

Sewer Rule No. 8
NOTICES

Notice to Customers

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1. In Writing

Notice to a customer will normally be in writing and, depending on the type of notice, will either be delivered or mailed to the customer's last known address. In some cases, customers may have the option to receive notices via electronic means (such as email, text message, or portable device "apps") as an alternative to, or in addition to, written notice on paper, depending on the type of notice.

2. Exception

In emergencies or when circumstances warrant, the utility, where feasible, will endeavor to promptly notify the customer affected and may make such notification orally, either in person or by telephone.

3. Residential Notice - Discontinuance for Nonpayment

a. Procedures for the discontinuance and restoration of service are specified in Rule No. 11.

b. The utility shall contact the residential customer of record at least 7 business days prior to discontinuance by telephone or written notice.

(1) Written notice shall be mailed to the address of the customer of record. If the customer's address is not the address of the property to which residential service is provided, the notice also shall be sent to the service address with "Occupant" as the addressee. The notice shall include the information prescribed in Rule No. 5. C.

(2) Telephone notice shall be to the customer named on the account. In providing such notice by telephone, the utility shall offer to: (i) provide customer with a written copy of the utility's policy on discontinuation of service due to nonpayment; and (ii) discuss options available to customer to avert discontinuance including alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and procedures to petition for bill review and appeal.

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Vice President

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3. Residential Notice - Discontinuance for Nonpayment (continued)

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(3) If the utility is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned as undeliverable, the utility will make a good faith effort to visit the residence and leave (or make other arrangements for placement in a conspicuous place) a notice as prescribed herein, along with a written copy of the utility's policy on discontinuation of service for nonpayment.

a. Landlord-Tenant Properties

Where the owner or manager is listed by the utility as the customer of record, the utility shall contact the residential occupants of a detached single-family dwelling, multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp as follows:

(1) Where individually metered residential service is provided, the utility shall make every good faith effort to inform the residents, by means of a notice at least 10 days prior to any discontinuance, when the account is in arrears, that service will be discontinued.

In addition to including the information prescribed in Rule No. 5, the notice will inform the occupants that, if the utility's verification and other requirements are met, they have the right to become a customer, to whom the service will then be billed, without being required to pay any amount which may be due upon the delinquent account.

(2) Where master metered service is provided, the written notice will be at least 15 days prior to discontinuance of service. The notice will be posted on the door of each residential unit. If it is not reasonable or practical to post the notice on the door of each residential unit, the utility will post two copies of the notice in each accessible common area and at each point of access to the structure or structures.

(3) Notice to occupants shall be independent of, and in addition to, other notice(s) as may be prescribed in the utility's tariffs.

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3. Residential Notice - Discontinuance for Nonpayment (continued)

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- b. All notices of discontinuance for nonpayment relating to residential services will be in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean (the languages listed in Section 1632 of the Civil Code), and any other language spoken by 10 percent or more of the customers in the utility’s service area. The notice will include the information prescribed in Rule No. 5.D.

4. Non-Residential (All Other Services) – Discontinuance for Nonpayment

The utility shall make a reasonable attempt to contact: (i) the customer of record by mailing a separate notice at least 10 days prior to discontinuance, or (ii) an adult person on the customer’s premises by telephone or in person at least 24 hours prior to any discontinuance.

5. Discontinuance of Service for Reasons Other Than Nonpayment

The utility may discontinue service for reasons not related to payment. Rule No. 11 provides additional examples of circumstances resulting in discontinuation of service and related notice, if any, associated with the specific situation.

6. Third Party Notification

Third party notification is the option to have a copy of the notices or bills of a customer of record provided automatically to another individual. The customer of record is still fully responsible for the bill, but the third party has the option to make payment arrangements on the customer's behalf.

A customer of record electing this option must provide the Company with the name and contact information of the third party. The Company may require written acknowledgement that the third party agrees to receive the notices and bills.

Alternatively, the third party can provide proof of attorney over the customer of record, or other legal documentation demonstrating the authority of the third party to act on behalf of the customer of record.

Notice of availability of third party notification shall be given annually to all residential customers.

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B. Notice from Customers

(N)

1. A customer may make notification in person, by telephone, or by letter to the company at its customer service office, to an authorized representative of the company, by electronic mail, or by a message on the utility's website.

2. Customers who wish to qualify for consideration under Rule No. 11.B.1.e. (Residential Health and Safety Exception) must have presented evidence to the utility establishing their status.

3. Customers who are older, have a disability, or medical condition may be required to present evidence to the company as specified in Rule 1 to establish their status if they wish to qualify for consideration under Rule No. 11.B.1.j (Third-Party Representation).

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