

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



February 15, 2023

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. 383, filed on December 22, 2022, regarding authorization to implement Sativa's rates, and update forms.

Enclosed are copies of the following revised tariff sheets, effective December 22, 2022, for the utility's files:

P.U.C. Sheet

No.	Title of Sheet
1903-W	Title Page
1904-W	Preliminary Statement A. Territory Served by the Utility
1905-W	Sativa Service Area Map
1906-W	Schedule S-1, Sativa Service Area – General Unmetered Service
1907-W	Form No. 3, Bill For Service
1908-W	Form No. 7, Water Shut-Off Notice
1909-W	Form No. 8, Final Water Shut-Off Notice
1910-W	Form No. 9, Waste of Water Notice
1911-W	Form No. 12, Third Party Notification
1912-W	Form No. 13, Application for Construction and Tank Truck Service Under Schedule 9-CF
1913-W	Form No. 16, Collection Notice
1914-W	Form No. 17, Continuous Service Agreement
1915-W	Table of Contents
1916-W	Table of Contents (Continued)

Please contact Alison Pafford at APF@cpuc.ca.gov or 415-417-7615, if you have any questions.

Thank you.

Enclosures

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

Revised Cal. P.U.C. Sheet No. 1903-W
Canceling Revised Cal. P.U.C. Sheet No. 1356-W

TARIFF SCHEDULES

APPLICABLE TO

WATER SERVICE

Together with information Affecting
Rates and Service
of

SUBURBAN WATER SYSTEMS

1325 North Grand Avenue, Suite 100
Covina, California 91724-4044

<http://www.swwc.com/suburban>

Operating In or Near

Covina, West Covina, La Puente, Glendora, Hacienda Heights,
Whittier, La Mirada, Buena Park, La Habra, Walnut, (T)
portions of Compton and Willowbrook, an unincorporated area of I
Los Angeles County, and other adjacent I
unincorporated areas of Los Angeles County and Orange County (T)

The effective tariff schedules of this utility, including the rates and rules herein, have been regularly filed with the Public Utilities Commission of the State of California.

No officer, inspector, solicitor, agent, or employee of the utility has any authority to waive, alter, or amend these tariff schedules or any part thereof in any respect.

(To be inserted by utility)

Issued by

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

Advise Letter No. 383-W

Craig D. Gott

Date Filed 12/22/2022

Name

Decision No. 22-04-010

President

Effective 12/22/2022

Title

Resolution No. _____

PRELIMINARY STATEMENT

A. Territory Served by the Utility

The area in which service is or will be furnished by this Utility under its main extension rule is described below and is delineated on the service area map(s) shown on or attached to the tariff sheet(s) following.

The Utility serves in two general areas as shown on the service area maps contained herein.

The San Jose Hills Service Area includes the territory in or near portions of Covina, West Covina, Walnut, La Puente, Glendora, Hacienda Heights, and adjacent unincorporated areas in Los Angeles County.

The Whittier/La Mirada Service Area includes the territory in or near portions of Whittier, La Mirada, Buena Park, La Habra, portions of Compton and Willowbrook, an unincorporated area of Los Angeles County, and other adjacent unincorporated areas of Los Angeles County and Orange County.

(T)
I
(T)

B. Types and Classes of Service

The types and classes of service furnished are set forth in each rate schedule under the designation "Applicability".

C. Description of Service

The characteristics of the service furnished are indicated in Rule No. 2, Description of Service.

D. Procedure to Obtain Service

Service as described herein will be furnished to any person or corporation whose premises are within the Utility's service area, provided application is made in accordance with Rule No. 3, Application for Service; credit is established as required in Rule No. 6, Establishment and Re-establishment of Credit; customer's piping and valves are installed as required in Rule No. 16, Service Connections, Meters, and Customer's Facilities, under "Customer's Responsibility"; and a contract is signed in those certain circumstances specified in Rule No. 4, Contracts.

Where an extension of the Utility's mains is necessary Rule No. 15, Main Extensions, applies, and if the project is of a temporary or speculative nature, Rule No. 13, Temporary Service, is applicable.

Applicants for service and customers must also conform to and comply with the other established rules as provided herein.

(Continued)

(To be inserted by utility)

