

**CALIFORNIA WATER SERVICE COMPANY**

1720 North First Street  
San Jose, CA 95112  
(408) 367-8200

Revised Cal. P.U.C. Sheet No. 12286-W  
Cancelling Cal. P.U.C. Sheet No. 11858-W

**Rule No. 5**

**Special Information Required on Forms**

**A. Contracts**

Each contract for service will contain substantially the following provisions:

1. Unless exempted by the Public Utilities Commission, "This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction"
2. Unless otherwise not required by the Public Utilities Commission, "It is the understanding of the parties to this contract that it shall not become effective until the authorization of the Public Utilities Commission of the State of California has been first obtained.

**B. Bill for Service**

On each bill for service will be printed substantially the following language:

" This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of the mailing..."

" If you believe there is an error on your bill or have a question about your service, please call Cal Water's Customer Center at [local office phone number].

" If you are not satisfied with **Cal Water's** response, submit a complaint to the CPUC by visiting [www.cpuc.ca.gov/complaints](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** (800) 649-7570 (8:30 a.m. to 4:30 p.m., Monday through Friday)  
**Mail** California Public Utilities Commission, Consumer Affairs Branch  
 505 Van Ness Avenue, 3<sup>rd</sup> Floor, San Francisco, CA 94102

(C)

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
Advice Letter <u>2372</u>	<u>Greg A. Milleman</u>	Date Filed <u>01/24/2020</u>
Decision	<u>Vice President</u>	Effective <u>02/01/2020</u>
		Resolution _____

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 Cancelling Cal. P.U.C. Sheet No. 11857-W

**Rule No. 5**

**Special Information Required on Forms**

“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.

(L)

Type of Call	<i>TTY/VCO/HCO to Voice</i>	<i>Voice to TTY/VCO/HCO</i>	<i>From or to Speech-to-Speech</i>
Language	<i>English and Spanish</i>	<i>English and Spanish</i>	<i>English and Spanish</i>
Toll-free 800 number	<i>800) 735-2929 or (800) 855-3000</i>	<i>(800) 735-2922 or (800) 855-3000</i>	<i>(800) 854-7784</i>

“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 on. If the bill becomes past due, and nonpayment results with respect to this dispute, the rules for discontinuance of service due to nonpayment must be followed as set forth in Tariff Rule No. 11.B.1.”

(L)  
(N)  
(N)  
(N)

**C. Customer's Deposit Receipt**

Each receipt for cash deposit to establish or re-establish credit for service will contain the following statements:

(L)  
(T)

“This deposit may be applied to unpaid balances where service has been discontinued by the utility for nonpayment of bills.

(T)

This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, in accordance with Rule 7, Deposits, or after the deposit has been held for 12 consecutive months, provided a service has not been discontinued for nonpayment.”

(L)(T)

(Continued)

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Special Information Required on Forms

D. Discontinuance of Service for Nonpayment – Notice (L)

All customers. Every notice of discontinuance of service for nonpayment of bills shall include all of the following information: (L) (T)

- (1) The name and address of the customer whose account is delinquent.
- (2) The amount of the delinquency.
- (3) The date of which payment or arrangements for payment is required in order to avoid discontinuance.
- (4) A description of the process to apply for an extension of time to pay delinquent charges. (N)(C)
- (5) The procedures to petition for bill review and appeal to the Commission.
- (6) The procedure by which the customer may request a deferred, reduced, or some other alternative payment schedule, including splitting payments over multiple months to pay off the full balance, consistent with the written shut-off policy available at <https://www.calwater.com/help/customer-care/shut-off-policy/>. (C)
- (7) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
- (8) A local address and telephone number of the water utility for customers to obtain additional information and assistance in continuing service or in making arrangements for payment.
- (9) The telephone number of the California Public Utilities Commission to which inquiries by the customer may be directed. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), which can be reached at 800-649-7570, 8:30 a.m. to 4:30 p.m., Monday through Friday.

(L)

(Continued)

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**Special Information Required on Forms**

D. Discontinuance of Service for Nonpayment – Notice (continued)

(L)

...

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	TTY/VCO/HCO to Voice	Voice to TTY/VCO/HCO	From or to Speech-to-Speech
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(L)

Residential Customers on Landlord-Tenant Properties. Where the owner, manager, or operator is listed by the utility is the customer of record but is not the occupant and water service is provided to residential occupants in a detached single-family dwelling, multi-unit residential structure, mobile home park, or permanent residential structure in a labor camp, the notice of discontinuance shall include the following, in addition to the above information:

(N)

- (1) The date on which service will be discontinued.
- (2) What the occupants are required to do in order to prevent the discontinuance or to reestablish service.
- (3) The estimated monthly cost of service (where service is master-metered).
- (4) The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist the occupants (where service is master-metered).

(N)

(To be inserted by utility)

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Decision

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Vice President

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