

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



January 9, 2026

Kiki Carlson  
Director, Regulatory Affairs  
Suburban Water Systems  
1325 N. Grand Ave., Ste. 100  
Covina, CA 91724-4044

Hello Kiki,

The Water Division of the California Public Utilities Commission has approved Suburban Water Systems' Advice Letter No. 419, filed on December 19, 2025, regarding Forms and Rules Update.

Enclosed are copies of the following revised tariff sheets, effective December 19, 2025, for the utility's files:

**P.U.C. Sheet**

<b>No.</b>	<b>Title of Sheet</b>
2087-W	Title Page
2088-W	Form No. 1, Application For Water Service
2089-W	Form No. 2, Customer Credit Deposit Receipt
2090-W	Form No. 3, Bill For Service
2091-W	Form No. 7, Water Shut-off Notice
2092-W	Form No. 8, Final Water Shut-off Notice
2093-W	Form No. 9, Waste of Water Notice
2094-W	Form No. 12, Third Party Notification
2095-W	Form No. 13, Application For Construction And Tank Truck Service Under Schedule 9-CF
2096-W	Form No. 16, Collection Notice
2097-W	Rule No. 5, Special Information Required On Forms
2098-W	Rule No. 9, Rendering And Payment Of Bills
2099-W	Rule No. 11, Discontinuance And Restoration Of Service
2100-W	Rule No. 12, Information Available To Public
2101-W	Table of Contents
2102-W	Table of Contents (Continued)

**P.U.C. Sheet**

<b>No.</b>	<b>Title of Sheet</b>
2103-W	Table of Contents (Continued)

Please contact Jeremy Ho at [JRY@cpuc.ca.gov](mailto:JRY@cpuc.ca.gov), if you have any questions.

Thank you.

Enclosures

Suburban Water Systems  
1325 N. Grand Ave. Ste. 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2087-W  
Canceling Revised Cal. P.U.C. Sheet No. 1903-W

# TARIFF SCHEDULES

APPLICABLE TO

## WATER SERVICE

Together with information Affecting  
Rates and Service  
of

### SUBURBAN WATER SYSTEMS

1325 North Grand Avenue, Suite 100  
Covina, California 91724-4044

<https://www.mywater.us/california>

(T)

Operating In or Near

Covina, West Covina, La Puente, Glendora, Hacienda Heights,  
Whittier, La Mirada, Buena Park, La Habra, Walnut,  
portions of Compton and Willowbrook, an unincorporated area of  
Los Angeles County, and other adjacent  
unincorporated areas of Los Angeles County and Orange County

The effective tariff schedules of this utility, including the rates and rules herein, have been regularly filed with the Public Utilities Commission of the State of California.

No officer, inspector, solicitor, agent, or employee of the utility has any authority to waive, alter, or amend these tariff schedules or any part thereof in any respect.

*(To be inserted by utility)*

### Issued by

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

Advise Letter No. 419-W

Craig D. Gott

Date Filed 12/19/2025

Name

Decision No. \_\_\_\_\_

President

Effective 12/19/2025

Title

Resolution No. \_\_\_\_\_

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2088-W  
Canceling Revised Cal. P.U.C. Sheet No. 943-W

Form No. 1

APPLICATION FOR WATER SERVICE

*(To be inserted by utility)*

Advise Letter No. 419-W

Decision No. \_\_\_\_\_

**Issued by**

Craig D. Gott

Name

President

Title

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

Date Filed 12/19/2025

Effective 12/19/2025

Resolution No. \_\_\_\_\_



Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2089-W  
Canceling Revised Cal. P.U.C. Sheet No. 1069-W

Form No. 2

CUSTOMER CREDIT DEPOSIT RECEIPT

*(To be inserted by utility)*

Advise Letter No. 419-W

Decision No. \_\_\_\_\_

**Issued by**

Craig D. Gott

Name

President

Title

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

Date Filed 12/19/2025

Effective 12/19/2025

Resolution No. \_\_\_\_\_



**Suburban  
Water Systems**

Whittier/La Mirada Office (562) 944-8219

San Jose Hills Office (626) 543-2640

Date \_\_\_\_\_

**Customer Credit Deposit Receipt**

Name \_\_\_\_\_

Service Address \_\_\_\_\_

City \_\_\_\_\_

Account Number \_\_\_\_\_

Cash  \$ \_\_\_\_\_

Check  \$ \_\_\_\_\_

This deposit may be applied to unpaid balances where service has been discontinued by the utility for non-payment of bills. This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, at 7/12 percent per month (7% annually) upon discontinuance of service, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for non-payment. Interest does not apply to construction and tank truck service.

Cashier \_\_\_\_\_

\_\_\_\_\_

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2090-W  
Canceling Revised Cal. P.U.C. Sheet No. 1907-W

Form No. 3  
BILL FOR SERVICE

*(To be inserted by utility)*

Advise Letter No. 419-W

Decision No. \_\_\_\_\_

**Issued by**

Craig D. Gott

Name

President

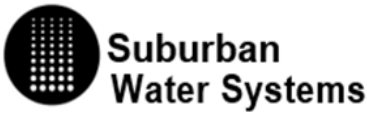
Title

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

Date Filed 12/19/2025

Effective 12/19/2025

Resolution No. \_\_\_\_\_



**Suburban  
Water Systems**

P.O. Box 6105, Covina, CA 91722

Customer Service: 562.944.8219 Mon.-Fri.  
 TTY: 877.405.1710 8AM-4:30 PM  
 Visit us online: www.mywater.us/california

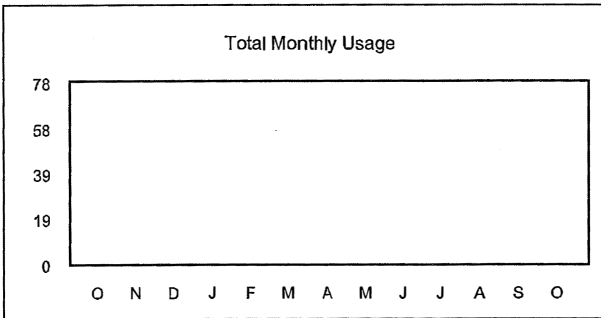
Account Number:  
 Invoice Number:  
 Billing Date:  
**PAST DUE AFTER:**  
 Account Name:  
 Service Address:

**Current Reading** Based on Actual

Meter Size	Meter Read Dates		Number Of Days	Meter Reading		Usage CCF	Meter Number
	From	To		From	To		

\*CCF (100 Cubic Feet) = 748 Gallons of Water

**Water Usage History** -13 Month Usage in CCF\*



Previous Months' Usage Current Month's Usage

**Account Summary**

**Previous Balance**

Payment Received

**Balance Before Current Charges**

Service Charge  
 Water Charge

Public Purpose  
 Program CPUC  
 Surcharge Whittier Tax  
 Local Government Fee  
 Life Line Fee

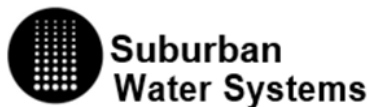
**Total Current Charges Past Due After**

**Total Balance Including Current Charges** \$

**Message Center**

Like US on Facebook for Ongoing Updates, Water Conservation Tips, and Much MORE!  
[Facebook.com/SuburbanWater](https://www.facebook.com/SuburbanWater)

Please detach and return the bottom portion with your payment, pay online at <https://account.mywater.us>, or pay via phone at 562-944-8219.



