CALIFORNIA PUBLIC UTILITIES COMMISSION DIVISION OF WATER AND AUDITS

Advice Letter Cover Sheet

Date Mailed to Service List: August 25, 2022

Utility Name: Suburban Water Systems

District:	n/a		Protest Deadline (20 th Day):	Sept. 14, 2022
CPUC Utility #:	U – 339-W		Review Deadline (30 th Day):	Sept. 24, 2022
Advice Letter #:	376-W		Requested Effective Date:	August 25, 2022
Tier:	□□123		Rate Impact:	n/a
Authorization:			•	•
Description:	Update Forms	No. 7, 8, and 16		
The protest or response de Please see the "Response c			he date that this advice letter was mo ere information.	ailed to the service list.
Utility Contac	t: Kiki Carlson		Utility Contact: Carme	litha Bordelon
Phon	e: (626) 543-25	553	Phone: (626) 5	543-2547
Ema	il: kcarlson@sv	vwc.com	Email: cborde	elon@swwc.com
DWA Con	tact: Tariff Uni	t		
	one: (415) 703			
		vision@cpuc.ca.gov		
L	iiaii. Water.biv	nsion@epuc.ca.gov		
		DWA U	SE ONLY	
DATE	<u>STAFF</u>		COMM	ENTS
[] APPROVED		[]WI	THDRAWN	[] REJECTED
Signature:		C	omments:	
Date:				





1325 N. Grand Ave. Ste. 100, Covina, CA 91724-4044 Phone: 626.543.2500, Fax: 626.331.4848

www.swwc.com

VIA EMAIL

U-339-W ADVICE LETTER NO. 376-W

August 25, 2022

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Suburban Water Systems ("Suburban") hereby submits for filing with the Commission of the following tariff sheets which are attached hereto:

CPUC Sheet No.	Title of Sheet	Canceling CPUC Sheet No.
1877-W	Form No. 7, Water Shut-Off Notice	1807-W
1878-W	Form No. 8, Final Water Shut-Off Notice	1808-W
1879-W	Form No. 16, Collection Notice	1812-W
1880-W	Table of Contents	1876-W
1881-W	Table of Contents (Continued)	1847-W

By this advice letter, Suburban requests an authorization to update Forms No. 7, 8, and 16. The following are the proposed changes:

- Front page of Forms No. 7 Water Shut-Off Notice, No. 8 Final Water Shut-Off Notice, and No. 16 - Collection Notice:
 - Tear stubs have been updated from "Please detach and return the bottom portion with your payment." to "Please pay online at myaccount.swwc.com, or pay via phone at 626-543-2640, or detach and return bottom portion with payment."
 - To provide more secure direct connection to the payment portal and provides another additional layer of protection against cyberattacks, the URL https://www.swwc.com/myaccount/ has been updated to myaccount.swwc.com.
 - Header has been updated and expanded to include an account summary table providing quick at-a-glance information about the due date, current amount, past due amount, and total due amount.
- Front page of Forms No. 7, Water Shut-Off Notice
 - Detail information on payment options descriptions has been expanded from:

You may pay online at https://www.swwc.com/myaccount/, by phone at the number listed above, or in person at the address listed above. If you are a Residential customer, we accept Visa or Mastercard as payment through any of these three options*. Please do not mail your payment unless you are sure it will reach our office in time.

To:

For your convenience, the following payment options are available:

- Pay online at myaccount.swwc.com or via phone at 626-543-2640 (choose Option 2). Residential customers
 may pay via Visa or Mastercard credit or debit cards, or via electronic check. Non-residential or business
 customers may pay online via electronic check.
- Pay by mail: PO Box 6105, Covina, CA 91722-5105. Please be advised that the mail service may take several
 days to deliver payment. Please include the payment stub from the bottom of this notice.
- Pay In Person: Cash payments can be made at customer walk-in service centers including Walmart, Fidelity
 Express and Check Free locations. For a list of payment locations visit www.swwc.com/suburban/pay/ and click
 on the link to pay cash at your local store. Please allow one business day for payment verification.

Please do not mail your payment unless you are sure it will reach our office in time.

• Front page of Form No. 16 – Collection Notice, update "will be referred to a collection agency" to "may be referred to a collection agency."

Tier Designation and Effective Date

Pursuant to General Order (GO) 96-B, Water Industry Rule 7.3.1(2), this advice letter is submitted with a Tier 1 designation.

Suburban requests that the advice letter is effective on August 25, 2022, the date of this advice letter is being filed with the Commission.

Protest and Responses

Anyone may respond to or protest this advice letter. A response supports the filing and may contain information that proves useful to the Commission in evaluating the advice letter.

