<u>Revised</u> Canceling <u>Revised</u>

Form No. 3D Closing Bill

PLEASE REFER TO TARIFF BOOK FOR SAMPLE PAGE

(To be inserted by utility)	Issued by	(To be inser	ted by Cal. P.U.C.)
Advice No. <u>527</u>	JOHN TANG Vice President,	Date Filed	10/24/2018 12/01/2018
Dec. No	Regulatory Affairs TITLE	Resolution No.	



110 W. Taylor St. San Jose, CA 95110-2131 (408) 279-7900 Office Hours: 8:00AM-5:30PM Mon.-Fri. www.sjwater.com

BILLING INFORMATION

Service Address:	123 Main Street			
Billing Period:	07/27/2018 - 09/26/2018			
Rate Code / Service Size: RES_T_B 3/4 Inch				
Meter Reading				
Previous C	urrent	Total CCF (748 Gal/CCF)		
825	831	6		

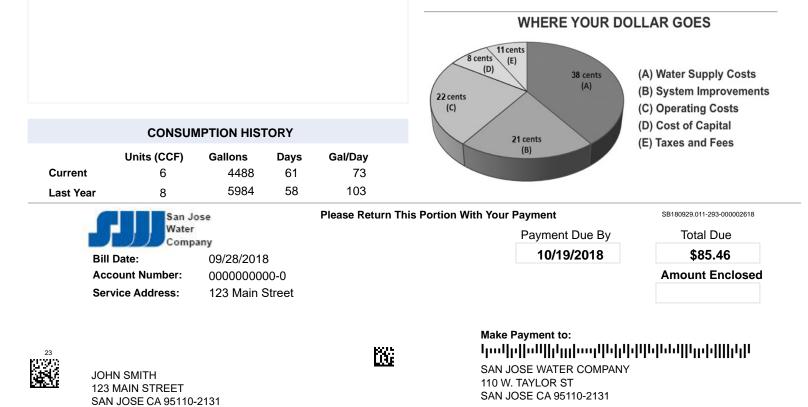
INFORMATION & ANNOUNCEMENTS

San Jose Water Company encourages our customers to use water wisely. If you would like to schedule a complimentary water audit, please call us at: (408) 279-7900 or visit our website at: www.sjwater.com

Customer Name:	JOHN SMITH
Account Number:	000000000-0
Bill Date:	09/28/2018
Amount Due:	\$85.46
Payment Due By:	10/19/2018

CURRENT CHARGES

Service Charge Quantity Charges	\$50.32
, ,	11.60
2.75410 X\$4.21533	
3.24590 X\$4.25475	13.81
Safe Drinking Wtr Ln 2006-B	0.07
Safe Drinking Wtr Ln 2008-B	0.03
Rate Assist Prog Surcharge-B	2.89
SCVWD Purchased Water - 2016	1.51
SCVWD Ground Water - 2016	1.01
SCVWD Purchased Water - 2017	0.87
SCVWD Ground Water - 2017	0.58
SCVWD Purchased Water - 2018	0.96
SCVWD Ground Water - 2018	0.64
PUC Surcharge 1.4%	1.17
Current Charges	85.46
Previous Balance	80.89
Payments Received 08/14/2018	80.89 CR
Total Due	\$85.46



CUSTOMER INFORMATION

WHEN YOU HAVE A QUESTION

If you believe there is an error on your bill or have a question about your service, please call San Jose Water Company customer support at (408) 279-7900.

If you are not satisfied with San Jose Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <u>http://www.cpuc.ca.gov/complaints</u>/. 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	1-800-735-2929 1-800-855-3000
Voice to TTY/VCO/HCO	English Spanish	1-800-735-2922 1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

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.

PAYMENTS

The current bill will become past due if not paid within 19 days after presentation. You may pay your bill by mail or in person at the San Jose Water Company Customer Service Office. Our Customer Service Office address and hours are located on the reverse side of this bill. San Jose Water Company accepts payment over the phone and on-line at <u>www.sjwater.com</u> using a checking account. If you wish to pay after regular business hours, drop your payment with the payment stub in the overnight deposit box located at the entrance to our Customer Service Office. You may also sign up for our free Automatic Payment Service (APS) and we will automatically draft your financial institution account on or shortly after the due date of your bill. To request an APS application, call our Customer Service Office at (408) 279-7900 or visit our web site at www.sjwater.com. A fee will be charged for all returned payments.

Any unpaid prior balance shown on the bill is <u>past due</u> and service may be discontinued if payment is not received. If you are unable to pay your past due bill, please contact our office to discuss payment arrangements.

RATES AND OTHER INFORMATION

Rate schedules and rules are available at San Jose Water Company, Customer Service Office. Our Customer Service Office address and hours are located on the reverse side of this bill. For general information, you may call Customer Service at (408) 279-7900 or visit www.sjwater.com.

IN AN EMERGENCY

If you require emergency service after regular business hours, call (408) 279-7900.

EMPLOYEE IDENTIFICATION

Our authorized service representatives carry a Company identification card with photograph. If you have any doubts, call the San Jose Water Company Customer Service Office at (408) 279-7900.