**Suburban  
Water Systems**

P.O. Box 6105, Covina, CA 91722

Billing Date:  
 Account Number:  
 Service Address:

**POST OFFICE  
BOX 6105**

**Total  
Now Due** \$

## IMPORTANT INFORMATION REGARDING THIS BILL

This bill is now due and payable upon receipt.

It becomes past due after the date shown on the front of this bill.

If you question the amount of this bill, you must request an explanation in person or by telephone from Suburban Water Systems at the office servicing your area within five (5) days of receiving this bill. The address and the telephone numbers are listed below:

### DISPUTED BILLS ONLY

If you believe there is an error on your bill or have a question about service, please call **Suburban Water Systems** customer support at either (626) 543-2640 or (562) 944-8219.

If you are not satisfied with **Suburban Water Systems'** 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 Spanish	(800) 735-2929 (800) 855-3000
Voice to TTY /VCO/HCO	English Spanish	(800) 735-2922 (800) 855-3000
From or to Speech-to-Speech	English & Spanish	(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.

### IMPORTANT INFORMATION

This bill contains key information in large print. By contacting your local Suburban Water Systems office or by visiting [www.mywater.us/california](http://www.mywater.us/california), you may find out a variety of information including facts on conservation rates which may help you to see an annual reduction on your bill. You can also obtain an application for our Low-Income Rate Assistance Program where some customers may qualify for a monthly billing adjustment.

*Esta factura contiene informacion importante en letras grandes. Poniendose en contacto con su oficina local de Suburban Water Systems o visitando [www.mywater.us/california](http://www.mywater.us/california), usted puede encontrar una variedad de informacion, incluyendo datos sobre tarifas de conservacion, que pueden ayudar con la reduccion anual de su factura. Tambien puede obtener una solicitud para nuestro programa de Asistencia con la tarifa de Bajos Ingresos, donde algunos clientes pueden calificar para un ajuste en su factura mensual.*

WHITTIER/LA MIRADA OFFICE  
15088 ROSECRANS AVE., LA MIRADA, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405 1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE  
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE  
2015 E. HATCHWAY ST., COMPTON, CA 90222  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2091-W  
Canceling Revised Cal. P.U.C. Sheet No. 1908-W

Form No. 7  
WATER SHUT-OFF NOTICE

*(To be inserted by utility)*

Advise Letter No. 419-W

Decision No. \_\_\_\_\_

**Issued by**

Craig D. Gott

Name

President

Title

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

Date Filed 12/19/2025

Effective 12/19/2025

Resolution No. \_\_\_\_\_



**Suburban  
Water Systems**

1325 N Grand Avenue Suite 100, Covina, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

For questions call 626-543-2640 (TTY 877-405-1710)  
Monday - Friday 8:00 AM - 4:30 PM

Email us at [SuburbanCustomerCare@nexuswg.com](mailto:SuburbanCustomerCare@nexuswg.com)  
Visit us online at [www.mywater.us/california](http://www.mywater.us/california)

Account Number  
Due Date  
Current Amount \$  
Past Due Amount \$  
Total Due \$

For Service To

## WATER SHUT-OFF NOTICE

*If you have made a recent payment, please accept our thanks and verify your account balance online at <https://account.mywater.us> or call our office to verify that the payment was received. If you would like to discuss options to avoid disconnection, please contact our Customer Service Center at (800) 203-5430.*

Your account is now **PAST DUE**. To prevent your water service from being disconnected, payment of the **PAST DUE AMOUNT** of \$ must be received in our office **by 4:30 p.m. on**

If water service is shut off, it will be restored only after the following amounts are received in our office during regular working hours: the **TOTAL DUE** shown above, a \$35 reconnection fee, \$70 after regular working hours, and you may be required to pay a credit deposit of \$

**Once water is shut off, you will be required to pay \$ to have water service restored.**

For your convenience, the following payment options are available:

- **Pay online at [myaccount.swwc.com](https://myaccount.swwc.com) or via phone at 626-543-2640** (choose Option 2). Residential customers may pay via Visa or Mastercard credit or debit cards, or via electronic check. Non-residential or business customers may pay online via electronic check.
- **Pay by mail:** PO Box 6105, Covina, CA 91722-5105. Please be advised that the mail service may take several days to deliver payment. Please include the payment stub from the bottom of this notice.
- **Pay In Person:** Cash payments can be made at customer walk-in service centers including Walmart, Fidelity Express and Check Free locations. For a list of payment locations visit <https://www.mywater.us/california/account-billing/billing-payment> and click on the link to pay cash at your local store. Please allow one business day for payment verification.

**Please do not mail your payment unless you are sure it will reach our office in time.**

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Please **pay online** at <https://account.mywater.us>, or **pay via phone** at 626-543-2640, or detach and return bottom portion with payment.

Account Number

**Suburban Water Systems**  
1325 N Grand Avenue Suite 100  
Covina, CA 91724

Due Date

Total Now Due \$

For Service To



SUBURBAN WATER SYSTEMS  
PO BOX 6105  
COVINA, CA 91722-5105



**Suburban  
Water Systems**

1325 N Grand Avenue Suite 100, Covina, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

For questions call 626-543-2640 (TTY 877-405-1710)  
Monday - Friday 8:00 AM - 4:30 PM

Email us at [SuburbanCustomerCare@nexuswg.com](mailto:SuburbanCustomerCare@nexuswg.com)  
Visit us online at [www.mywater.us/california](http://www.mywater.us/california)

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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	(800) 735-2929 (800) 855-3000
Voice to TTY /VCO/HCO	English Spanish	(800) 735-2922 (800) 855-3000
From or to Speech-to-Speech	English & Spanish	(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.

WHITTIER/LA MIRADA OFFICE  
15088 ROSECRANS AVE., LA MIRADA, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405 1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE  
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE  
2015 E. HATCHWAY ST., COMPTON, CA 90222  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405 1710  
Mon. - Fri. 8:00 AM - 4:30 PM

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2092-W  
Canceling Revised Cal. P.U.C. Sheet No. 1909-W

Form No. 8  
FINAL WATER SHUT-OFF NOTICE

*(To be inserted by utility)*

Advise Letter No. 419-W

Decision No. \_\_\_\_\_

**Issued by**

Craig D. Gott

Name

President

Title

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

Date Filed 12/19/2025

Effective 12/19/2025

Resolution No. \_\_\_\_\_



**Suburban  
Water Systems**

15088 Rosecrans Avenue, La Mirada, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

For questions call 562-944-8219 (TTY 877-405-1710)  
Monday - Friday 8:00 AM - 4:30 PM

Email us at [SuburbanCustomerCare@nexuswg.com](mailto:SuburbanCustomerCare@nexuswg.com)  
Visit us online at [www.mywater.us/california](http://www.mywater.us/california)

Account Number  
Due Date  
Current Amount \$  
Past Due Amount \$  
Total Due \$

For Service To

# FINAL WATER SHUT-OFF NOTICE

If you have made a recent payment, please accept our thanks and verify your account balance online at <https://account.mywater.us> or call our office to verify that the payment was received, or your water service may be shut off. If you would like to discuss options to avoid disconnection, please contact our Customer Service Center at (800) 203-5430.

Your account is past due and scheduled for shut-off. To avoid having your water service shut off, payment of the **PAST DUE AMOUNT** of \$ \_\_\_\_\_ must be received in our office by 4:30 p.m. on \_\_\_\_\_.

**If payment is not received by the above date, water service will be shut off.**

# DO NOT MAIL PAYMENT

You may pay **online** at <https://account.mywater.us>, by **phone** at **562-944-8219** or **in person** at the address listed above. If you are a Residential customer, we accept Visa or Mastercard as payment through any of these three options.

