

A SouthWest Water Company

15088 Rosecrans Avenue, La Mirada, CA 90638

For questions call 562-944-8219 (TTY 877-405-1710)
Monday - Friday 8:00 AM - 4:30 PM

Email us at SuburbanCustomerCare@swwc.com
Visit us online at www.swwc.com/suburban

August 25, 2022

Account Number

Due Date

Current Amount \$

Past Due Amount \$

Total Due \$

For Service To



FINAL WATER SHUT-OFF NOTICE

If you have made a recent payment, please accept our thanks and verify your account balance online at **myaccount.swwc.com** 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

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

DO NOT MAIL PAYMENT

You may pay **online** at **myaccount.swwc.com**, by **phone** at **562-944-8219** 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 **pay online** at **myaccount.swwc.com**, or **pay via phone** at **562-944-8219**, or detach and return bottom portion with payment.

August 25, 2022

Suburban Water Systems

15088 Rosecrans Avenue
La Mirada, CA 90638

Account Number

Due Date

Total Now Due \$

For Service To



SUBURBAN WATER SYSTEMS
PO BOX 6105
COVINA, CA 91722-5105

006888888888000017441



Suburban Water Systems

A SouthWest Water Company

15088 Rosecrans Avenue, La Mirada, CA 90638

For questions call 562-944-8219 (TTY 877-405-1710)
Monday - Friday 8:00 AM - 4:30 PM

Email us at SuburbanCustomerCare@swwc.com
Visit us online at www.swwc.com/suburban



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

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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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	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 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. 1879-W
Canceling Revised Cal. P.U.C. Sheet No. 1812-W

Form No. 16
COLLECTION NOTICE

(To be inserted by utility)

Advise Letter No. 376-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 08/25/2022

Effective 08/25/2022

Resolution No.



**Suburban
Water Systems**

A SouthWest Water Company

1325 N Grand Avenue Suite 100, Covina, CA 91724

For questions call 626-543-2640 (TTY 877-405-1710)

Monday - Friday 8:00 AM - 4:30 PM

Email us at SuburbanCustomerCare@swwc.com

Visit us online at www.swwc.com/suburban

August 25, 2022

Account Number

Due Date

Past Due Amount \$

Total Due \$

For Service To



COLLECTION NOTICE

Your closing bill is past due and may 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

If payment is not received by the above date, your account may 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 pay online at myaccount.swwc.com, or pay via phone at 626-543-2640, or detach and return bottom portion with payment.

August 25, 2022

Suburban Water Systems

1325 N Grand Avenue Suite 100

Covina, CA 91724

Account Number

Due Date

Total Now Due \$

For Service To



SUBURBAN WATER SYSTEMS

PO BOX 6105

COVINA, CA 91722-5105

006888888888000011126



Suburban Water Systems

A SouthWest Water Company

1325 N Grand Avenue Suite 100, Covina, CA 91724

For questions call 626-543-2640 (TTY 877-405-1710)
Monday - Friday 8:00 AM - 4:30 PM

Email us at SuburbanCustomerCare@swwc.com
Visit us online at www.swwc.com/suburban



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

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WHITTIER/LA MIRADA DISTRICT

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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., Ste. 100
Covina, CA 91724-4044

Revised
Canceling Revised

Cal. P.U.C. Sheet No. 1880-W
Cal. P.U.C. Sheet No. 1876-W

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(Continued)

(To be inserted by utility)

Issued by

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

Advice Letter No. 376-W

Craig D. Gott

Date Filed 08/25/2022

Decision No.

Name

President

Effective 08/25/2022

Title

Resolution No.

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

Revised Cal. P.U.C. Sheet No. 1881-W
Canceling Revised Cal. P.U.C. Sheet No. 1847-W

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(To be inserted by utility)

Issued by

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

Advise Letter No.	376-W	Craig D. Gott	Date Filed	08/25/2022
		Name		
Decision No.		President	Effective	08/25/2022
		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: August 25, 2022
District: n/a	Protest Deadline (20th Day): Sept. 14, 2022
CPUC Utility #: U – 339-W	Review Deadline (30th Day): Sept. 24, 2022
Advice Letter #: 376-W	Requested Effective Date: August 25, 2022
Tier: <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> Compliance	Rate Impact: n/a
Authorization:	
Description: Update Forms No. 7, 8, and 16	

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
Phone: (626) 543-2553
Email: kcarlson@swwc.com

Utility Contact: Carmelitha Bordelon
Phone: (626) 543-2547
Email: cbordelon@swwc.com

DWA Contact: Tariff Unit
Phone: (415) 703-1133
Email: Water.Division@cpuc.ca.gov

DWA USE ONLY

<u>DATE</u>	<u>STAFF</u>	<u>COMMENTS</u>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>

[] 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. 376-W

August 25, 2022

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.
1877-W	Form No. 7, Water Shut-Off Notice	1807-W
1878-W	Form No. 8, Final Water Shut-Off Notice	1808-W
1879-W	Form No. 16, Collection Notice	1812-W
1880-W	Table of Contents	1876-W
1881-W	Table of Contents (Continued)	1847-W

By this advice letter, Suburban requests an authorization to update Forms No. 7, 8, and 16.

