

有關中文的更多詳情，請致電 (626) 543-2640到San Jose Hills服務區，或致電 (562) 944-8291到Whittier / La Mirada服務區。有關本通知的中文版，請訪問我們的網站：[www.swwc.com/suburban/announcements/](http://www.swwc.com/suburban/announcements/)

한국어로 자세한 정보를 원하시면 San Jose Hills 서비스 지역은 (626) 543-2640으로 전화하거나 Whittier / La Mirada 서비스 지역은 (562) 944-8219로 전화하십시오. 한국어로 된 이 통지서 사본은 웹 사이트 [www.swwc.com/suburban/announcements/](http://www.swwc.com/suburban/announcements/)를 방문하십시오.

Để biết thêm thông tin bằng tiếng Việt, hãy gọi khu vực dịch vụ San Jose Hills theo số (626) 543-2640 hoặc khu vực dịch vụ Whittier / La Mirada theo số (562) 944-8219. Để có một bản sao của thông báo này bằng tiếng Việt, vui lòng truy cập [www.swwc.com/suburban/announcements/](http://www.swwc.com/suburban/announcements/).

Para sa karagdagang impormasyon sa Tagalog, tawagan ang lugar ng serbisyo ng San Jose Hills sa (626) 543-2640 o lugar ng serbisyo ng Whittier / La Mirada sa (562) 944-8219. Para sa isang kopya ng tagalog na ito ng paunawa, mangyaring bisitahin ang [www.swwc.com/suburban/announcements/](http://www.swwc.com/suburban/announcements/).

## EMERGENCY DISASTER RELIEF CUSTOMER PROTECTIONS

Suburban Water Systems (Suburban) has implemented an Emergency Disaster Relief Program that can provide protections for customers impacted by wildfires or other natural disasters. In the event that a State of Emergency is declared at the state or federal level, customers meeting the following criteria may be eligible for protections:

- Disaster-related loss or disruption of the delivery or receipt of water service, and/or resulted in the degradation of the quality of utility service.

If these criteria are met, Suburban will:

- Work cooperatively with affected customers to resolve unpaid bills and minimize disconnections for non-payment;
- Waive reconnection or facilities fees for affected customers and suspend deposits for affected customers who must reconnect to the system;
- Provide reasonable payment options to affected customers;
- Waive bills for customers who lost their homes or if their homes are rendered uninhabitable; and,
- Authorize a pro rata waiver of any fixed element of a water bill for the time that the home is uninhabitable, even if the reason for it being uninhabitable is not loss of water service.

The Emergency Disaster Relief Program meets compliance with California Public Utilities Commission Resolution M-4833, which makes the aforementioned protections permanent for customers served by regulated water providers in California.

To learn more about Suburban Water Systems' Emergency Disaster Relief Program, please visit <https://www.swwc.com/suburban/emergency-preparedness/> or call our Customer Service Center at (800) 203-5430.

## **ALIVIO DE DESASTRES DE EMERGENCIA PROTECCIONES AL CLIENTE**

Suburban Water Systems (Suburban) ha implementado un Programa de ayuda en caso de desastres que puede brindar protección a los clientes afectados por incendios forestales u otros desastres naturales. En el caso de que se declare un estado de emergencia a nivel estatal o federal, los clientes que cumplan con los siguientes criterios pueden ser elegibles para protección:

- Pérdida o interrupción relacionada con el desastre en la entrega o recepción del servicio de agua, y / o resultó en la degradación de la calidad del servicio público.

Si se cumplen estos criterios, Suburban:

- Trabajar cooperativamente con los clientes afectados para resolver facturas impagas y minimizar las desconexiones por falta de pago;
- Renunciar a las tarifas de reconexión o instalaciones para los clientes afectados y suspender los depósitos para los clientes afectados que deben volver a conectarse al sistema;
- Proporcionar opciones de pago razonables a los clientes afectados;
- Renunciar a las facturas para los clientes que perdieron sus hogares o si sus hogares se vuelven inhabitables; y,
- Autorice una exención prorrateada de cualquier elemento fijo de una factura de agua por el tiempo que la casa esté inhabitable, incluso si la razón por la que está inhabitable no es la pérdida del servicio de agua.

El Programa de socorro en casos de desastre de emergencia cumple con el cumplimiento de la Resolución M-4833 de la Comisión de Servicios Públicos de California, que hace que las protecciones antes mencionadas sean permanentes para los clientes atendidos por proveedores de agua regulados en California.

Para obtener más información sobre el Programa de ayuda ante desastres de emergencia de Suburban Water Systems, visite <https://www.swwc.com/suburban/emergency-preparedness/> o llame a nuestro Centro de atención al cliente al (800) 203-5430.