If water service is shut off, it will be restored only after the following amounts are received in our office during regular working hours: the **TOTAL DUE** shown above, a \$35 reconnection fee, \$70 after regular working

hours, and you may be required to pay a credit deposit of \$ \_\_\_\_\_.

Once water is shut off, you will be required to pay \$ \_\_\_\_\_ to have water restored. We will attempt to reconnect water during regular working hours once payment is made, otherwise water will be restored during the next business day. After hours reconnections may be provided, if conditions permit.

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Please **pay online** at <https://account.mywater.us>, or **pay via phone** at **562-944-8219**, or detach and return bottom portion with payment.

**Suburban Water Systems**  
15088 Rosecrans Avenue  
La Mirada, CA 90638

Account Number  
Due Date

Total Now Due \$ \_\_\_\_\_

For Service To



SUBURBAN WATER SYSTEMS  
PO BOX 6105  
COVINA, CA 91722-5105



# Suburban Water Systems

15088 Rosecrans Avenue, La Mirada, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

For questions call 562-944-8219 (TTY 877-405-1710)  
Monday - Friday 8:00 AM - 4:30 PM

Email us at [SuburbanCustomerCare@nexuswg.com](mailto:SuburbanCustomerCare@nexuswg.com)  
Visit us online at [www.mywater.us/california](http://www.mywater.us/california)

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From or to Speech-to-Speech	English & Spanish	(800) 854-7784

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TTY (877) 405 1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE  
1325 N. GRAND AVE., SUITE 100, COVINA, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE  
2015 E. HATCHWAY ST., COMPTON, CA 90222  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2093-W  
Canceling Revised Cal. P.U.C. Sheet No. 1910-W

Form No. 9  
WASTE OF WATER NOTICE

*(To be inserted by utility)*

Advise Letter No. 419-W

Decision No. \_\_\_\_\_

**Issued by**

Craig D. Gott

Name

President

Title

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

Date Filed 12/19/2025

Effective 12/19/2025

Resolution No. \_\_\_\_\_



**Suburban  
Water Systems**

## WASTE OF WATER NOTICE

Date \_\_\_\_\_ Service Address \_\_\_\_\_

Waste of water has been noticed at this address as follows:

Suburban Water Systems asks that you take the necessary measures to stop this water waste. Water waste could result in present and future water shortages. Accordingly, Suburban Water Systems is authorized to shut off service for continued water waste in accordance with the following provisions of Rule No. 11 filed with the California Public Utilities Commission.

### Rule No. 11

*“....Where negligent or wasteful of use of water exists on a customers’ premises, the utility may discontinue the service if such practices are not remedied within five days after it has given the customer written notice to such effect.”*

We look forward to your cooperation in this matter. Please call us at the office checked below if you have any questions.

WHITTIER/LA MIRADA OFFICE  
15088 ROSECRANS AVE., LA MIRAD, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE  
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 of (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE  
2015 E. HATCHWAY ST., COMPTON, CA 90222  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (887) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2094-W  
Canceling Revised Cal. P.U.C. Sheet No. 1911-W

Form No. 12  
THIRD PARTY NOTIFICATION

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<i>(To be inserted by utility)</i>		<b>Issued by</b>	<i>(To be inserted by Cal. P.U.C.)</i>	
Advise Letter No.	<u>419-W</u>	Craig D. Gott	Date Filed	<u>12/19/2025</u>
		Name		
Decision No.	<u>                    </u>	President	Effective	<u>12/19/2025</u>
		Title		
			Resolution No.	<u>                    </u>



# AN IMPORTANT MESSAGE FOR CUSTOMERS WHO ARE AGE 62 OR OLDER, OR HANDICAPPED

**Third Party Notification** is a service we provide for elderly or handicapped customers to help prevent the shut-off of water service due to an unpaid bill. If you qualify, you may select a consenting "third party" (a friend, relative, doctor, clergyman, or anyone you wish) to receive a copy of your shut-off notice, should you ever receive one because of an unpaid bill. This notice will let your "third party" know about your pending water shut-off.

Third Party Notification doesn't mean that the person you choose to receive the notice is obligated to pay the overdue bill. It will also not prevent your water service from being shut off. Third Party Notification is simply a way for someone else to remind you of the bill, help you arrange for payment, or assist you to read or understand the notice. To receive this service, you must be handicapped or age 62 or older.

If you would like to have Third Party Notification service, just fill out the form below and mail back to us with your bill, or you can mail it to us separately. You may also choose to bring it in to one of our offices.

### Whittier/La Mirada Office

15088 Rosecrans Ave., La Mirada, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM  
Fax: (626) 543-2664

### San Jose Hills Office

1325 N. Grand Ave., Suite 100, Covina, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM  
Fax: (626) 543-2692

### SATIVA OFFICE

2015 E. HATCHWAY ST., COMPTON, CA 90222  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (887) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

Be sure to include your name, address, and account number on the form, as well as the name, address, and signature of the person you have chosen as your "third party." If you have any questions about this service, please call the office in your area.

## REQUEST FOR THIRD PARTY NOTIFICATION

### YOUR INFORMATION:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_ ZIP \_\_\_\_\_

Phone Number \_\_\_\_\_

Account No. \_\_\_\_\_

Email Address \_\_\_\_\_

\_\_\_\_\_ I certify that am age 62 or older.  
(Birthday: \_\_\_\_\_).

\_\_\_\_\_ I certify that I am handicapped.

I understand that I am responsible for the payment of my water bill. The third party is not obligated to pay the overdue bill. I further understand that Suburban Water Systems is not liable for failure to notify the designated third party.

Customer Signature \_\_\_\_\_

### THIRD PARTY DESIGNATION/INFORMATION

If I receive a water shut-off notice, please send a Third Party Notification to:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_ ZIP \_\_\_\_\_

Phone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Third Party Signature \_\_\_\_\_

The utility may require support of age by birth certificate, driver's license, or other documentation of handicap certification from a physician, social worker, or public health nurse (P.U.C. Rule 11).

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2095-W  
Canceling Revised Cal. P.U.C. Sheet No. 1912-W

Form No. 13  
APPLICATION FOR CONSTRUCTION AND TANK  
TRUCK SERVICE UNDER SCHEDULE 9-CF

*(To be inserted by utility)*

Advise Letter No. 419-W

Decision No. \_\_\_\_\_

**Issued by**

Craig D. Gott

Name

President

Title

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

Date Filed 12/19/2025

Effective 12/19/2025

Resolution No. \_\_\_\_\_



**Suburban  
Water Systems**

# Application and Service Agreement for Construction and Tank Truck Service Meter

## Applicant

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number ( ) \_\_\_\_\_ Representative \_\_\_\_\_

## Billing (If different from above)

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number ( ) \_\_\_\_\_

The above applicant assumes responsibility for the actions of his/her employees, subcontractors or others who use the hydrant(s) under applicant's jurisdiction. Any damages to the hydrant(s) or Suburban Water Systems' facilities while this agreement is in effect will be the sole responsibility of the applicant. A \$750.00 security deposit, plus any unpaid balance, will be required to obtain the construction meter. This deposit will be refunded once the meter is returned undamaged and in operable condition to the office checked below.

WHITTIER/ LA MIRADA OFFICE  
15088 ROSECRANS AVE., LA MIRADA, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE  
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE  
2015 E. HATCHWAY ST., COMPTON, CA 90222  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

The meter will be set and locked at the following location: \_\_\_\_\_

The above applicant has read and agrees to abide by the conditions stated on both sides of this application and service agreement.