A protest objects to the advice letter in whole or in part and must set forth the specific grounds on which it is based. These grounds are:

- (1) The utility did not properly serve or give notice of the advice letter;
- (2) The relief requested in the advice letter would violate statute or Commission order, or is not authorized by statute or Commission order on which the utility relies;
- (3) The analysis, calculations, or data in the advice letter contain material error or omissions;
- (4) The relief requested in the advice letter is pending before the Commission in a formal proceeding; or
- (5) The relief requested in the advice letter requires consideration in a formal hearing, or is otherwise inappropriate for the advice letter process; or
- (6) The relief requested in the advice letter is unjust, unreasonable, or discriminatory (provided that such a protest may not be made where it would require relitigating a prior order of the Commission.)

A protest shall provide citations or proofs where available to allow staff to properly consider the protest.

A response or protest must be made in writing or by electronic mail and must be received by the Water Division within 20 days of the date this advice letter is filed. The address for mailing or delivering a protest is:

Tariff Unit, Water Division, 3rd floor California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, CA 94102 Water.Division@cpuc.ca.gov

On the same date any protest or response is submitted to the Water Division, the respondent or protestant must serve a copy of the protest or response to:

Suburban Water Systems, Kiki Carlson, Regulatory Affairs Manager, 1325 N. Grand Ave., Suite 100, Covina, CA 91724-4044, and email to kcarlson@swwc.com

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform the Water Division, within the 20 days protest period, so that a late filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on.

Replies: The utility shall reply to each protest and may reply to any response. Each reply must be received by the Division of Water and Audits within 5 business days after the end of the protest period and shall be served on the same day to the person who filed the protest or response.

This filing will not cause the withdrawal of service, nor conflict with other schedules or rules.

In compliance with General Rule 4.3 and 7.2 and Water Industry Rule 4.1 of General Order 96-B, a copy of this advice letter has been mailed or electronically transmitted to all interested and affected parties as detailed in Attachment A.

Sincerely,	
/s/Kiki Carlson	
Kiki Carlson	

Regulatory Affairs Manager

Attachment A Page 1 of 3

SUBURBAN WATER SYSTEMS Distribution List

Director Of Public Works

City of Whittier 13230 E. Penn Street Whittier, CA 90602

City Attorney City of Whittier 13230 E. Penn Street Whittier, CA 90602

Michael Gualtieri

La Habra Heights County Water District

P.O. Box 628

La Habra, CA 90633-0628

City Clerk City of Industry P.O. Box 3366 Industry, CA 91744

City Clerk City of Covina 125 East College Blvd. Covina, CA 91723

Director of Public Works City of Buena Park 6650 Beach Blvd. Buena Park, CA 90621

Bill Robinson

Upper San Gabriel Valley M.W.D. 1146 East Louisa Avenue West Covina, CA 91790-1346

City Attorney City of West Covina 1444 West Garvey Ave. South West Covina, CA 91790

The Prinden Corporation P.O. Box 712 Park Ridge, NJ 07656-0712 City Clerk
City of West Covina

1444 W. Garvey Ave. South West Covina, CA 91790

City Clerk

City of La Mirada P.O. Box 828

La Mirada, CA 90638

City Attorney

City of Baldwin Park 14406 E. Pacific Ave. Baldwin Park, CA 91706

County Clerk
Orange County

10 Civic Center Plaza, 3rd. Floor

Santa Ana, CA 92701

City Attorney
City of Covina

125 East College Blvd. Covina, CA 91723

City of Santa Fe Springs Department of Public Works 11710 E. Telegraph Road Santa Fe Springs, CA 90670

City Attorney City of La Habra P.O. Box 337 La Habra, CA 90633

City Clerk

City of Baldwin Park 14406 E. Pacific Ave. Baldwin Park, CA 91706

Orchard Dale County Water District 13819 East Telegraph Road

Whittier, CA 90604

SUBURBAN WATER SYSTEMS Distribution List

Page 2 of 3

City Attorney City of La Mirada P.O. Box 828

La Mirada, CA 90638

County Counsel
Orange County

10 Civic Center Plaza, 3rd. Floor

Santa Ana, CA 92701

City Clerk

City of Glendora 116 East Foothill Blvd. Glendora, CA 91741

City Clerk City of Walnut P.O. Box 682

Walnut, CA 91788-0682

Jandy Macias, General Manager Valley County Water District

JMacias@vcwd.org

Audrey F. Jackson

Golden State Water Company

AFJackson@gswater.com

Rowland Water District gsanchez@rwd.org

California Domestic Water Company

lnoriega@caldomestic.com

City Clerk City of La Habra cc@lahabraca.gov

City of Azusa

Assistant Director - Water Operations

Jmacias@AzusaCa.Gov

County Clerk

Los Angeles County

12400 Imperial Hwy, Room 2001

Norwalk, CA 90650

City Clerk

City of La Puente 15900 East Main St. La Puente, CA 91744

City Attorney

City of Glendora 116 East Foothill Blvd. Glendora, CA 91741

City Attorney City of Walnut P.O. Box 682

Walnut, CA 91788-0682

Ed Jackson Liberty Utilities

AdviceLetterService@LibertyUtilities.com

City Attorney
City of Industry

mvadon@bwslaw.com

Valencia Heights Water Co.