Issued by

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

Advise Letter No. 383-W

Craig D. Gott

Date Filed 12/22/2022

Name

Decision No. 22-04-010

President

Effective 12/22/2022

Title

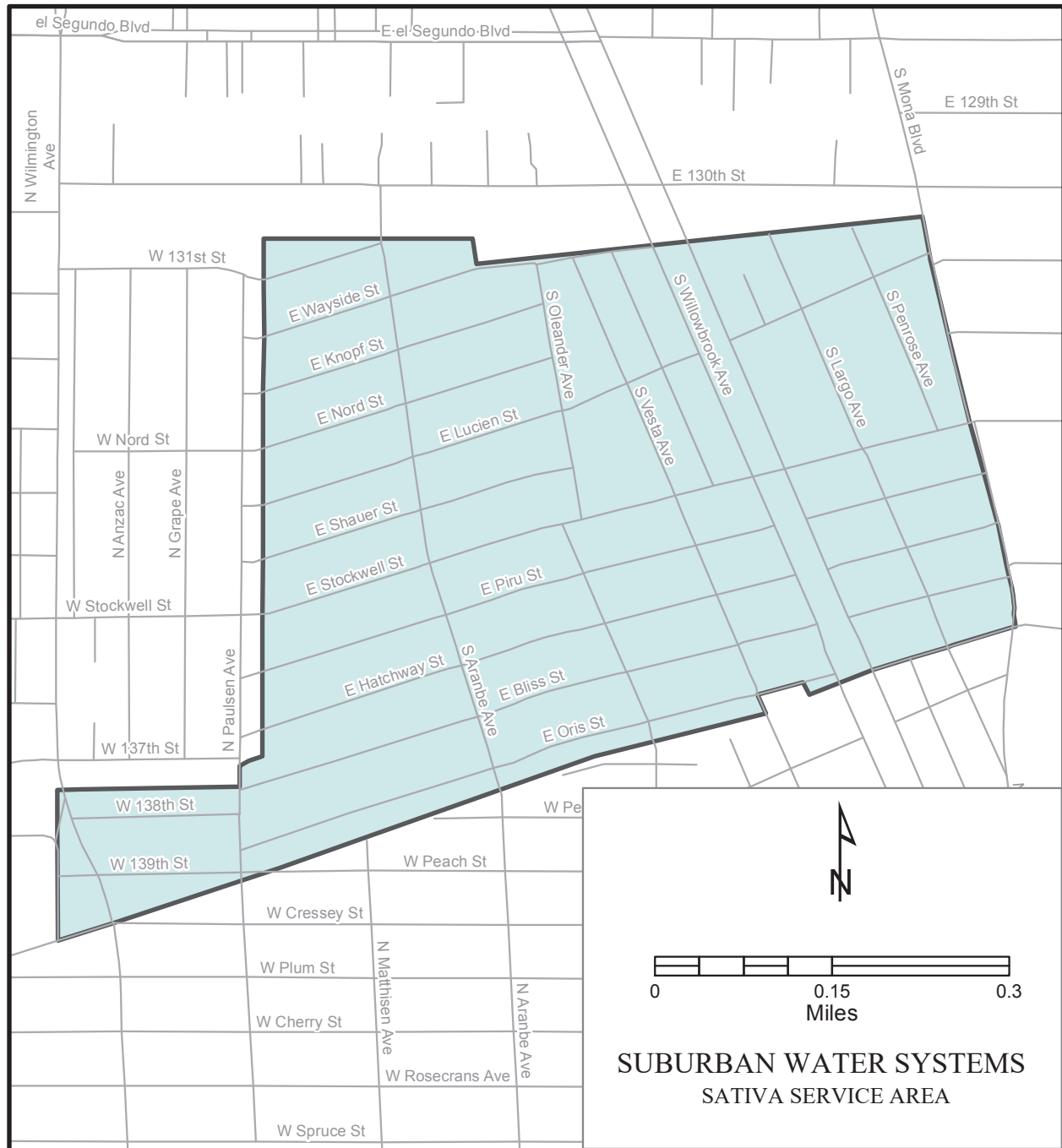
Resolution No.

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

Original

Cal. P.U.C. Sheet No. 1905-W

Cal. P.U.C. Sheet No. _____



(To be inserted by the Utility)

Issued by

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

Advice Letter No. 383-W

Craig D. Gott

Date Filed 12/22/2022

Name

Effective 12/22/2022

Decision No. 22-04-010

President

Resolution No. _____

Title

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

Original Cal. P.U.C. Sheet No. 1906-W

Cal. P.U.C. Sheet No. _____

Schedule S-1

(N)

SATIVA SERVICE AREA
GENERAL UNMETERED SERVICE

APPLICABILITY

Applicable to all unmetered water service.

TERRITORY

Portions of Compton and Willowbrook, an unincorporated area of Los Angeles County, and as described on the service area map.

RATES

No. Dwelling Units	Monthly Rate
1 Unit	\$ 62.00
1 ½ Units	\$ 93.00
2 Units	\$124.00
2 ½ Units	\$155.00
3 Units	\$186.00
3 ½ Units	\$217.00
4 Units	\$248.00

SPECIAL CONDITIONS

1. The boundaries of the tariff area in which the above rates apply are delineated on the Service Area Map for the Sativa Service Area as filed in these tariff schedules.
2. All bills are subject to the reimbursement fee set forth in Schedule No. UF.

(N)

(To be inserted by utility)

Issued by

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

Advise Letter No. 383-W

Craig D. Gott

Date Filed 12/22/2022

Name

Decision No. 22-04-010

President

Effective 12/22/2022

Title

Resolution No. _____

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

	<u>Revised</u>	Cal. P.U.C. Sheet No.	<u>1907-W</u>
Canceling	<u>Revised</u>	Cal. P.U.C. Sheet No.	<u>1806-W</u>

Form No. 3
BILL FOR SERVICE

<i>(To be inserted by utility)</i>		<i>(To be inserted by Cal. P.U.C.)</i>	
Advise Letter No.	<u>383-W</u>	Issued by Craig D. Gott	Date Filed <u>12/22/2022</u>
Decision No.	<u></u>	Name President	Effective <u>12/22/2022</u>
		Title	Resolution No. <u></u>



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

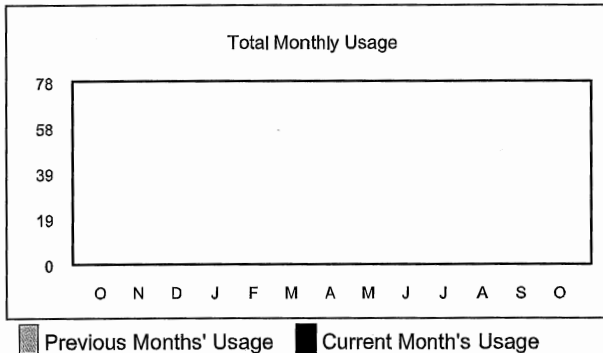
Account Number:
Invoice Number:
Billing Date:
PAST DUE AFTER:
Account Name:
Service Address:

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	(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.

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 OFFICE
15088 ROSECRANS AVE., LA MIRADA, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405 1710
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE
2015 E. HATCHWAY ST., COMPTON, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

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

Revised Cal. P.U.C. Sheet No. 1908-W
Canceling Revised Cal. P.U.C. Sheet No. 1877-W

Form No. 7
WATER SHUT-OFF NOTICE

(To be inserted by utility)

Advise Letter No. 383-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/22/2022

Effective 12/22/2022

Resolution No.



**Suburban
Water Systems**

A SouthWest Water Company

1325 N Grand Avenue Suite 100, Covina, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

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

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.