Date \_\_\_\_\_ Applicant's Signature \_\_\_\_\_

Date Meter Requested \_\_\_\_\_

By \_\_\_\_\_ Date Received \_\_\_\_\_

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2096-W  
Canceling Revised Cal. P.U.C. Sheet No. 1913-W

Form No. 16  
COLLECTION NOTICE

[Empty box for collection notice details]

<i>(To be inserted by utility)</i>	<b>Issued by</b>	<i>(To be inserted by Cal. P.U.C.)</i>
Advise Letter No. <u>419-W</u>	<u>Craig D. Gott</u>	Date Filed <u>12/19/2025</u>
Decision No. _____	Name <u>President</u>	Effective <u>12/19/2025</u>
	Title <u></u>	Resolution No. _____



**Suburban  
Water Systems**

Date of Notice:

15088 Rosecrans Avenue, La Mirada, CA 90638  
Office Hours: Monday - Thursday 8:00 AM - 4:30 PM

For questions call 562-944-8219 (TTY 877-405-1710)  
Monday - Friday 8:00 AM - 4:30 PM

Email us at [SuburbanCustomerCare@nexuswg.com](mailto:SuburbanCustomerCare@nexuswg.com)  
Visit us online at [www.mywater.us/california](http://www.mywater.us/california)

Account Number:  
Due Date:  
Past Due Amount:  
Total Due:

For Service To:

## COLLECTION NOTICE

Your closing bill is past due and will be referred to a collection agency.

To avoid this, the **TOTAL DUE amount of \$\_\_\_\_\_** must be received in full in our office by 4:30 p.m. on\_\_\_\_\_.

Total Due: \$\_\_\_\_\_

**If payment is not received by the above date, your account will be referred to a collection agency and your credit may be affected.**

# THIS IS YOUR FINAL NOTICE NO OTHER NOTICE WILL BE SENT

**DO NOT MAIL PAYMENT** unless you are sure it will reach our office in time. Please bring this notice with your payment to our office. After hours payments can be made through a night drop in our front door. Make sure you include this notice and write your account number on your check or money order.

If payment has been made, please call our office to verify that it was received.

---

Please pay online at <https://account.mywater.us> or pay via phone 562-944-8219,  
or detach and return the bottom portion with your payment

**Suburban Water Systems**  
15088 Rosecrans Avenue  
La Mirada, CA 90638

Date of Notice

Account Number  
Due Date Total  
Now Due

For Service To

**SUBURBAN WATER SYSTEMS**  
PO BOX 6105  
COVINA, CA 91722-5105



**Suburban  
Water Systems**

15088 Rosecrans Avenue, La Mirada, CA 90638  
Office Hours: Monday - Thursday 8:00 AM - 4:30 PM

For questions call 562-944-8219 (TTY 877-405-1710)  
Monday - Friday 8:00 AM - 4:30 PM

Email us at [SuburbanCustomerCare@nexuswg.com](mailto:SuburbanCustomerCare@nexuswg.com)  
Visit us online at [www.mywater.us/california](http://www.mywater.us/california)

If you believe there is an error on your bill or have a question about service, please call **Suburban Water Systems** customer support at either (626) 543-2640 or (562) 944-8219.

If you are not satisfied with **Suburban Water Systems'** 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 on line:

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	(800) 735-2929 (800) 855-3000
Voice to TTY /VCO/HCO	English Spanish	(800) 735-2922 (800) 855-3000
From or to Speech-to-Speech	English & Spanish	(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.

**WHITTIER/LA MIRADA OFFICE**

15088 ROSECRANS AVE., LA MIRADA, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405 1710  
Mon. - Fri. 8:00 AM - 4:30 PM

**SAN JOSE HILLS OFFICE**

1325 N. GRAND AVE., SUITE 100, COVINA, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

**SATIVA OFFICE**

2015 E. HATCHWAY ST., COMPTON, CA 90222  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Customer Service: (562) 944-8219 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

Rule No. 5  
(Continued)

SPECIAL INFORMATION REQUIRED ON FORMS

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

Residential Customers.

Where water service is provided to residential occupants in a detached single-family dwelling, multi-unit residential structure, mobile home 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).

Rule 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 <https://www.mywater.us/california/regulatory/announcements>

(T)

*(To be inserted by utility)*

**Issued by**

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

Advice Letter No. 419-W

Craig D. Gott

Date Filed 12/19/2025

Name

Decision No.

President

Effective 12/19/2025

Title

Resolution No.

Rule No. 9  
(Continued)

RENDERING AND PAYMENT OF BILLS

- A. 3. (1) Each of the several quantity rate blocks will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period. The measured quantity of usage will be applied to such prorated amounts and quantities.
- (2) Flat Rate Service  
The billing period charge will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period.
- (3) Average Billing Period  
The number of days in an average billing period is defined as 365 divided by the number of billing periods in a year. (It is 30.4 days for a monthly billing period.)

B. Payment of Bills

Bills for service are due and payable upon presentation and payment may be made at any commercial office of the Utility or to any representative of the Utility authorized to make collections. Collection of closing bills may be made at the time of presentation.

1. Credit Card Option Payment:

The Residential Customer may elect credit card payment options:

- a. Through a provided pay-by-phone service, or through the Suburban’s credit card payment portal located at <https://www.mywater.us/california/account-billing/billing-payment>.
- b. Each of these options will include on-demand payments. Recurring credit card payment enrollment is only available via the SWWC credit card payment web portal. If a customer enrolls in the recurring credit card payment program online, all further paper bills will be marked “DO NOT PAY”.
- c. The Customer may discontinue credit card payment upon 30 days prescribed notice.

(T)  
(T)

*(To be inserted by utility)*

**Issued by**

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

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Resolution No. \_\_\_\_\_

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

B. Discontinuance of Service by Utility (Continued)

1. For Nonpayment of Bills (Continued)

e. Residential Health and Safety Exception (Continued)

- ii. The residential customer demonstrates that she or he is financially unable to pay for residential service within the urban and community water system's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the urban and community water system's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level; and,

- iii. The residential customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment consistent with the utility's written policy on discontinuance of service due to nonpayment of bills\*.

\*The written policy is available at <https://www.mywater.us/california/regulatory/announcements> (T)

- (1) If all three of the above conditions are met, the utility shall offer the customer one or more of the following options:
  - a. Amortization of the unpaid balance.
  - b. Participation in an alternative payment schedule.
  - c. A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers.
  - d. Temporary deferral of payment.
- (3) The utility may choose which of the payment options the customer undertakes and may set the parameters of that payment option. The repayment option offered should result in repayment of any remaining outstanding balance within 12 months.
- (4) Notwithstanding the above, the above, residential service may be discontinued to any customer meeting the conditions above who:

(Continued)

(To be inserted by utility)

**Issued by**

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

Advice Letter No. 419-W

Craig D. Gott  
Name

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Decision No.

President  
Title

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Resolution No.

Rule No. 12

INFORMATION AVAILABLE TO PUBLIC

A. General Information

The Utility will maintain, open for public inspection on its internet website (www.mywater.us/california) or at its more important commercial offices, pertinent information regarding the service rendered, including the following: (T)

1. Characteristics of Water

A description in writing of the kind of water to be furnished, whether filtered or unfiltered and whether treated or untreated and the extent thereof.

2. Rates and Rules

A copy of the tariff schedules consisting of rates, general rules of the Utility, service area maps and forms of contracts and applications applicable to the territory served from that office.

3. Reading Meters

Information about method of reading meters.