dmichalko@vhwc.org

Walnut Valley Water District

cfleming@wvwd.com

California Advocates Office Water Branch California Public Utilities Commission PublicAdvocatesWater@cpuc.ca.gov

City Clerk

City of La Puente sgarcia@lapuente.org

SUBURBAN WATER SYSTEMS <u>Distribution List</u>

Page 3 of 3

Brett DeBie Golf Course Superintendent South Hills Country Club 2655 S. Citrus Street West Covina, CA 91791 bdebie@southhillscountryclub.org

Ronald Moore Golden State Water Company Regulatory Affairs Department 630 E. Foothill Blvd. San Dimas, CA 91709 RKMoore@gswater.com Jeff Boand O'Donnell Chevrolet – Buick 1312 Golden Vista Drive West Covina, CA 91791 Jboand007@aol.com

The Public Advocates Office California Public Utilities Commission Richard.Raushmeier@cpuc.ca.gov Hani.Moussa@cpuc.ca.gov

Suburban Water Systems 1325 N. Grand Ave., Suite 100 Covina, CA 91724-4044	Canceling	Revised Revised	Cal. P.U.C. Sheet No.	1877-W 1807-W
	For WATER SH	rm No. 7 UT-OFF NO	<u>TICE</u>	



1325 N Grand Avenue Suite 100, Covina, CA 91724

For questions call 626-543-2640 (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

Account Number

Due Date Current Amount \$

Past Due Amount \$

Total Due \$

For Service To



WATER SHUT-OFF NOTICE

If you have made a recent payment, please accept our thanks and verify your account balance online at myaccount.swwc.com or call our office to verify that the payment was received.

Your account is now PAST DUE. To prevent your water service from being disconnected, payment of the **PAST DUE AMOUNT of \$** must be received in our office by 4:30 p.m. on

If water service is shut off, it will be restored only after the following amounts are received in our office during regular working hours: the **TOTAL DUE** shown above, a \$35 reconnection fee, \$70 after regular working hours, and you may be required to pay a credit deposit of \$

Once water is shut off, you will be required to pay as much as \$

to have water service restored.

For your convenience, the following payment options are available:

- Pay online at myaccount.swwc.com or via phone at 626-543-2640 (choose Option 2). Residential customers may pay via Visa or Mastercard credit or debit cards, or via electronic check. Non-residential or business customers may pay online via electronic check.
- Pay by mail: PO Box 6105, Covina, CA 91722-5105. Please be advised that the mail service may take several days to deliver payment. Please include the payment stub from the bottom of this notice.
- Pay In Person: Cash payments can be made at customer walk-in service centers including Walmart, Fidelity Express and Check Free locations. For a list of payment locations visit www.swwc.com/suburban/pay/ and click on the link to pay cash at your local store. Please allow one business day for payment verification.

Please do not mail your payment unless you are sure it will reach our office in time.

Please pay online at myaccount.swwc.com, or pay via phone at 626-543-2640, or detach and return bottom portion with payment.

August 25, 2022

Suburban Water Systems 1325 N Grand Avenue Suite 100 Covina, CA 91724

Account Number Due Date

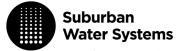
Total Now Due \$

For Service To

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SUBURBAN WATER SYSTEMS PO BOX 6105 COVINA, CA 91722-5105



1325 N Grand Avenue Suite 100, Covina, CA 91724

For questions call 626-543-2640 (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

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 online:

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 DISTRICT

15088 ROSECRANS AVE, LA MIRADA, CA 90638

(562) 944-8219 or (800) 203-5430

TTY(877) 405-1710

SAN JOSE HILLS DISTRICT

1325 NORTH GRAND AVE, SUITE 100

COVINA, CA 91724

(626) 543-2640 or (800) 203-5430

TTY(877) 405-1710

Suburban Water Systems 1325 N. Grand Ave., Suite 100 Covina, CA 91724-4044 Cand Revised Cal. P.U.C. Sheet No.

et No. <u>1878-W</u>

Canceling Revised

Cal. P.U.C. Sheet No.

Resolution No.