Account Number

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

Due Date

Total Now Due \$

For Service To



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



Suburban Water Systems

A SouthWest Water Company

1325 N Grand Avenue Suite 100, Covina, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

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 OFFICE
15088 ROSECRANS AVE., LA MIRADA, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405 1710
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE
2015 E. HATCHWAY ST., COMPTON, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405 1710
Mon. - Fri. 8:00 AM - 4:30 PM

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

Revised Cal. P.U.C. Sheet No. 1909-W
Canceling Revised Cal. P.U.C. Sheet No. 1878-W

Form No. 8
FINAL WATER SHUT-OFF NOTICE

(To be inserted by utility)

Advise Letter No. 383-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/22/2022

Effective 12/22/2022

Resolution No.



**Suburban
Water Systems**

A SouthWest Water Company

15088 Rosecrans Avenue, La Mirada, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

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

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.

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



Suburban Water Systems

A SouthWest Water Company

15088 Rosecrans Avenue, La Mirada, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

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:

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 OFFICE
15088 ROSECRANS AVE., LA MIRADA, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405 1710
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE
1325 N. GRAND AVE., SUITE 100, COVINA, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE
2015 E. HATCHWAY ST., COMPTON, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

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

Revised Cal. P.U.C. Sheet No. 1910-W
Canceling Revised Cal. P.U.C. Sheet No. 1809-W

Form No. 9
WASTE OF WATER NOTICE

(To be inserted by utility)

Advise Letter No. 383-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/22/2022

Effective 12/22/2022

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.

☐ WHITTIER/LA MIRADA OFFICE
15088 ROSECRANS AVE., LA MIRAD, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE
2015 E. HATCHWAY ST., COMPTON, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (887) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

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

Revised Cal. P.U.C. Sheet No. 1911-W
Canceling Revised Cal. P.U.C. Sheet No. 1810-W

Form No. 12
THIRD PARTY NOTIFICATION

(To be inserted by utility)

Advise Letter No. 383-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/22/2022

Effective 12/22/2022

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 offices.

Whittier/La Mirada Office

15088 Rosecrans Ave., La Mirada, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM
Fax: (626) 543-2664

San Jose Hills Office

1325 N. Grand Ave., Suite 100, Covina, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM
Fax: (626) 543-2692

SATIVA OFFICE

2015 E. HATCHWAY ST., COMPTON, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (887) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

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 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. 1912-W
Canceling Revised Cal. P.U.C. Sheet No. 1811-W

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

(To be inserted by utility)

Advise Letter No. 383-W

Decision No.

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/22/2022

Effective 12/22/2022

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.

☐ WHITTIER/ LA MIRADA OFFICE
15088 ROSECRANS AVE., LA MIRADA, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

☐ SAN JOSE HILLS OFFICE
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

☐ SATIVA OFFICE
2015 E. HATCHWAY ST., COMPTON, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

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. 1913-W
Canceling Revised _____ Cal. P.U.C. Sheet No. 1812-W

Form No. 16
COLLECTION NOTICE

(To be inserted by utility)

Advise Letter No. 383-W

Decision No. _____

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/22/2022

Effective 12/22/2022

Resolution No. _____



**Suburban
Water Systems**

A SouthWest Water Company

Date of Notice:

Account Number:

Due Date:

Past Due Amount:

Total Due:

15088 Rosecrans Avenue, La Mirada, CA 90638
Office Hours: Monday - Thursday 8:00 AM - 4:30 PM

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

For Service To:

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

Suburban Water Systems
15088 Rosecrans Avenue
La Mirada, CA 90638

Date of Notice

Account Number
Due Date Total
Now Due

For Service To

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



Suburban Water Systems

A SouthWest Water Company

15088 Rosecrans Avenue, La Mirada, CA 90638
Office Hours: Monday - Thursday 8:00 AM - 4:30 PM

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 on line:

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.

WHITTIER/LA MIRADA OFFICE

15088 ROSECRANS AVE., LA MIRADA, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405 1710
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE

2015 E. HATCHWAY ST., COMPTON, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Customer Service: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE

1325 N. GRAND AVE., SUITE 100, COVINA, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

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

Revised _____ Cal. P.U.C. Sheet No. 1914-W
Canceling Original _____ Cal. P.U.C. Sheet No. 1813-W

Form No. 17
CONTINUOUS SERVICE AGREEMENT

(To be inserted by utility)

Advise Letter No. 383-W

Decision No. _____

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/22/2022

Effective 12/22/2022

Resolution No. _____



**Suburban
Water Systems**

A SouthWest Water Company

CONTINUOUS SERVICE AGREEMENT

When SUBURBAN WATER SYSTEMS ("Suburban") is noticed 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) _____ or
(Driver License Number)

(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)

(Email 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**

Whittier/La Mirada Office

15088 Rosecrans Ave., La Mirada, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405 1710
Mon. - Fri. 8:00 AM - 4:30 PM

San Jose Hills Office

1325 N. Grand Ave., Suite 100, Covina, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405 1710
Mon. - Fri. 8:00 AM - 4:30 PM

Sative Office

2015 E. Hatchway St., Compton, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

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. 1915-W
Cal. P.U.C. Sheet No. 1902-W