4. Bill Analysis

A statement of the most recent past readings of the meter or meters serving a customer's own premises for a period of two years.

B. Rates and Optional Rates

The Utility will explain to every applicant for service each rate schedule which is applicable, and of the applicant's right to elect therefrom the option under which service is desired.

C. New or Revised Rates

Should new or revised rates be established, the Utility will duly notify all customers affected.

D. Change of Rate Schedule by Customer

1. Should a customer elect to take service under a different applicable rate schedule, the change will become effective immediately after the regular meter reading next

(Continued)

(To be inserted by utility)

**Issued by**

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

Advise Letter No. 419-W

Craig D. Gott

Date Filed 12/19/2025

Name

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President

Effective 12/19/2025

Title

Resolution No.

Suburban Water Systems  
 1325 N. Grand Ave., Ste. 100  
 Covina, CA 91724-4044

Revised  
 Canceling Revised

Cal. P.U.C. Sheet No. 2101-W  
 Cal. P.U.C. Sheet No. 2086-W

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(To be inserted by utility)

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Resolution No. \_\_\_\_\_

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Suburban Water Systems  
 1325 N. Grand Ave., Ste. 100  
 Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2103-W

Canceling Revised Cal. P.U.C. Sheet No. 2073-W

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*(To be inserted by utility)*

**Issued by**

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

Advise Letter No. 419-W

Craig D. Gott  
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Resolution No. \_\_\_\_\_

**CALIFORNIA PUBLIC UTILITIES COMMISSION  
DIVISION OF WATER AND AUDITS**

**Advice Letter Cover Sheet**

**Utility Name:** Suburban Water Systems

**Date Mailed to Service List:** December 19, 2025

**District:** n/a

**CPUC Utility #:** U – 339-W

**Protest Deadline (20<sup>th</sup> Day):** January 8, 2026

**Advice Letter #:** 419-W

**Review Deadline (30<sup>th</sup> Day):** January 18, 2026

**Tier:**                  
          1      2      3      Compliance

**Requested Effective Date:** December 19, 2025

**Authorization:**

**Rate Impact:**

**Description:** Forms and Rules Update

*The protest or response deadline for this advice letter is 20 days from the date that this advice letter was mailed to the service list. Please see the "Response or Protest" section in the advice letter for more information.*

**Utility Contact:** Kiki Carlson

**Utility Contact:** Carmelitha Bordelon

**Phone:** (626) 543-2553

**Phone:** (626) 543-2547

**Email:** kiki.carlson@nexuswg.com

**Email:** carmelitha.bordelon@nexuswg.com

**DWA Contact:** Tariff Unit

**Phone:** (415) 703-1133

**Email:** Water.Division@cpuc.ca.gov

**DWA USE ONLY**

DATE

STAFF

COMMENTS

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

APPROVED

WITHDRAWN

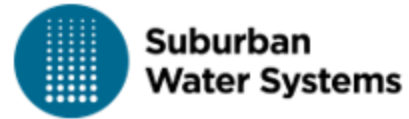
REJECTED

**Signature:** \_\_\_\_\_

**Comments:** \_\_\_\_\_

**Date:** \_\_\_\_\_

\_\_\_\_\_



1325 N. Grand Ave. Ste. 100, Covina, CA 91724-4044  
 Phone: 626.543.2500, Fax: 626.331.4848  
 www.suburbanwatersystems.com

**VIA EMAIL**

U-339-W

ADVICE LETTER NO. 419-W

December 19, 2025

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

Suburban Water Systems (“Suburban”) hereby submits for filing with the Commission the following tariff sheets which are attached hereto:

CPUC Sheet No.	Title of Sheet	Canceling CPUC Sheet No.
2087-W	Title Page	1903-W
2088-W	Form No. 1, Application For Water Service	943-W
2089-W	Form No. 2, Customer Credit Deposit Receipt	1069-W
2090-W	Form No. 3, Bill For Service	1907-W
2091-W	Form No. 7, Water Shut-off Notice	1908-W
2092-W	Form No. 8, Final Water Shut-off Notice	1909-W
2093-W	Form No. 9, Waste of Water Notice	1910-W
2094-W	Form No. 12, Third Party Notification	1911-W
2095-W	Form No. 13, Application For Construction And Tank Truck Service Under Schedule 9-CF	1912-W
2096-W	Form No. 16, Collection Notice	1913-W
2097-W	Rule No. 5, Special Information Required On Forms	1703-W
2098-W	Rule No. 9, Rendering And Payment Of Bills	1994-W
2099-W	Rule No. 11, Discontinuance And Restoration Of Service	1712-W
2100-W	Rule No. 12, Information Available To Public	1359-W
2101-W	Table of Content	2086-W
2102-W	Table of Contents (Continued)	1997-W
2103-W	Table of Contents (Continued)	2073-W

By this advice letter, Suburban requests an authorization to update Form Nos. 1, 2, 3, 7, 8, 9, 12, 13, 16, Rule Nos. 5, 9, 11, 12, Title Page.

The following are the proposed changes:

- Form Nos. 1 – 3, 7 – 9, 12, 13, 16 – Update Suburban’s logo, and removed “A SouthWest Water Company” wording.
- Title page, Form Nos. 3, 7, 8, 16, Rule Nos. 5, 9, 11, and 12 – update various website addresses:

From	To
www.swwc.com/suburban	www.mywater.us/california

SuburbanCustomerCare@swwc.com	SuburbanCustomerCare@nexuswg.com
www.swwc.com/suburban/pay/	www.mywater.us/california/account-billing/billing-payment
myaccount.swwc.com	https://account.mywater.us
http://www.swwc.com/suburban	https://www.mywater.us/california
http://www.swwc.com/suburban/announcements/	https://www.mywater.us/california/regulatory/announcements
www.swwc.com/paymybill	https://www.mywater.us/california/account-billing/billing-payment
www.swwc.com/suburban	www.mywater.us/california
www.swwc.com/suburban/pay/	https://www.mywater.us/california/account-billing/billing-payment

- Form Nos. 7 and 8 – Removed the word “as much as” contains in “Once water is shut off, you will be required to pay as much as \$ \_\_\_”  
And add the following sentence at the end of the first paragraph as clarifying message to customers:

If you would like to discuss options to avoid disconnection, please contact our Customer Service Center at (800) 203-5430.

**Tier Designation and Effective Date**

This advice letter is submitted with a Tier 1 designation.

Suburban proposes the effective date of this advice letter to be December 19, 2025, which is the filing date of this advice letter.

In compliance with General Order 96-B, Industry Rule 4.3, a copy of this advice letter has been mailed or electronically transmitted to all interested and affected parties as detailed in Attachment A.

**Protest and Responses**

Anyone may respond to or protest this advice letter. A response supports the filing and may contain information that proves useful to the Commission in evaluating the advice letter. A protest objects to the advice letter in whole or in part and must set forth the specific grounds on which it is based. These grounds are:

- (1) The utility did not properly serve or give notice of the advice letter;
- (2) The relief requested in the advice letter would violate statute or Commission order, or is not authorized by statute or Commission order on which the utility relies;
- (3) The analysis, calculations, or data in the advice letter contain material error or omissions;
- (4) The relief requested in the advice letter is pending before the Commission in a formal proceeding; or
- (5) The relief requested in the advice letter requires consideration in a formal hearing, or is otherwise inappropriate for the advice letter process; or
- (6) The relief requested in the advice letter is unjust, unreasonable, or discriminatory (provided that such a protest may not be made where it would require relitigating a prior order of the Commission.)

