

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 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
Call Center: (562) 944-8219 or (800) 203-5430
TTY (877) 405-1710
Mon. - Fri. 8:00 AM - 4:30 PM