1808-W

	Form No. 8 FINAL WATER SHUT-OFF NO	ΓΙ <u>CE</u>
(To be inserted by utility)	Issued by	(To be inserted by Cal. P.U.C.)
Advise Letter No. 376-W	Craig D. Gott	Date Filed
Decision No.	Name President Title	Effective



15088 Rosecrans Avenue, La Mirada, CA 90638

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 Account Number

Due Date

Current Amount \$

Past Due Amount \$

Total Due \$

For Service To



FINAL WATER SHUT-OFF NOTICE

If you have made a recent payment, please accept our thanks and verify your account balance online at **myaccount.swwc.com** or call our office to verify that the payment was received, or your water service may be shut off.

Your account is past due and scheduled for shut-off. To avoid having your water service shut off, payment of the **PAST DUE AMOUNT** of \$ must be received in our office by 4:30 p.m. on

If payment is not received by the above date, water service will be shut off.

DO NOT MAIL PAYMENT

You may pay **online** at **myaccount.swwc.com**, by **phone** at **562-944-8219** or **in person** at the address listed above. If you are a Residential customer, we accept Visa or Mastercard as payment through any of these three options.

If water service is shut off, it will be restored only after the following amounts are received in our office during regular working hours: the **TOTAL DUE** shown above, a \$35 reconnection fee, \$70 after regular working hours, and you may be required to pay a credit deposit of \$

Once water is shut off, you will be required to pay as much as \$ to have water restored. We will attempt to reconnect water during regular working hours once payment is made, otherwise water will be restored during the next business day. After hours reconnections may be provided, if conditions permit.

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

August 25, 2022

Suburban Water Systems 15088 Rosecrans Avenue La Mirada, CA 90638

Account Number
Due Date

Total Now Due \$

For Service To

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SUBURBAN WATER SYSTEMS PO BOX 6105 COVINA, CA 91722-5105



15088 Rosecrans Avenue, La Mirada, CA 90638

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

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 online:

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.

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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 DISTRICT

15088 ROSECRANS AVE, LA MIRADA, CA 90638

(562) 944-8219 or (800) 203-5430

TTY(877) 405-1710

SAN JOSE HILLS DISTRICT

1325 NORTH GRAND AVE, SUITE 100

COVINA, CA 91724

(626) 543-2640 or (800) 203-5430

TTY(877) 405-1710

Suburban Water Systems	_	Revised	Cal. P.U.C. Sheet No.	1879-W
1325 N. Grand Ave., Suite 100 Covina, CA 91724-4044	Canceling _	Revised	Cal. P.U.C. Sheet No.	1812-W
	For	n No. 16 FION NOTIO	TE .	
	COLLECT	HON NOTIC	<u>. E</u>	
(To be inserted by utility)	Issue	ed by	(To be inserted	by Cal. P.U.C.)
Advise Letter No. 376-W	Craig I). Gott	Date Filed	
Decision No.	Presi	dent	Effective	
	110	IC		

Resolution No.



1325 N Grand Avenue Suite 100, Covina, CA 91724

For questions call 626-543-2640 (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 Account Number
Due Date
Past Due Amount \$
Total Due \$

For Service To



COLLECTION NOTICE

Your closing bill is past due and may 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

If payment is not received by the above date, your account may 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 at 626-543-2640, or detach and return bottom portion with payment.

August 25, 2022

Suburban Water Systems 1325 N Grand Avenue Suite 100 Covina, CA 91724

Account Number Due Date

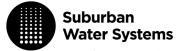
Total Now Due \$

For Service To

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SUBURBAN WATER SYSTEMS PO BOX 6105 COVINA, CA 91722-5105



1325 N Grand Avenue Suite 100, Covina, CA 91724

For questions call 626-543-2640 (TTY 877-405-1710) Monday - Friday 8:00 AM - 4:30 PM

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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 DISTRICT

15088 ROSECRANS AVE, LA MIRADA, CA 90638

(562) 944-8219 or (800) 203-5430

TTY(877) 405-1710

SAN JOSE HILLS DISTRICT

1325 NORTH GRAND AVE, SUITE 100

COVINA, CA 91724

(626) 543-2640 or (800) 203-5430

TTY(877) 405-1710

Suburban Water Systems		Revised	Cal. P.	U.C. Sheet No	o. <u>1880-W</u>
1325 N. Grand Ave., Ste. 100 Covina, CA 91724-4044	Canceling	Revised	Cal. P.	U.C. Sheet No	o. <u>1876-W</u>
	TABLE O	F CONTENTS	5		
Subject Matter of Sheet				Cal. P.U.C Sheet No	
Title Page Table of Contents				1356-W 1880-W, 1870-W, 1881-W	(T) (T)
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(To be inserted by utility)		Issued by		(To be inse	erted by Cal. P.U.C.)
Advice Letter No. 376-W		Craig D. Gott		Date Filed _	
Decision No.		Name President Title		Effective _	

Resolution No.

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

Revised

Cal. P.U.C. Sheet No. _ 1881-W

Canceling Revised

Cal. P.U.C. Sheet No. 1847-W

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