A protest shall provide citations or proofs where available to allow staff to properly consider the protest.

A response or protest must be made in writing or by electronic mail and must be received by the Water Division within 20 days of the date this advice letter is filed. The address for mailing or delivering a protest is:

Tariff Unit, Water Division, 3<sup>rd</sup> floor  
California Public Utilities Commission,  
505 Van Ness Avenue, San Francisco, CA 94102  
Water.Division@cpuc.ca.gov

On the same date any protest or response is submitted to the Water Division, the respondent or protestant must serve a copy of the protest or response to: Suburban Water Systems, Kiki Carlson, Director of Regulatory Affairs, 1325 N. Grand Ave., Suite 100, Covina, CA 91724-4044, and email to [kiki.carlson@nexuswg.com](mailto:kiki.carlson@nexuswg.com)

Cities and counties that need Board of Supervisors or Board of Commissioners' approval to protest should inform the Water Division, within the 20-day protest period, so that a late filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on.

Replies: The utility shall reply to each protest and may reply to any response. Each reply must be received by the Division of Water and Audits within 5 business days after the end of the protest period, and shall be served on the same day to the person who filed the protest or response.

If you have not received a reply to your protest within 10 business days, contact Suburban Water Systems at (626) 543-2500.

This filing will not cause the withdrawal of service, nor conflict with other schedules or rules.

Sincerely,

/s/Kiki Carlson

Kiki Carlson  
Director, Regulatory Affairs

Enclosures

SUBURBAN WATER SYSTEMS  
Distribution List

Attachment A

Page 1 of 3

Director Of Public Works  
City of Whittier  
13230 E. Penn Street  
Whittier, CA 90602

City Clerk  
City of West Covina  
1444 W. Garvey Ave. South  
West Covina, CA 91790

City Attorney  
City of Whittier  
13230 E. Penn Street  
Whittier, CA 90602

City Clerk  
City of La Mirada  
P.O. Box 828  
La Mirada, CA 90638

Joe Matthews  
La Habra Heights County Water District  
[Joe@Lhhcwd.com](mailto:Joe@Lhhcwd.com)

City Attorney  
City of Baldwin Park  
14406 E. Pacific Ave.  
Baldwin Park, CA 91706

City Clerk  
City of Azusa  
[Annette.Juarez@Azusaca.gov](mailto:Annette.Juarez@Azusaca.gov)

County Clerk  
Orange County  
10 Civic Center Plaza, 3<sup>rd</sup>. Floor  
Santa Ana, CA 92701

City Clerk  
City of Covina  
125 East College Blvd.  
Covina, CA 91723

City Attorney  
City of Covina  
125 East College Blvd.  
Covina, CA 91723

Director of Public Works  
City of Buena Park  
6650 Beach Blvd.  
Buena Park, CA 90621

City of Santa Fe Springs  
Department of Public Works  
11710 E. Telegraph Road  
Santa Fe Springs, CA 90670

Bill Robinson  
Upper San Gabriel Valley M.W.D.  
1146 East Louisa Avenue  
West Covina, CA 91790-1346

City Attorney  
City of La Habra  
P.O. Box 337  
La Habra, CA 90633

City Attorney  
City of West Covina  
1444 West Garvey Ave. South  
West Covina, CA 91790

City Clerk  
City of Baldwin Park  
14406 E. Pacific Ave.  
Baldwin Park, CA 91706

The Prinden Corporation  
P.O. Box 712  
Park Ridge, NJ 07656-0712

Orchard Dale County Water District  
13819 East Telegraph Road  
Whittier, CA 90604

SUBURBAN WATER SYSTEMS  
Distribution List

City Attorney  
City of La Mirada  
P.O. Box 828  
La Mirada, CA 90638

County Clerk  
Los Angeles County  
12400 Imperial Hwy, Room 2001  
Norwalk, CA 90650

County Counsel  
Orange County  
10 Civic Center Plaza, 3<sup>rd</sup>. Floor  
Santa Ana, CA 92701

City Clerk  
City of La Puente  
15900 East Main St.  
La Puente, CA 91744

City Clerk  
City of Glendora  
116 East Foothill Blvd.  
Glendora, CA 91741

City Attorney  
City of Glendora  
116 East Foothill Blvd.  
Glendora, CA 91741

City Clerk  
City of Walnut  
P.O. Box 682  
Walnut, CA 91788-0682

City Attorney  
City of Walnut  
P.O. Box 682  
Walnut, CA 91788-0682

Jandy Macias, General Manager  
Valley County Water District  
[jmacias@vcwd.org](mailto:jmacias@vcwd.org)

Liberty Utilities  
[AdviceLetterService@LibertyUtilities.com](mailto:AdviceLetterService@LibertyUtilities.com)

Audrey F. Jackson  
Golden State Water Company  
[AFJackson@gswater.com](mailto:AFJackson@gswater.com)

City Clerk, Julie Gutierrez-Robles  
City of Industry  
[jgrobles@cityofindustry.org](mailto:jgrobles@cityofindustry.org)

Rowland Water District  
[gsanchez@rwd.org](mailto:gsanchez@rwd.org)

Valencia Heights Water Co.  
[dmichalko@vhwc.org](mailto:dmichalko@vhwc.org)

California Domestic Water Company  
[lnoriega@caldomestic.com](mailto:lnoriega@caldomestic.com)

Carmen Fleming  
Walnut Valley Water District  
[cfleming@wvwd.com](mailto:cfleming@wvwd.com)

City Clerk  
City of La Habra  
[cc@lahabraca.gov](mailto:cc@lahabraca.gov)

California Advocates Office Water Branch  
California Public Utilities Commission  
[PublicAdvocatesWater@cpuc.ca.gov](mailto:PublicAdvocatesWater@cpuc.ca.gov)

City of Azusa  
Assistant General Manager – Water  
Operations  
[Melissa.Barbosa@azusaca.gov](mailto:Melissa.Barbosa@azusaca.gov)

City Clerk  
City of La Puente  
[mtorres@lapuente.org](mailto:mtorres@lapuente.org)

# SUBURBAN WATER SYSTEMS

## Distribution List

Page 3 of 3

Brett DeBie  
Golf Course Superintendent  
South Hills Country Club  
2655 S. Citrus Street  
West Covina, CA 91791  
[bdebie@southhillscountryclub.org](mailto:bdebie@southhillscountryclub.org)

Jeff Boand  
O'Donnell Chevrolet - Buick  
1312 Golden Vista Drive  
West Covina, CA 91791  
[jboand007@aol.com](mailto:jboand007@aol.com)

Ronald Moore  
Golden State Water Company  
Regulatory Affairs Department  
630 E. Foothill Blvd.  
San Dimas, CA 91709  
[RKMoore@gswater.com](mailto:RKMoore@gswater.com)

The Public Advocates Office  
California Public Utilities Commission  
[Syreeta.Gibbs@cpuc.ca.gov](mailto:Syreeta.Gibbs@cpuc.ca.gov)  
[Hani.Moussa@cpuc.ca.gov](mailto:Hani.Moussa@cpuc.ca.gov)

City of Compton Water Department  
205 W. Willowbrook  
Compton, CA 90220  
[ccornwell@comptoncity.org](mailto:ccornwell@comptoncity.org)

Los Angeles County Supervisor District 2  
for Willowbrook and unincorporated LA  
500 West Temple Street, Room 866  
Los Angeles, CA 90012  
[HollyJMitchell@bos.lacounty.gov](mailto:HollyJMitchell@bos.lacounty.gov)

Suburban Water Systems  
1325 N. Grand Ave. Ste. 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2087-W  
Canceling Revised Cal. P.U.C. Sheet No. 1903-W

# TARIFF SCHEDULES

APPLICABLE TO

## WATER SERVICE

Together with information Affecting  
Rates and Service  
of

### SUBURBAN WATER SYSTEMS

1325 North Grand Avenue, Suite 100  
Covina, California 91724-4044

<https://www.mywater.us/california>

(T)

Operating In or Near

Covina, West Covina, La Puente, Glendora, Hacienda Heights,  
Whittier, La Mirada, Buena Park, La Habra, Walnut,  
portions of Compton and Willowbrook, an unincorporated area of  
Los Angeles County, and other adjacent  
unincorporated areas of Los Angeles County and Orange County

The effective tariff schedules of this utility, including the rates and rules herein, have been regularly filed with the Public Utilities Commission of the State of California.

