

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

Revised Cal. P.U.C. Sheet No. 1913-W
Canceling Revised Cal. P.U.C. Sheet No. 1812-W

Form No. 16
COLLECTION 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

Date of Notice:

Account Number:
Due Date:
Past Due Amount:
Total Due:

15088 Rosecrans Avenue, La Mirada, CA 90638
Office Hours: Monday - Thursday 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

For Service To:

COLLECTION NOTICE

Your closing bill is past due and will be referred to a collection agency.

To avoid this, the **TOTAL DUE amount of \$_____** must be received in full in our office by 4:30 p.m. on_____.

Total Due: \$_____

If payment is not received by the above date, your account will be referred to a collection agency and your credit may be affected.

THIS IS YOUR FINAL NOTICE NO OTHER NOTICE WILL BE SENT

DO NOT MAIL PAYMENT unless you are sure it will reach our office in time. Please bring this notice with your payment to our office. After hours payments can be made through a night drop in our front door. Make sure you include this notice and write your account number on your check or money order.

If payment has been made, please call our office to verify that it was received.

Please pay online at myaccount.swwc.com or pay via phone 562-944-8219, or detach and return the bottom portion with your payment

Suburban Water Systems
15088 Rosecrans Avenue
La Mirada, CA 90638

Date of Notice

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
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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 on line:

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