TABLE OF CONTENTS

<u>Subject Matter of Sheet</u>	<u>Cal. P.U.C. Sheet No.</u>	
Title Page	1903-W	(T)
Table of Contents	1915-W, 1870-W, 1916-W	(T)
Preliminary Statement	1904-W, 1487-W, 1488-W, 1628-W – 1633-W, 1795-W 1635-W – 1637-W, 1882-W – 1883-W, 1640-W 1796-W – 1799-W, 1695-W, 1737-W, 1800-W, 1816-W, 1850-W, 1851-W	(T)
Service Area Maps:		
San Jose Hills Service Area – Tariff Areas	1340-W	
Whittier/La Mirada Service Area – Tariff Areas	1341-W	
Sativa Service Area	1905-W	(N)
Rate Schedules:		
Schedule S-1, Sativa Service Area – General Unmetered Service	1906-W	(N)
Schedule SJ-1, San Jose Hills Service Area – Residential Metered Service	1885-W, 1892-W, 1838-W, 1871-W	
Schedule SJ-2, San Jose Hills Service Area – Non-Residential Metered Service	1886-W, 1893-W, 1839-W, 1872-W	
Schedule SJ-3, San Jose Hills Service Area – Recycled Water Metered Service	1887-W, 1894-W, 1840-W, 1831-W, 1873-W	
Schedule WLM-1, Whittier/La Mirada Service Area – Residential Metered Service	1888-W, 1895-W, 1841-W, 1874-W	
Schedule WLM-2, Whittier/La Mirada Service Area – Non-Residential Metered Service	1889-W, 1896-W, 1842-W, 1875-W	
Schedule No. LIC-1, San Jose Hills and Whittier/La Mirada Service Areas Low Income Credit	1897-W, 1844-W	
Schedule No. UF, P.U.C. Reimbursement Fee	1901-W	
Schedule No. 4, Private Fire Protection Service	1890-W, 1422-W, 823-W	
Schedule No. 4A, Fire Hydrant Service on Private Property	1891-W, 1766-W, 1824-W	
Schedule No. 5, Public Fire Protection Service	880-W	
Schedule No. 9-CF, Construction and Tank Truck Service	881-W	
Schedule No. 14.1, Water Shortage Contingency Plan	1854-W – 1860-W	
Schedule No. FF, Fire Flow Testing Charge	1349-W	
Summary List of Contracts and Deviations	960-W	
Rules:		
No. 1 Definitions	1698-W, 1699-W	
No. 2 Description of Service	884-W	
No. 3 Application for Service	885-W, 1108-W	
No. 4 Contracts	887-W	

(Continued)

(To be inserted by utility)

Issued by

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

Advice Letter No. 383-W

Craig D. Gott

Date Filed 12/22/2022

Decision No. _____

Name
President

Effective 12/22/2022

Title

Resolution No. _____

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

Revised Cal. P.U.C. Sheet No. 1916-W
Canceling Revised Cal. P.U.C. Sheet No. 1900-W

TABLE OF CONTENTS
(Continued)

<u>Subject Matter of Sheet</u>	<u>Cal. P.U.C. Sheet No.</u>
Forms (Continued)	
No. 2 Customer Credit Deposit Receipt	1069-W
No. 3 Bill for Service	1907-W (T)
No. 4 Main Extension Contract – Individuals	990-W
No. 5A Main Extension Contract – Distribution Plant Only, Fire Flow Requirements Meet General Order No.103	991-W
No. 5B Main Extension Contract – Distribution Plant Only, Fire Flow Requirements Exceed General Order No.103	992-W
No. 5C Main Extension Contract – Distribution Plant and Special Facilities, Fire Flow Requirements Meet General Order No.103	993-W
No. 5D Main Extension Contract – Distribution Plant and Special Facilities, Fire Flow Requirements Exceed General Order No.103	994-W
No. 5E Main Extension Contract – Distribution Plant With or Without Special Facilities, Not Subject to Refund	995-W
No. 6 Main Extension Contract, Special Facilities Only	996-W
No. 7 Water Shut-Off Notice	1908-W (T)
No. 8 Final Water Shut-Off Notice	1909-W (T)
No. 9 Waste of Water Notice	1910-W (T)
No. 12 Third Party Notification	1911-W (T)
No. 13 Application for Construction and Tank Truck Service under Schedule No. 9-CF	1912-W (T)
No. 14 Uniform Fire Hydrant Service Agreement	955-W
No. 15 Indemnity Agreement for Income Tax Component of Contributions	956-W
No. 16 Collection Notice	1913-W (T)
No. 17 Continuous Service Agreement	1914-W (T)
No. 18 Low Income Ratepayer Assistance Program	1898-W
No. 19 15-Day Notification	1261-W
No. 20 Fire Flow Availability and Will Serve Letter, Application Form	1350-W
No. 21 Confidentiality and Non-Disclosure Agreement	1479-W

(To be inserted by utility)

Issued by

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

Advise Letter No. 383-W	Craig D. Gott	Date Filed
	Name	
Decision No.	President	Effective
	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 22, 2022
District: n/a
CPUC Utility #: U – 339-W **Protest Deadline (20th Day):** January 11, 2023
Advice Letter #: 383-W **Review Deadline (30th Day):** January 21, 2023
Tier: ☒ 1 ☐ 2 ☐ 3 ☒ Compliance **Requested Effective Date:** December 22, 2022
Authorization: Decision 22-04-010 **Rate Impact:** N/A
Description: Suburban requests the authorization to implement Sativa's rates, and update forms

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>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

[] 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. 383-W

December 22, 2022

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Suburban Water Systems (“Suburban”) hereby submits for filing with the Commission the following changes in its tariff sheets which are attached hereto:

CPUC Sheet No.	Title of Sheet	Canceling CPUC Sheet No.
1903-W	Title Page	1356-W
1904-W	Preliminary Statement	1122-W
1905-W	Sativa Service Area Map	n/a
1906-W	Schedule S-1, Sativa Service Area – General Unmetered Service	n/a
1907-W	Form No. 3, Bill For Service	1806-W
1908-W	Form No. 7, Water Shut-Off Notice	1877-W
1909-W	Form No. 8, Final Water Shut-Off Notice	1878-W
1910-W	Form No. 9, Waste of Water Notice	1809-W
1911-W	Form No. 12, Third Party Notification	1810-W
1912-W	Form No. 13, Application for Construction and Tank Truck Service Under Schedule 9-CF	1811-W
1913-W	Form No. 16, Collection Notice	1812-W
1914-W	Form No. 17, Continuous Service Agreement	1813-W
1915-W	Table of Contents	1902-W
1916-W	Table of Contents (Continued)	1900-W

By this advice letter, Suburban requests an authorization to implement Ordering Paragraphs 6 and 12 of Decision (D.) 22-04-010, Decision authorizing the purchase of Sativa Los Angeles County Water District by Suburban Water Systems.

Additionally, Suburban requests to update some of its forms to include Sativa’s office address, along with clarification on Suburban’s office hours and customer call center hours.