No officer, inspector, solicitor, agent, or employee of the utility has any authority to waive, alter, or amend these tariff schedules or any part thereof in any respect.

*(To be inserted by utility)*

### Issued by

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

Advise Letter No. 419-W

Craig D. Gott  
Name

Date Filed \_\_\_\_\_

Decision No. \_\_\_\_\_

President  
Title

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised \_\_\_\_\_ Cal. P.U.C. Sheet No. 2088-W  
Canceling Revised \_\_\_\_\_ Cal. P.U.C. Sheet No. 943-W

Form No. 1

APPLICATION FOR WATER SERVICE

*(To be inserted by utility)*

Advise Letter No. 419-W \_\_\_\_\_

Decision No. \_\_\_\_\_

**Issued by**

Craig D. Gott \_\_\_\_\_

Name

President \_\_\_\_\_

Title

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

Date Filed \_\_\_\_\_

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_



Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2089-W  
Canceling Revised Cal. P.U.C. Sheet No. 1069-W

Form No. 2

CUSTOMER CREDIT DEPOSIT RECEIPT

*(To be inserted by utility)*

Advise Letter No. 419-W

Decision No. \_\_\_\_\_

**Issued by**

Craig D. Gott

Name

President

Title

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

Date Filed \_\_\_\_\_

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_



**Suburban  
Water Systems**

Whittier/La Mirada Office (562) 944-8219

San Jose Hills Office (626) 543-2640

Date \_\_\_\_\_

**Customer Credit Deposit Receipt**

Name \_\_\_\_\_

Service Address \_\_\_\_\_

City \_\_\_\_\_

Account Number \_\_\_\_\_

Cash  \$ \_\_\_\_\_

Check  \$ \_\_\_\_\_

This deposit may be applied to unpaid balances where service has been discontinued by the utility for non-payment of bills. This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, at 7/12 percent per month (7% annually) upon discontinuance of service, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for non-payment. Interest does not apply to construction and tank truck service.

Cashier \_\_\_\_\_

\_\_\_\_\_

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2090-W  
Canceling Revised Cal. P.U.C. Sheet No. 1907-W

Form No. 3  
BILL FOR SERVICE

*(To be inserted by utility)*

Advise Letter No. 419-W

Decision No. \_\_\_\_\_

**Issued by**

Craig D. Gott

Name

President

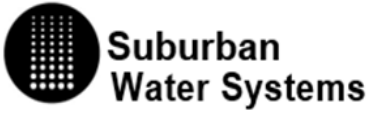
Title

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

Date Filed \_\_\_\_\_

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_



**Suburban  
Water Systems**

P.O. Box 6105, Covina, CA 91722

Customer Service: 562.944.8219 Mon.-Fri.  
 TTY: 877.405.1710 8AM-4:30 PM  
 Visit us online: www.mywater.us/california

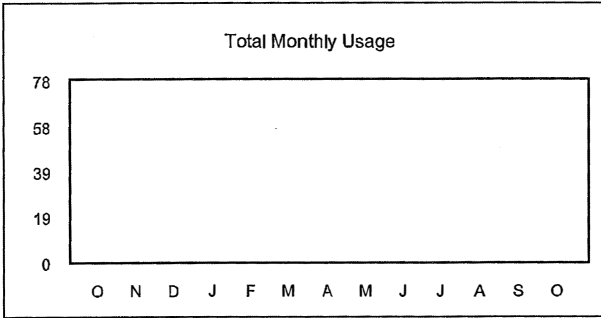
Account Number:  
 Invoice Number:  
 Billing Date:  
**PAST DUE AFTER:**  
 Account Name:  
 Service Address:

**Current Reading** Based on Actual

Meter Size	Meter Read Dates		Number Of Days	Meter Reading		Usage CCF	Meter Number
	From	To		From	To		

\*CCF (100 Cubic Feet) = 748 Gallons of Water

**Water Usage History** -13 Month Usage in CCF\*



**Account Summary**

**Previous Balance**  
 Payment Received  


---

**Balance Before Current Charges**  
 Service Charge  
 Water Charge  
  
 Public Purpose  
 Program CPUC  
 Surcharge Whittier Tax  
 Local Government Fee  
 Life Line Fee

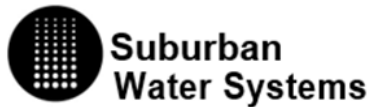
**Total Current Charges Past Due After**

<b>Total Balance Including Current Charges</b>	<b>\$</b>
--	-----------

**Message Center**

**Like US on Facebook for Ongoing Updates, Water Conservation Tips, and Much MORE!**  
 Facebook.com/SuburbanWater

Please detach and return the bottom portion with your payment, pay online at <https://account.mywater.us>, or pay via phone at 562-944-8219.



**Suburban  
Water Systems**

P.O. Box 6105, Covina, CA 91722

**Billing Date:**  
**Account Number:**  
**Service Address:**

**POST OFFICE  
BOX 6105**

**Total  
Now Due** \$

## IMPORTANT INFORMATION REGARDING THIS BILL

This bill is now due and payable upon receipt.

It becomes past due after the date shown on the front of this bill.

If you question the amount of this bill, you must request an explanation in person or by telephone from Suburban Water Systems at the office servicing your area within five (5) days of receiving this bill. The address and the telephone numbers are listed below:

### DISPUTED BILLS ONLY

If you believe there is an error on your bill or have a question about service, please call **Suburban Water Systems** customer support at either (626) 543-2640 or (562) 944-8219.

If you are not satisfied with **Suburban Water Systems'** 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 Spanish	(800) 735-2929 (800) 855-3000
Voice to TTY /VCO/HCO	English Spanish	(800) 735-2922 (800) 855-3000
From or to Speech-to-Speech	English & Spanish	(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.

### IMPORTANT INFORMATION

This bill contains key information in large print. By contacting your local Suburban Water Systems office or by visiting [www.mywater.us/california](http://www.mywater.us/california), you may find out a variety of information including facts on conservation rates which may help you to see an annual reduction on your bill. You can also obtain an application for our Low-Income Rate Assistance Program where some customers may qualify for a monthly billing adjustment.

