

**Form No. 3A
Past Due Notice**

PLEASE REFER TO TARIFF BOOK FOR SAMPLE PAGE

(To be inserted by

Issued by

(To be inserted by Cal. P.U.C.)

utility) Advice No. 580

JOHN TANG

Date Filed 09/22/2022

Vice President,

Effective 09/22/2022

Dec. No. _____

Regulatory Affairs

Resolution No. _____

TITLE



PAST DUE NOTICE

Notice Date:
Service To Date:
Account Number:

Customer Name:
Service Address:
Past Due Amount:

We are writing to let you know that your account is past due. If you have already sent payment, thank you. Otherwise, we understand that things happen and are here to help. We offer many ways to pay your bill. We also offer flexible interest-free payment plans.

If you haven't yet made a payment, the amount of _____ is due by _____ to avoid any interruption of service.

WAYS TO PAY

- Online at sjwater.com
- By phone at (408) 279-7900
- Mail your payment

To request a payment plan, please give us a call at (408) 279-7900, Monday-Friday between 8:00 am and 5:30 pm PST, or email us at customer.service@sjwater.com.

SERVICE RESTORATION

In the event your water service is turned off for non-payment, please read the instructions below to have your water service restored as quickly as possible.

- Pay your bill in full online at sjwater.com (pay by credit/debit card or checking/savings account).
- Use our automated pay-by-phone system by calling (408) 279-7900.
- Contact one of our friendly **Customer Service Advocates** during business hours: Monday-Friday 8:00 am to 5:30 pm PST.
- Once payment is received and verified, water service will be restored within 24 hours. Please note that a service reconnection charge will appear on your next bill to restore service after it is turned off for non-payment.

To avoid delays in restoring your water service, please check that all fixtures, faucets, and water-using appliances are turned off. We will not be able to restore service if there is any indication of water usage. If we are unable to restore service, an appointment will be required.



Billing Date:
Account Number:
Service Address:

Please Return This Portion With Your Payment

TOTAL DUE

Customer Information

BILLING QUESTIONS

If you believe there is an error on your bill or have a question about your service, please call our **Customer Service Advocates** at **(408) 279-7900**.

If you are not satisfied with our response, you can submit a complaint to the **California Public Utilities Commission (CPUC)** by visiting: 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

If you have hearing or speaking limitations, dial 711 to reach the **California Relay Service**. This is for those needing direct assistance relaying telephone conversations, as well as 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 | ENGLISH TOLL-FREE 800 NUMBER | SPANISH TOLL-FREE 800 NUMBER |
|-----------------------------|---------------------------------|---------------------------------|
| TTY/VCO/HCO to Voice | 1 (800) 735-2929 | 1 (800) 855-3000 |
| Voice to TTY/VCO/HCO | 1 (800) 735-2922 | 1 (800) 855-3000 |
| From or to Speech-to-Speech | 1 (800) 854-7784 | 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. **If a 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.**

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.

RATES AND OTHER INFORMATION

Rate schedules and rules are available online at sjwater.com. For general information, you may also visit sjwater.com or contact a **Customer Service Advocate** by email at customer.service@sjwater or phone at **(408) 279-7900**.

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 a photograph. If you have any concern, please call **San Jose Water Customer Service** at **(408) 279-7900**.