Ordering Paragraphs 6 and 12 of D.22-04-010 state:

6. *Within 30 days from receipt of its operating permit, Suburban Water Systems shall file a Tier 1 Advice Letter to expand its Certificate of Public Convenience and Necessity to include and add the Sativa Los Angeles County Water District service area and rates to its tariffs.*
12. *Until December 31, 2023, Suburban Water Systems shall charge single unit Sativa Los Angeles County Water District customers a flat rate of \$62.00 per month as the base charge for a single unit (and multiples of that amount) for each additional unit or portion*

thereof, along with applicable surcharges, credits, taxes, and franchise fees.

On July 8, 2022, Suburban applied to the State Water Resources Control Board (SWRCB) to operate the Sativa Los Angeles County Water District water system.

On November 4, 2022, the SWRCB granted a Certificate of Issuance of a water supply permit to Suburban Water Systems – Sativa (Attachment B).

In accordance with OP 6 of D.22-04-010, Suburban updates its tariff sheets to add "portions of Compton and Willowbrook" on the Title Page and in the Preliminary Statement on the tariff page Territory Served by the Utility, and also to add a Sativa Service Area Map.

Suburban clarifies some of its forms to include Sativa's office address which affects the back page of form nos. 3, 7, 8, 16, and front page of form nos. 9, 12, 13, 17.

In addition, Suburban delineates its Office Hours (Mon. – Thur. 8:00 AM – 4:30 PM) and Call Center Hours (Mon. – Fri. 8:00 AM – 4:30 PM) on the forms mentioned above.

Tier Designation and Effective Date

Pursuant to General Order (GO) 96-B, Water Industry Rule 7.3.1(2) and 7.3.1(3), this advice letter is submitted with a Tier 1 designation.

Suburban requests that the advice letter is effective on December 22, 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
Advice Letter 383-W

ATTACHMENT B

STATE WATER RESOURCES CONTROL BOARD

DIVISION OF DRINKING WATER

Certificate of Issuance

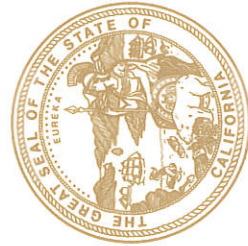
OF A

WATER SUPPLY PERMIT

TO

SUBURBAN WATER SYSTEMS - SATIVA

This is to certify that a water supply permit (Permit # 04-22-22P-007) has been issued to the Suburban Water Systems - Sativa on November 4, 2022, to supply water for domestic purposes to its service area in portions of the city of Compton and Willowbrook, an unincorporated area of Los Angeles County. The permit was issued by the Division of Drinking Water, pursuant to the provisions of Division 104, Part 12, Chapter 4, Article 7, of the California Health and Safety Code. The permit is subject to the requirements of Title 22, California Code of Regulations, and to the conditions provided in the water supply permit.



A copy of the water supply permit is on file with the Suburban Water Systems - Sativa or may be obtained by contacting the Angeles District of the Division of Drinking Water, Drinking Water Field Operations Branch, 500 North Central Avenue, Suite 500, Glendale, California 91203.

Jeff O'Keefe, P.E., Southern California Section Chief

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

Revised Cal. P.U.C. Sheet No. 1903-W
Canceling Revised Cal. P.U.C. Sheet No. 1356-W

TARIFF SCHEDULES

APPLICABLE TO

WATER SERVICE

Together with information Affecting
Rates and Service
of

SUBURBAN WATER SYSTEMS

1325 North Grand Avenue, Suite 100
Covina, California 91724-4044

<http://www.swwc.com/suburban>

Operating In or Near

Covina, West Covina, La Puente, Glendora, Hacienda Heights,
Whittier, La Mirada, Buena Park, La Habra, Walnut, (T)
portions of Compton and Willowbrook, an unincorporated area of I
Los Angeles County, and other adjacent I
unincorporated areas of Los Angeles County and Orange County (T)

The effective tariff schedules of this utility, including the rates and rules herein, have been regularly filed with the Public Utilities Commission of the State of California.

No officer, inspector, solicitor, agent, or employee of the utility has any authority to waive, alter, or amend these tariff schedules or any part thereof in any respect.

(To be inserted by utility)

Issued by

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

Advise Letter No. 383-W

Craig D. Gott

Date Filed

Name

Decision No. 22-04-010

President

Effective

Title

Resolution No.

PRELIMINARY STATEMENT

A. Territory Served by the Utility

The area in which service is or will be furnished by this Utility under its main extension rule is described below and is delineated on the service area map(s) shown on or attached to the tariff sheet(s) following.

The Utility serves in two general areas as shown on the service area maps contained herein.

The San Jose Hills Service Area includes the territory in or near portions of Covina, West Covina, Walnut, La Puente, Glendora, Hacienda Heights, and adjacent unincorporated areas in Los Angeles County.

The Whittier/La Mirada Service Area includes the territory in or near portions of Whittier, La Mirada, Buena Park, La Habra, portions of Compton and Willowbrook, an unincorporated area of Los Angeles County, and other adjacent unincorporated areas of Los Angeles County and Orange County.

(T)
I
(T)

B. Types and Classes of Service

The types and classes of service furnished are set forth in each rate schedule under the designation "Applicability".

C. Description of Service

The characteristics of the service furnished are indicated in Rule No. 2, Description of Service.

D. Procedure to Obtain Service

Service as described herein will be furnished to any person or corporation whose premises are within the Utility's service area, provided application is made in accordance with Rule No. 3, Application for Service; credit is established as required in Rule No. 6, Establishment and Re-establishment of Credit; customer's piping and valves are installed as required in Rule No. 16, Service Connections, Meters, and Customer's Facilities, under "Customer's Responsibility"; and a contract is signed in those certain circumstances specified in Rule No. 4, Contracts.

Where an extension of the Utility's mains is necessary Rule No. 15, Main Extensions, applies, and if the project is of a temporary or speculative nature, Rule No. 13, Temporary Service, is applicable.

Applicants for service and customers must also conform to and comply with the other established rules as provided herein.