The following are the proposed changes:

- Front page of Forms No. 7 – Water Shut-Off Notice, No. 8 – Final Water Shut-Off Notice, and No. 16 – Collection Notice:
 - Tear stubs have been updated from "Please detach and return the bottom portion with your payment." to "Please pay online at [myaccount.swwc.com](https://www.swwc.com/myaccount), or pay via phone at 626-543-2640, or detach and return bottom portion with payment."
 - To provide more secure direct connection to the payment portal and provides another additional layer of protection against cyberattacks, the URL <https://www.swwc.com/myaccount/> has been updated to [myaccount.swwc.com](https://www.swwc.com/myaccount).
 - Header has been updated and expanded to include an account summary table providing quick at-a-glance information about the due date, current amount, past due amount, and total due amount.
- Front page of Forms No. 7, Water Shut-Off Notice
 - Detail information on payment options descriptions has been expanded from:

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.

To:

For your convenience, the following payment options are available:

- **Pay online at myaccount.swwc.com or via phone at 626-543-2640** (choose Option 2). Residential customers may pay via Visa or Mastercard credit or debit cards, or via electronic check. Non-residential or business customers may pay online via electronic check.
- **Pay by mail:** PO Box 6105, Covina, CA 91722-5105. Please be advised that the mail service may take several days to deliver payment. Please include the payment stub from the bottom of this notice.
- **Pay In Person:** Cash payments can be made at customer walk-in service centers including Walmart, Fidelity Express and Check Free locations. For a list of payment locations visit www.swwc.com/suburban/pay/ and click on the link to pay cash at your local store. Please allow one business day for payment verification.

Please do not mail your payment unless you are sure it will reach our office in time.

- Front page of Form No. 16 – Collection Notice, update “will be referred to a collection agency” to “may be referred to a collection agency.”

Tier Designation and Effective Date

Pursuant to General Order (GO) 96-B, Water Industry Rule 7.3.1(2), this advice letter is submitted with a Tier 1 designation.

Suburban requests that the advice letter is effective on August 25, 2022, the date of this advice letter is being filed with the Commission.

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 to 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 days 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.

In compliance with General Rule 4.3 and 7.2 and Water Industry Rule 4.1 of General Order 96-B, a copy of this advice letter has been mailed or electronically transmitted to all interested and affected parties as detailed in Attachment A.

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
1444 W. Garvey Ave. South
West Covina, CA 91790

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
1444 West Garvey Ave. South
West Covina, CA 91790

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

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

Rowland Water District
gsanchez@rwd.org

California Domestic Water Company
lnoriega@caldomestic.com

City Clerk
City of La Habra
cc@lahabracagov

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

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
cfleming@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

Brett DeBie
Golf Course Superintendent
South Hills Country Club
2655 S. Citrus Street
West Covina, CA 91791
bdebie@southhillscountryclub.org

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

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

Revised Cal. P.U.C. Sheet No. 1877-W
Canceling Revised Cal. P.U.C. Sheet No. 1807-W

Form No. 7
WATER SHUT-OFF NOTICE

(To be inserted by utility)

Advise Letter No. 376-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed

Effective

Resolution No.



**Suburban
Water Systems**

A SouthWest Water Company

1325 N Grand Avenue Suite 100, Covina, CA 91724
For questions call 626-543-2640 (TTY 877-405-1710)
Monday - Friday 8:00 AM - 4:30 PM

Email us at SuburbanCustomerCare@swwc.com
Visit us online at www.swwc.com/suburban

August 25, 2022

Account Number
Due Date
Current Amount \$
Past Due Amount \$
Total Due \$

For Service To



WATER SHUT-OFF NOTICE

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

Your account is now **PAST DUE**. To prevent your water service from being disconnected, payment of the **PAST DUE AMOUNT** of \$ must be received in our office **by 4:30 p.m. on**

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 service restored.

For your convenience, the following payment options are available:

- **Pay online at myaccount.swwc.com or via phone at 626-543-2640** (choose Option 2). Residential customers may pay via Visa or Mastercard credit or debit cards, or via electronic check. Non-residential or business customers may pay online via electronic check.
- **Pay by mail:** PO Box 6105, Covina, CA 91722-5105. Please be advised that the mail service may take several days to deliver payment. Please include the payment stub from the bottom of this notice.
- **Pay In Person:** Cash payments can be made at customer walk-in service centers including Walmart, Fidelity Express and Check Free locations. For a list of payment locations visit www.swwc.com/suburban/pay/ and click on the link to pay cash at your local store. Please allow one business day for payment verification.

Please do not mail your payment unless you are sure it will reach our office in time.

Please pay online at myaccount.swwc.com, or pay via phone at 626-543-2640, or detach and return bottom portion with payment.

