

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 modification 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 mailing.”

“If you believe there is an error on your bill or have a question about your service, please call Customer Service at (408) 279-7900. We welcome the opportunity to assist you.

If after contacting us, you are still not satisfied with the company’s response, you may 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, 3rd Floor, San Francisco, CA 94102

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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.

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(To be inserted by utility)

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B. Bill for Service (Continued)

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	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO Voice	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English	1-800-854-7784
	Spanish	

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. If 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.

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The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power."

C. Discontinuance of Service for Nonpayment - Notice

Every written notice of discontinuance of service for non-payment of bills shall include all of the following information:

1. The name and address of the customer whose account is delinquent.
2. The amount of delinquency.
3. The date by 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
5. The procedures to petition for bill review and appeal to the Commission.

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C. Discontinuance of Service for Nonpayment - Notice (Continued)

- 6. The procedure by which the customer may request a deferred (paying at a later date), amortization (spreading payments out over an agreed upon period of time not to exceed 12 months of the unpaid charges), or some other alternative payment schedule. (D)(N)
- 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. The name, address, and telephone number of a representative of the utility who can provide additional information and assist customers in continuing service or in making arrangements for payment.
- 9. The telephone numbers of the Commission (Consumer Affairs Branch) (800) 649-7570 or the California Relay Service TTY (800) 735-2929/22 English or (800) 855-3000 Spanish or (800) 854-7784 English/Spanish Speech to Speech to which inquiries by the customer may be directed as stated in Rule No. 5.B. (N)

Residential Customers. Where water service is provided to residential occupants in a detached single-family dwelling, multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp, where the owner, manager or operator is listed by the utility as the customer of record but is not the occupant, the notice of discontinuance shall further include:

- a. The date on which service will be discontinued.
- b. What the occupants are required to do in order to prevent the discontinuance or to reestablish service.
- c. The estimated monthly cost of service (where service is master-metered).
- d. 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).

Rules 5.C.4 through 5.C.9 are also described in the written policy of discontinuance of service due to nonpayment of bills which is available at to <https://www.sjwater.com/water-shutoff-policy>. (N)

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