(Continued)

(To be inserted by utility)

Issued by

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

Advise Letter No. 383-W

Craig D. Gott

Date Filed

Name

Decision No. 22-04-010

President

Effective

Title

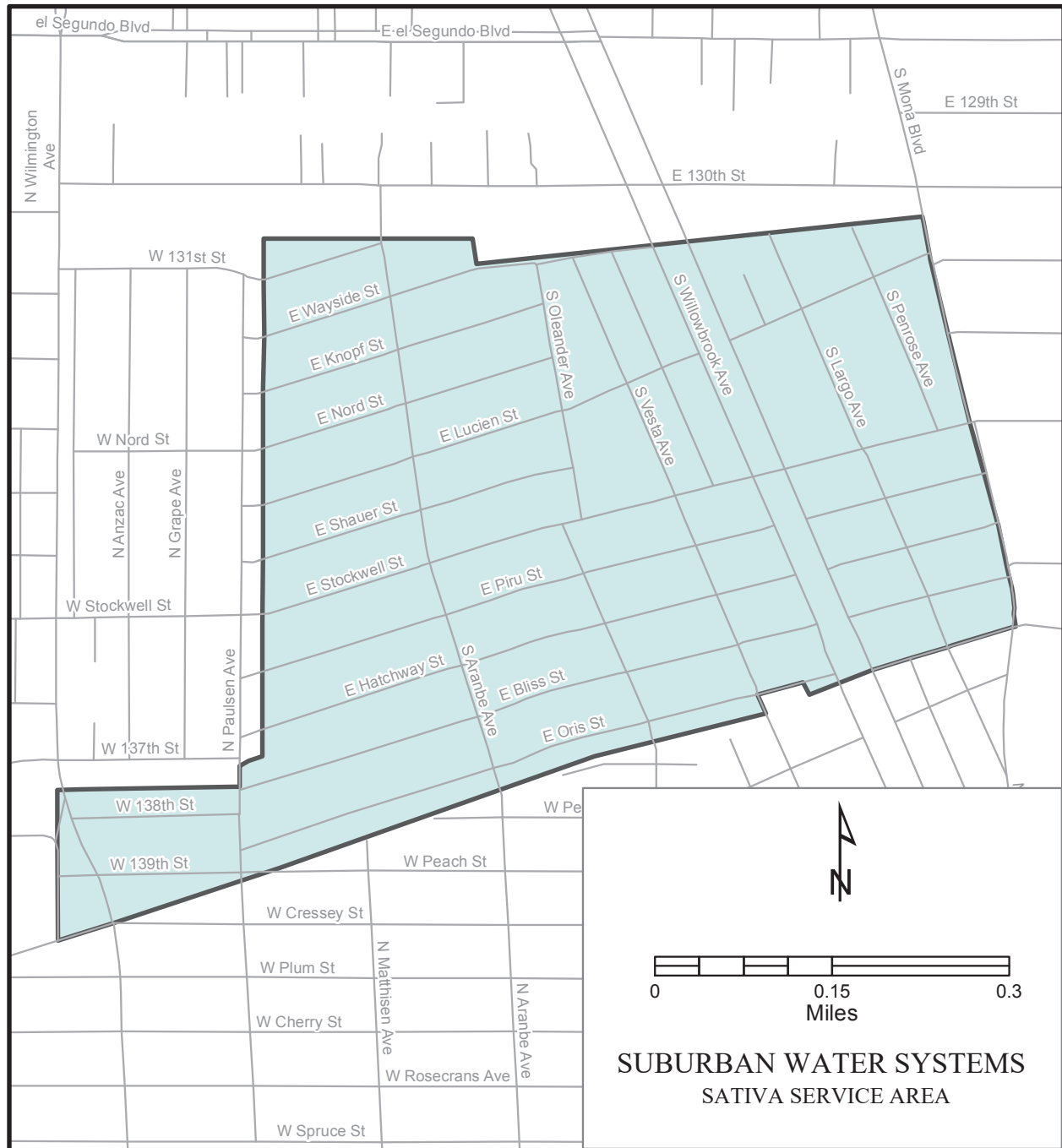
Resolution No.

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

Original

Cal. P.U.C. Sheet No. 1905-W

Cal. P.U.C. Sheet No. _____



(To be inserted by the Utility)

Issued by

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

Advice Letter No. 383-W

Craig D. Gott

Date Filed _____

Name

Effective _____

Decision No. 22-04-010

President

Resolution No. _____

Title

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

Original Cal. P.U.C. Sheet No. 1906-W

Cal. P.U.C. Sheet No. _____

Schedule S-1

(N)

SATIVA SERVICE AREA
GENERAL UNMETERED SERVICE

APPLICABILITY

Applicable to all unmetered water service.

TERRITORY

Portions of Compton and Willowbrook, an unincorporated area of Los Angeles County, and as described on the service area map.

RATES

No. Dwelling Units	Monthly Rate
1 Unit	\$ 62.00
1 ½ Units	\$ 93.00
2 Units	\$124.00
2 ½ Units	\$155.00
3 Units	\$186.00
3 ½ Units	\$217.00
4 Units	\$248.00

SPECIAL CONDITIONS

1. The boundaries of the tariff area in which the above rates apply are delineated on the Service Area Map for the Sativa Service Area as filed in these tariff schedules.
2. All bills are subject to the reimbursement fee set forth in Schedule No. UF.

