

SAN GABRIEL VALLEY WATER COMPANY

11142 GARVEY AVENUE
EL MONTE, CALIFORNIA 91733

Revised _____
Cancelling Revised _____

Cal. P.U.C. Sheet No. 3193-W

Cal. P.U.C. Sheet No. 2932-W

Form No. 7

REMINDER NOTICE
Fontana Water Company Division

See Following Two Pages for Sample Form

(T)

(To be inserted by utility)

Advice Letter No. 575

Decision No. _____

Issued by

J. M. Reiker

NAME

Vice President of Regulatory Affairs

TITLE

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

Date Filed 01/25/2022

Effective 01/25/2022

Resolution No. _____



15966 Arrow Route • Fontana, Ca 92335

Customer Service Hours: Monday -Friday 8:00 AM - 5:00 PM
Phone Number/Email: 1-909-822-2201 customerservice@fontanawater.com

Account Information table with fields: Customer Name, Account Number, Service Address, Customer Class, Connection No., Rate Schedule, Meter Size, Date of Presentation, DATE DUE, TURN OFF DATE, FirstName LastName, 1-9-999-9999-9-9, 999 Street Name, Residential, L32627, LA-1, 1 INCH, 02/01/2020, 02/19/2020, 04/20/2020

Have you forgotten?

When this notice was mailed payment of your water bill had not been received. Your bill, which covers the period 01/01/2020 to 01/31/2020, is now past due

Table with 2 columns: Description, Amount. Row 1: Past Due for Period 01/01/2020 to 01/31/2020, \$34.51. Row 2: Total Amount Due, \$34.51

If payment is not received IN OUR OFFICE before the Turn Off Date, service will be discontinued on 04/20/2020. For information concerning payment arrangements, please see other side of this notice.

Payment can be made by return mail in the envelope provided, in person at any one of the company offices, by phone 844-232-8664, or online at www.fontanawater.com/paymybill. A third-party convenience fee applies to payments made by phone or online. The company has no other authorized paying stations. For your convenience a night drop for payment is available at each company office.

WE CANNOT BE RESPONSIBLE FOR PAYMENTS DELAYED IN REACHING OUR OFFICE WHEN PAYMENT IS MADE AT A PAYING STATION AND NOT AT THE COMPANY OFFICE.

If payment has recently been made, please disregard this notice.

PLEASE NOTE - If water service is discontinued for non-payment of a bill there will be a charge of \$25.00 for reconnection of service during regular work hours. If the request for reconnection is received after 3:30 p.m. for same day reconnection of service then the charge will be \$40.00. In addition, to guarantee future payment of water bills, a deposit may be required in an amount equal to twice an estimated average bill.



Please return bottom portion along with your payment.

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REMINDER NOTICE

Account Number: 1-9-999-9999-9-9
Service Address: 112 S SIXTH
Date of Bill: 02/01/2020
DATE DUE: 02/19/2020
TURN OFF DATE: 04/20/2020

Table with 2 columns: Description, Amount. Row 1: THIS BILL IS NOW PAST DUE AND MUST BE PAID PRIOR TO THE TURN OFF DATE. Row 2: \$34.51, Amount Now Due. Row 3: Amount Enclosed

CAB1203A 1778 1 AV 0.383
7000003131 00.0007.0165 1778/1



Commerical Company
12345 Any Street
Any City, ST 99999



SAN GABRIEL VALLEY WATER COMPANY
PO BOX 5970
EL MONTE, CA 91734-1970

Any residential customer who has, before discontinuance of service, made a request for extension of the payment period of a bill which the customer believes to be beyond the means of the customer to pay in full within the normal period of payment, shall be given an opportunity for review of the request by the company. The company's review will consider whether the customer should be permitted to pay any unpaid balance of the delinquent account over a reasonable period of time, not to exceed 12 months. Water Service will not be discontinued for any customer complying with such a payment agreement, if the customer also keeps the account current as charges accrue in each subsequent billing period. A complete statement of discontinuance of service policy and customers' remedies is available upon request from the company.

In order for a customer to institute arrangements for payment of the bill, or to initiate a complaint or request an investigation concerning service or charges, the customer should contact a representative of the company either in person at one of its offices or by calling the phone number shown on the other side of this notice.

To obtain a copy of our Policy on Disconnection of Residential Water Service for Non-Payment in English, Spanish, Chinese, Tagalog, Vietnamese or Korean, and for additional information, please visit our website at www.fontanawater.com. If you have questions or would like to speak to a Fontana Water Company representative, please contact us at (909)822-2201.

If you believe there is an error on your bill or have a question about your service, please call Fontana Water Company customer support at (909) 822-2201.

If you are not satisfied with Fontana Water Company's response, submit a complain to the California Public Utilities Commission (PUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which ca 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 203, 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 | Spanish | 1-800-735-2922 |
| | English | 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.