

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. \_\_\_\_\_



# **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).