(N)

(To be inserted by utility)

Issued by

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

Advise Letter No. 383-W

Craig D. Gott
Name

Date Filed _____

Decision No. 22-04-010

President
Title

Effective _____

Resolution No. _____

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

	<u>Revised</u>	Cal. P.U.C. Sheet No. <u>1907-W</u>
Canceling	<u>Revised</u>	Cal. P.U.C. Sheet No. <u>1806-W</u>

Form No. 3
BILL FOR SERVICE

<i>(To be inserted by utility)</i>	Issued by	<i>(To be inserted by Cal. P.U.C.)</i>
Advise Letter No. <u>383-W</u>	Craig D. Gott	Date Filed _____
	Name	
Decision No. _____	President	Effective _____
	Title	
		Resolution No. _____



Suburban Water Systems

A SouthWest Water Company

P.O. Box 6105, Covina, CA 91722-5105

Account Number:

Invoice Number:

Billing Date:

PAST DUE AFTER:

Account Name:

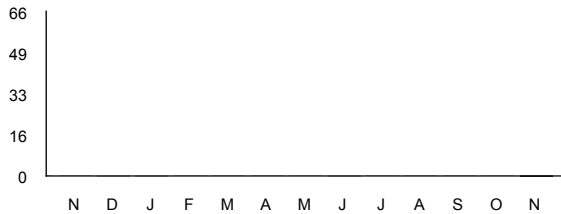
Service Address:

Customer Care: 562-944-8219 TTY: 877-405-1710
8:00 AM - 4:30 PM, Monday - Friday
Email: SuburbanCustomerCare@swwc.com
Visit us online: www.swwc.com/suburban

Current Reading	Meter Size	From	To	# Of Days	Previous	Current	Usage CCF	Meter #
Actual Usage								

Water Usage History - 13 Month Usage in CCF*

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



Account Summary

Previous Balance

Broken Installment Plan

Payment Received

Balance Before Current Charges

Service Charge

Water Charge

Public Purpose Program

CPUC Surcharge

Message Center

Total Current Charges Past Due After

Total Balance Including Current Charges

\$

Go Paperless! Easy access to your account, bill history, and payment options. Save a Tree and Avoid Snail Mail!

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



Suburban Water Systems

A SouthWest Water Company

PO Box 6105, Covina, CA 91722-5105

Billing Date:

Account Number:

Total Due By:

Service Address:

Total

\$

Now Due



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

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	(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.

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 OFFICE
15088 ROSECRANS AVE., LA MIRADA, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405 1710
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE
2015 E. HATCHWAY ST., COMPTON, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

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

Revised Cal. P.U.C. Sheet No. 1908-W
Canceling Revised Cal. P.U.C. Sheet No. 1877-W

Form No. 7
WATER SHUT-OFF NOTICE

(To be inserted by utility)

Advise Letter No. 383-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
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

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

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.

Account Number

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

Due Date

Total Now Due \$

For Service To



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



Suburban Water Systems

A SouthWest Water Company

1325 N Grand Avenue Suite 100, Covina, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

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 OFFICE
15088 ROSECRANS AVE., LA MIRADA, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405 1710
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE
2015 E. HATCHWAY ST., COMPTON, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405 1710
Mon. - Fri. 8:00 AM - 4:30 PM

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

Revised Cal. P.U.C. Sheet No. 1909-W
Canceling Revised Cal. P.U.C. Sheet No. 1878-W

Form No. 8
FINAL WATER SHUT-OFF NOTICE

(To be inserted by utility)

Advise Letter No. 383-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
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

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

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.

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



Suburban Water Systems

A SouthWest Water Company

15088 Rosecrans Avenue, La Mirada, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

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:

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 OFFICE
15088 ROSECRANS AVE., LA MIRADA, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405 1710
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE
1325 N. GRAND AVE., SUITE 100, COVINA, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE
2015 E. HATCHWAY ST., COMPTON, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

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

Revised Cal. P.U.C. Sheet No. 1910-W
Canceling Revised Cal. P.U.C. Sheet No. 1809-W

Form No. 9
WASTE OF WATER NOTICE

(To be inserted by utility)

Advise Letter No. 383-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

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.

☐ WHITTIER/LA MIRADA OFFICE
15088 ROSECRANS AVE., LA MIRAD, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

☐ SAN JOSE HILLS OFFICE
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

☐ SATIVA OFFICE
2015 E. HATCHWAY ST., COMPTON, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (887) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

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

Revised Cal. P.U.C. Sheet No. 1911-W
Canceling Revised Cal. P.U.C. Sheet No. 1810-W

Form No. 12
THIRD PARTY NOTIFICATION

(To be inserted by utility)

Advise Letter No. 383-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

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 offices.

Whittier/La Mirada Office

15088 Rosecrans Ave., La Mirada, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM
Fax: (626) 543-2664

San Jose Hills Office

1325 N. Grand Ave., Suite 100, Covina, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM
Fax: (626) 543-2692

SATIVA OFFICE

2015 E. HATCHWAY ST., COMPTON, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (887) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

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 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. 1912-W
Canceling Revised Cal. P.U.C. Sheet No. 1811-W

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

(To be inserted by utility)

Advise Letter No. 383-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

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.

☐ WHITTIER/ LA MIRADA OFFICE
15088 ROSECRANS AVE., LA MIRADA, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

☐ SAN JOSE HILLS OFFICE
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

☐ SATIVA OFFICE
2015 E. HATCHWAY ST., COMPTON, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

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. 1913-W
Canceling Revised _____ Cal. P.U.C. Sheet No. 1812-W

Form No. 16
COLLECTION NOTICE

(To be inserted by utility)

Advise Letter No. 383-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

Date of Notice:

Account Number:

Due Date:

Past Due Amount:

Total Due:

15088 Rosecrans Avenue, La Mirada, CA 90638
Office Hours: Monday - Thursday 8:00 AM - 4:30 PM

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

For Service To:

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

Suburban Water Systems
15088 Rosecrans Avenue
La Mirada, CA 90638

Date of Notice

Account Number
Due Date Total
Now Due

For Service To

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



Suburban Water Systems

A SouthWest Water Company

15088 Rosecrans Avenue, La Mirada, CA 90638
Office Hours: Monday - Thursday 8:00 AM - 4:30 PM

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 on line:

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.

