

**Sewer Rule No. 9**  
**RENDERING AND PAYMENT OF BILLS**

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A. Rendering of Bills (N)

Bills for service will be rendered to each customer on a monthly or bimonthly basis at the option of the utility, unless otherwise provided in its rate schedules

At the customer's request and the utility's approval, paper bills, electronics bills, or access to electronic bills for service will be rendered monthly, bimonthly, or at other intervals.

1. Metered Service

- a. Meters will be read at regular intervals for the preparation of periodic bills and as required for the preparation of opening bills, closing bills, and special bills.
- b. The opening bills for metered service will not be less than the established monthly minimum or readiness-to-serve charge for the service. Any amount paid in excess of the prorated charges against the charge for the succeeding regular billing period, except that no such credit shall accrue of the total period of service is less than one month.
- c. It may always be practicable to read meters at intervals which will result in billing periods of equal number of days.
  - 1) Should a monthly billing period contain less than 27 days or more than 33 days, a pro rata correction in the amount of the bill will be made.
  - 2) The charge for metered service for a bimonthly period will be computed by doubling the monthly minimum or readiness-to-serve charge and the number of cubic feet to which each block rate is applicable on a monthly basis.
  - 3) For billing periods other than monthly or bimonthly, adjustments will be made proportionate to that for a monthly billing period.
- d. Bills for metered service will show at least the reading of the meter at the end of the period for which the bill is rendered, the meter constant, if any, the number and kinds of units, and the date of the current meter reading.

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(To be inserted by utility)  
Advice Letter 01-S  
Decision

Issued By  
Greg A. Milleman  
Vice President

(To be inserted by CPUC)  
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Resolution \_\_\_\_\_

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A. Rendering of Bills (continued)

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1. Metered Service (continued)

e. Each meter on a customer's premises will be considered separately and the readings of two or more meters will not be combined except where combination of meter readings is specifically provided for in the applicable rate schedule, or where the utility's operating convenience or necessity may require the use of more than one meter or a battery of meters. In the latter case, the monthly minimum or readiness-to-serve charge will be prorated from the monthly minimum or readiness to serve charges of the applicable rate schedule upon the basis of a meter size equivalent in diameter to the total combined discharge areas of such meters.

2. Flat Rate Service

- a. Bills for flat rate service are payable in advance.
- b. The opening bill for flat rate service will be the established monthly charge for the service Any amount paid in excess of the prorated charges otherwise applicable to the opening period will be credited against the charge for the succeeding regular billing period, except that no such credit shall accrue if the total period of service is less than one month.
- c. For billing periods other than monthly, the charge for flat rate service will be computed by multiplying the monthly charge by the number of months in the billing period.

3. Proration of Bills

a. The charges applicable to opening periods, closing bills and bills rendered for periods corresponding to less than 27 days or more than 33 days for monthly billing periods will be computed as follows:

1) Metered Service

The amount of the minimum charge (and the quantity allowed therefor) or the readiness-to-serve charge and the quantity in each of the each quantity rate blocks will be prorated on the basis of the ratio of the number of days in the period. The measured quantity of usage will be applied to such prorated amounts and quantities.

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3. Proration of Bills (continued)

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2) Flat Rate Service

The billing period charge will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period.

3) Average Billing Period

The number of days in an average billing period is defined as 365 divided by the number of billing periods in a year. (It is 30 days for a monthly billing period.)

4. Electronic Bill Presentation and Payment

At the mutual option of the Customer and Cal Water, the Customer may elect to receive, view, and pay regular bills for service electronically and to no longer receive paper bills and legal and mandated notices. Customers requesting this option may be required to complete additional forms and agreements. Legal and mandated notices shall be included with Cal Water's electronic transmittal; except, however, all notices of termination of service for nonpayment shall be delivered by U.S. Mail. Either party may discontinue Electronic Billing upon 30 days prescribed notice.

B. Payment of Bills

- 1. Bills for service are due and payable upon presentation. Collection of closing bills may be made at the time of presentation.

Payment may be made to any representative of the utility authorized to make collections. Payment may also be made:

- a. through a third-party operated pay-by-phone service available through an 800-number;
- b. at Cal Water's local customer service center;
- c. through Cal Water online at [www.calwater.com](http://www.calwater.com); and
- d. through third party vendors.

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Options (a) through (c) include both one-time payments and a recurring billing payment option. If a customer signs up for e-billing, all future paper bills will also be suppressed in accordance with Rule 9.A.4.

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2. Bills for customers under the utility's Automatic Payment Service (APS) are due and payable monthly in accordance with the utility's approved payment schedule.

3. A credit card or debit card option, on a pilot basis, will be available to customers. All credit and debit card payment options will be available to all customers. This program will either continue indefinitely, continue as modified by Cal Water or Commission decision, or be terminated by Cal Water or the Commission decision rendered at the conclusion of the pilot program.

C. Customer Checks or Electronic Fund Transfer Not Honored

1. The utility may charge \$10.00 for any bad check or electronic fund transfer not honored.

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