

CALIFORNIA-AMERICAN WATER COMPANY

655 W. Broadway, Suite 1410
San Diego, CA 92101

Cancelling

Revised
Original

Cal. P.U.C. Sheet No.
Cal. P.U.C. Sheet No.

8861-W
8066-W

Three Day Shut Off Notice
See Attached Form

Sheet 1

(Continued)

(TO BE INSERTED BY UTILITY)

Advice 1218-A
Decision

ISSUED BY

J. T. LINAM
DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)

Date Filed 11/15/2018
Effective 11/15/2018
Resolution _____

John Smith
123 Main Street
San Diego, CA 92154

For Service To:
Account Number: 1015-210000000000
Service Address: 123 Main St
San Diego, CA 92154

3 DAY SHUT OFF NOTICE

Dear John Smith,

Your bill for \$106.97 is overdue. Because your bill is overdue we will shut off water to 123 Main Street, San Diego, on or after 8:00 AM on 10/05/2018.

To stop the shut off, you must do one (1) of the following:

1. Pay the total amount of the overdue bill and call 1-877-230-0718 to verify the company received your payment.
2. Call 1-877-230-0718 regarding a possible payment arrangement, to let us know that you made a payment; or to dispute the overdue bill.
3. Call 1-877-230-0718 if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice Shown below.

MEDICAL EMERGENCY NOTICE - If someone living in your home is seriously ill, we will not shut off your water service during this illness if you do two (2) things:

1. Have a licensed doctor or nurse practitioner certify in writing that the illness exists and that the person will be in danger if you do not have water service.
2. Make arrangement to pay your overdue and current bills by calling the phone number listed above.

If we shut off your water, you have to pay the following charges or the full outstanding balance to have your water turned back on:

Overdue Amount \$106.97
Regular Working Hours Turn-On Charge \$10.00
Total Amount Due \$116.97

If you have any questions or need more information, please call us at 1-877-230-0718. Hours of Operation: Monday through Thursday 7:00am – 9pm EST, Friday, 7:00am – 9am EST and Saturday, 7:00am – 12pm EST. If payment is received after 3:00 PM PST, water service will not be restored until the next business day unless an after-hours reconnection is requested. A service fee of \$175.00 will be charged for all after-hours reconnections.

If you are not satisfied with **California American Water Company's** 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	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	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.

If payment is received after 3:00 PM, water service will not be restored until the next business day unless an after-hours reconnection is requested. A service fee of \$50.00 will be charged for all after-hours reconnections.


Sincerely,

Customer Service


CONVENIENT PAYMENT OPTIONS



Pay your bill online:
www.amwater.com/myaccount



Pay by Phone: 855-748-6066
24 hours a day, seven days a week



Pay in person: for a list of approved payment locations, visit www.amwater.com/myaccount