August 25, 2022

Suburban Water Systems
1325 N Grand Avenue Suite 100
Covina, CA 91724

Account Number
Due Date

Total Now Due \$

For Service To



SUBURBAN WATER SYSTEMS
PO BOX 6105
COVINA, CA 91722-5105

006888888888000048899



Suburban Water Systems

A SouthWest Water Company

1325 N Grand Avenue Suite 100, Covina, CA 91724

For questions call 626-543-2640 (TTY 877-405-1710)
Monday - Friday 8:00 AM - 4:30 PM

Email us at SuburbanCustomerCare@swwc.com
Visit us online at www.swwc.com/suburban



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	(800) 735-2929
	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 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. 1878-W
Canceling Revised Cal. P.U.C. Sheet No. 1808-W

Form No. 8
FINAL WATER SHUT-OFF NOTICE

(To be inserted by utility)

Advise Letter No. 376-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed

Effective

Resolution No.



**Suburban
Water Systems**

A SouthWest Water Company

15088 Rosecrans Avenue, La Mirada, CA 90638

For questions call 562-944-8219 (TTY 877-405-1710)
Monday - Friday 8:00 AM - 4:30 PM

Email us at SuburbanCustomerCare@swwc.com
Visit us online at www.swwc.com/suburban

August 25, 2022

Account Number

Due Date

Current Amount \$

Past Due Amount \$

Total Due \$

For Service To



FINAL WATER SHUT-OFF NOTICE

If you have made a recent payment, please accept our thanks and verify your account balance online at **myaccount.swwc.com** 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

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

DO NOT MAIL PAYMENT

You may pay **online** at **myaccount.swwc.com**, by **phone** at **562-944-8219** 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 **pay online** at **myaccount.swwc.com**, or **pay via phone** at **562-944-8219**, or detach and return bottom portion with payment.

August 25, 2022

Suburban Water Systems

15088 Rosecrans Avenue
La Mirada, CA 90638

Account Number

Due Date

Total Now Due \$

For Service To



SUBURBAN WATER SYSTEMS
PO BOX 6105
COVINA, CA 91722-5105

006888888888000017441



Suburban Water Systems

A SouthWest Water Company

15088 Rosecrans Avenue, La Mirada, CA 90638

For questions call 562-944-8219 (TTY 877-405-1710)
Monday - Friday 8:00 AM - 4:30 PM

Email us at SuburbanCustomerCare@swwc.com
Visit us online at www.swwc.com/suburban



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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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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	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 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. 1879-W
Canceling Revised Cal. P.U.C. Sheet No. 1812-W

Form No. 16
COLLECTION NOTICE

(To be inserted by utility)

Advise Letter No. 376-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed

Effective

Resolution No.



**Suburban
Water Systems**

A SouthWest Water Company

1325 N Grand Avenue Suite 100, Covina, CA 91724

For questions call 626-543-2640 (TTY 877-405-1710)

Monday - Friday 8:00 AM - 4:30 PM

Email us at SuburbanCustomerCare@swwc.com

Visit us online at www.swwc.com/suburban

August 25, 2022

Account Number

Due Date

Past Due Amount \$

Total Due \$

For Service To



COLLECTION NOTICE

Your closing bill is past due and may 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

If payment is not received by the above date, your account may 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 pay online at myaccount.swwc.com, or pay via phone at 626-543-2640, or detach and return bottom portion with payment.

August 25, 2022

Suburban Water Systems

1325 N Grand Avenue Suite 100

Covina, CA 91724

Account Number

Due Date

Total Now Due \$

For Service To



SUBURBAN WATER SYSTEMS

PO BOX 6105

COVINA, CA 91722-5105

006888888888000011126



Suburban Water Systems

A SouthWest Water Company

1325 N Grand Avenue Suite 100, Covina, CA 91724

For questions call 626-543-2640 (TTY 877-405-1710)
Monday - Friday 8:00 AM - 4:30 PM

Email us at SuburbanCustomerCare@swwc.com
Visit us online at www.swwc.com/suburban



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Mail: California Public Utilities Commission, Consumer Affairs Branch,
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	Spanish	(800) 855-3000
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	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 AVE, SUITE 100
COVINA, CA 91724

(626) 543-2640 or (800) 203-5430
TTY(877) 405-1710

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

Revised
Canceling Revised

Cal. P.U.C. Sheet No. 1880-W
Cal. P.U.C. Sheet No. 1876-W

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(Continued)

(To be inserted by utility)

Issued by

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

Advice Letter No. 376-W

Craig D. Gott

Date Filed

Decision No.

Name

President

Effective

Title

Resolution No.

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

Revised Cal. P.U.C. Sheet No. 1881-W
Canceling Revised Cal. P.U.C. Sheet No. 1847-W

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(To be inserted by utility)

Issued by

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

Advise Letter No. 376-W	Craig D. Gott	Date Filed
	Name	
Decision No.	President	Effective
	Title	
		Resolution No.