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

Title

Issued by

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

Date Filed

12/22/2022

President

Effective

12/22/2022

Resolution No.



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 \$

For Service To

Total Due \$

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

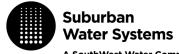
Due Date

Total Now Due \$

For Service To

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



A SouthWest Water Company

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

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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 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 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