WHITTIER/LA MIRADA OFFICE

15088 ROSECRANS AVE., LA MIRADA, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405 1710
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE

1325 N. GRAND AVE., SUITE 100, COVINA, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE

2015 E. HATCHWAY ST., COMPTON, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Customer Service: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

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

	<u>Revised</u>	Cal. P.U.C. Sheet No. <u>1914-W</u>
Canceling	<u>Original</u>	Cal. P.U.C. Sheet No. <u>1813-W</u>

Form No. 17
CONTINUOUS SERVICE AGREEMENT

(To be inserted by utility)

Advise Letter No. 383-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

CONTINUOUS SERVICE AGREEMENT

When SUBURBAN WATER SYSTEMS ("Suburban") is noticed 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) _____ or
(Driver License Number)

(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)

(Email 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**

Whittier/La Mirada Office

15088 Rosecrans Ave., La Mirada, CA 90638
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405 1710
Mon. - Fri. 8:00 AM - 4:30 PM

San Jose Hills Office

1325 N. Grand Ave., Suite 100, Covina, CA 91724
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (626) 543-2640 or (800) 203-5430
TTY (877) 405 1710
Mon. - Fri. 8:00 AM - 4:30 PM

Sative Office

2015 E. Hatchway St., Compton, CA 90222
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM

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. 1915-W
Cal. P.U.C. Sheet No. 1902-W

TABLE OF CONTENTS

<u>Subject Matter of Sheet</u>	<u>Cal. P.U.C. Sheet No.</u>	
Title Page	1903-W	(T)
Table of Contents	1915-W, 1870-W, 1916-W	(T)
Preliminary Statement	1904-W, 1487-W, 1488-W, 1628-W – 1633-W, 1795-W 1635-W – 1637-W, 1882-W – 1883-W, 1640-W 1796-W – 1799-W, 1695-W, 1737-W, 1800-W, 1816-W, 1850-W, 1851-W	(T)
Service Area Maps:		
San Jose Hills Service Area – Tariff Areas	1340-W	
Whittier/La Mirada Service Area – Tariff Areas	1341-W	
Sativa Service Area	1905-W	(N)
Rate Schedules:		
Schedule S-1, Sativa Service Area – General Unmetered Service	1906-W	(N)
Schedule SJ-1, San Jose Hills Service Area – Residential Metered Service	1885-W, 1892-W, 1838-W, 1871-W	
Schedule SJ-2, San Jose Hills Service Area – Non-Residential Metered Service	1886-W, 1893-W, 1839-W, 1872-W	
Schedule SJ-3, San Jose Hills Service Area – Recycled Water Metered Service	1887-W, 1894-W, 1840-W, 1831-W, 1873-W	
Schedule WLM-1, Whittier/La Mirada Service Area – Residential Metered Service	1888-W, 1895-W, 1841-W, 1874-W	
Schedule WLM-2, Whittier/La Mirada Service Area – Non-Residential Metered Service	1889-W, 1896-W, 1842-W, 1875-W	
Schedule No. LIC-1, San Jose Hills and Whittier/La Mirada Service Areas Low Income Credit	1897-W, 1844-W	
Schedule No. UF, P.U.C. Reimbursement Fee	1901-W	
Schedule No. 4, Private Fire Protection Service	1890-W, 1422-W, 823-W	
Schedule No. 4A, Fire Hydrant Service on Private Property	1891-W, 1766-W, 1824-W	
Schedule No. 5, Public Fire Protection Service	880-W	
Schedule No. 9-CF, Construction and Tank Truck Service	881-W	
Schedule No. 14.1, Water Shortage Contingency Plan	1854-W – 1860-W	
Schedule No. FF, Fire Flow Testing Charge	1349-W	
Summary List of Contracts and Deviations	960-W	
Rules:		
No. 1 Definitions	1698-W, 1699-W	
No. 2 Description of Service	884-W	
No. 3 Application for Service	885-W, 1108-W	
No. 4 Contracts	887-W	

(Continued)

(To be inserted by utility)

Issued by

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

Advice Letter No. 383-W

Craig D. Gott

Date Filed _____

Decision No. _____

Name
President
Title

Effective _____

Resolution No. _____

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

Revised Cal. P.U.C. Sheet No. 1916-W
Canceling Revised Cal. P.U.C. Sheet No. 1900-W

TABLE OF CONTENTS
(Continued)

<u>Subject Matter of Sheet</u>	<u>Cal. P.U.C. Sheet No.</u>
Forms (Continued)	
No. 2 Customer Credit Deposit Receipt	1069-W
No. 3 Bill for Service	1907-W (T)
No. 4 Main Extension Contract – Individuals	990-W
No. 5A Main Extension Contract – Distribution Plant Only, Fire Flow Requirements Meet General Order No.103	991-W
No. 5B Main Extension Contract – Distribution Plant Only, Fire Flow Requirements Exceed General Order No.103	992-W
No. 5C Main Extension Contract – Distribution Plant and Special Facilities, Fire Flow Requirements Meet General Order No.103	993-W
No. 5D Main Extension Contract – Distribution Plant and Special Facilities, Fire Flow Requirements Exceed General Order No.103	994-W
No. 5E Main Extension Contract – Distribution Plant With or Without Special Facilities, Not Subject to Refund	995-W
No. 6 Main Extension Contract, Special Facilities Only	996-W
No. 7 Water Shut-Off Notice	1908-W (T)
No. 8 Final Water Shut-Off Notice	1909-W (T)
No. 9 Waste of Water Notice	1910-W (T)
No. 12 Third Party Notification	1911-W (T)
No. 13 Application for Construction and Tank Truck Service under Schedule No. 9-CF	1912-W (T)
No. 14 Uniform Fire Hydrant Service Agreement	955-W
No. 15 Indemnity Agreement for Income Tax Component of Contributions	956-W
No. 16 Collection Notice	1913-W (T)
No. 17 Continuous Service Agreement	1914-W (T)
No. 18 Low Income Ratepayer Assistance Program	1898-W
No. 19 15-Day Notification	1261-W
No. 20 Fire Flow Availability and Will Serve Letter, Application Form	1350-W
No. 21 Confidentiality and Non-Disclosure Agreement	1479-W

(To be inserted by utility)

Issued by

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

Advise Letter No. 383-W	Craig D. Gott	Date Filed
	Name	
Decision No.	President	Effective
	Title	
		Resolution No.