

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](mailto:SuburbanCustomerCare@swwc.com)  
Visit us online at [www.swwc.com/suburban](http://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](http://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](http://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/](http://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.**

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Please **pay online at [myaccount.swwc.com](http://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



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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<br>Spanish | (800) 735-2929<br>(800) 855-3000 |
| Voice to TTY /VCO/HCO       | English<br>Spanish | (800) 735-2922<br>(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