*Esta factura contiene informacion importante en letras grandes. Poniendose en contacto con su oficina local de Suburban Water Systems o visitando [www.mywater.us/california](http://www.mywater.us/california), usted puede encontrar una variedad de informacion, incluyendo datos sobre tarifas de conservacion, que pueden ayudar con la reduccion anual de su factura.*

*Tambien puede obtener una solicitud para nuestro programa de Asistencia con la tarifa de Bajos Ingresos, donde algunos clientes pueden calificar para un ajuste en su factura mensual.*

WHITTIER/LA MIRADA OFFICE  
15088 ROSECRANS AVE., LA MIRADA, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405 1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE  
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE  
2015 E. HATCHWAY ST., COMPTON, CA 90222  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2091-W  
Canceling Revised Cal. P.U.C. Sheet No. 1908-W

Form No. 7  
WATER SHUT-OFF NOTICE

[Large empty rectangular box for the main content of the notice]

*(To be inserted by utility)*  
Advise Letter No. 419-W  
Decision No. \_\_\_\_\_

**Issued by**  
Craig D. Gott  
Name  
President  
Title

*(To be inserted by Cal. P.U.C.)*  
Date Filed \_\_\_\_\_  
Effective \_\_\_\_\_  
Resolution No. \_\_\_\_\_



**Suburban  
Water Systems**

1325 N Grand Avenue Suite 100, Covina, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

For questions call 626-543-2640 (TTY 877-405-1710)  
Monday - Friday 8:00 AM - 4:30 PM

Email us at [SuburbanCustomerCare@nexuswg.com](mailto:SuburbanCustomerCare@nexuswg.com)  
Visit us online at [www.mywater.us/california](http://www.mywater.us/california)

Account Number  
Due Date  
Current Amount \$  
Past Due Amount \$  
Total Due \$

For Service To

## WATER SHUT-OFF NOTICE

*If you have made a recent payment, please accept our thanks and verify your account balance online at <https://account.mywater.us> or call our office to verify that the payment was received. If you would like to discuss options to avoid disconnection, please contact our Customer Service Center at (800) 203-5430.*

Your account is now **PAST DUE**. To prevent your water service from being disconnected, payment of the **PAST DUE AMOUNT** of \$ must be received in our office **by 4:30 p.m. on**

If water service is shut off, it will be restored only after the following amounts are received in our office during regular working hours: the **TOTAL DUE** shown above, a \$35 reconnection fee, \$70 after regular working hours, and you may be required to pay a credit deposit of \$

**Once water is shut off, you will be required to pay \$ to have water service restored.**

For your convenience, the following payment options are available:

- **Pay online at [myaccount.swwc.com](https://myaccount.swwc.com) or via phone at 626-543-2640** (choose Option 2). Residential customers may pay via Visa or Mastercard credit or debit cards, or via electronic check. Non-residential or business customers may pay online via electronic check.
- **Pay by mail:** PO Box 6105, Covina, CA 91722-5105. Please be advised that the mail service may take several days to deliver payment. Please include the payment stub from the bottom of this notice.
- **Pay In Person:** Cash payments can be made at customer walk-in service centers including Walmart, Fidelity Express and Check Free locations. For a list of payment locations visit <https://www.mywater.us/california/account-billing/billing-payment> and click on the link to pay cash at your local store. Please allow one business day for payment verification.

**Please do not mail your payment unless you are sure it will reach our office in time.**

---

Please **pay online at <https://account.mywater.us>**, or **pay via phone at 626-543-2640**, or detach and return bottom portion with payment.

Account Number

**Suburban Water Systems**  
1325 N Grand Avenue Suite 100  
Covina, CA 91724

Due Date

Total Now Due \$

For Service To



SUBURBAN WATER SYSTEMS  
PO BOX 6105  
COVINA, CA 91722-5105



# Suburban Water Systems

1325 N Grand Avenue Suite 100, Covina, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

For questions call 626-543-2640 (TTY 877-405-1710)  
Monday - Friday 8:00 AM - 4:30 PM

Email us at [SuburbanCustomerCare@nexuswg.com](mailto:SuburbanCustomerCare@nexuswg.com)  
Visit us online at [www.mywater.us/california](http://www.mywater.us/california)

If you believe there is an error on your bill or have a question about service, please call **Suburban Water Systems** customer support at either (626) 543-2640 or (562) 944-8219.

If you are not satisfied with **Suburban Water Systems'** 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 Spanish	(800) 735-2929 (800) 855-3000
Voice to TTY /VCO/HCO	English Spanish	(800) 735-2922 (800) 855-3000
From or to Speech-to-Speech	English & Spanish	(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.

WHITTIER/LA MIRADA OFFICE  
15088 ROSECRANS AVE., LA MIRADA, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405 1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE  
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE  
2015 E. HATCHWAY ST., COMPTON, CA 90222  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405 1710  
Mon. - Fri. 8:00 AM - 4:30 PM

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2092-W  
Canceling Revised Cal. P.U.C. Sheet No. 1909-W

Form No. 8  
FINAL WATER SHUT-OFF NOTICE

*(To be inserted by utility)*

Advise Letter No. 419-W

Decision No. \_\_\_\_\_

**Issued by**

Craig D. Gott

Name

President

Title

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

Date Filed \_\_\_\_\_

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_



**Suburban  
Water Systems**

15088 Rosecrans Avenue, La Mirada, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

For questions call 562-944-8219 (TTY 877-405-1710)  
Monday - Friday 8:00 AM - 4:30 PM

Email us at [SuburbanCustomerCare@nexuswg.com](mailto:SuburbanCustomerCare@nexuswg.com)  
Visit us online at [www.mywater.us/california](http://www.mywater.us/california)

Account Number  
Due Date  
Current Amount \$  
Past Due Amount \$  
Total Due \$

For Service To

# FINAL WATER SHUT-OFF NOTICE

If you have made a recent payment, please accept our thanks and verify your account balance online at <https://account.mywater.us> or call our office to verify that the payment was received, or your water service may be shut off. If you would like to discuss options to avoid disconnection, please contact our Customer Service Center at (800) 203-5430.

Your account is past due and scheduled for shut-off. To avoid having your water service shut off, payment of the **PAST DUE AMOUNT** of \$ \_\_\_\_\_ must be received in our office by 4:30 p.m. on \_\_\_\_\_.

**If payment is not received by the above date, water service will be shut off.**

## DO NOT MAIL PAYMENT

You may pay **online** at <https://account.mywater.us>, by **phone** at **562-944-8219** or **in person** at the address listed above. If you are a Residential customer, we accept Visa or Mastercard as payment through any of these three options.

If water service is shut off, it will be restored only after the following amounts are received in our office during regular working hours: the **TOTAL DUE** shown above, a \$35 reconnection fee, \$70 after regular working

hours, and you may be required to pay a credit deposit of \$ \_\_\_\_\_.

Once water is shut off, you will be required to pay \$ \_\_\_\_\_ to have water restored. We will attempt to reconnect water during regular working hours once payment is made, otherwise water will be restored during the next business day. After hours reconnections may be provided, if conditions permit.

---

Please **pay online** at <https://account.mywater.us>, or **pay via phone** at **562-944-8219**, or detach and return bottom portion with payment.

**Suburban Water Systems**  
15088 Rosecrans Avenue  
La Mirada, CA 90638

Account Number  
Due Date

Total Now Due \$ \_\_\_\_\_

For Service To \_\_\_\_\_



SUBURBAN WATER SYSTEMS  
PO BOX 6105  
COVINA, CA 91722-5105



**Suburban  
Water Systems**

15088 Rosecrans Avenue, La Mirada, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM

For questions call 562-944-8219 (TTY 877-405-1710)  
Monday - Friday 8:00 AM - 4:30 PM

Email us at [SuburbanCustomerCare@nexuswg.com](mailto:SuburbanCustomerCare@nexuswg.com)  
Visit us online at [www.mywater.us/california](http://www.mywater.us/california)

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Mail: California Public Utilities Commission, Consumer Affairs Branch,  
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

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TTY/VCO/HCO to voice	English Spanish	(800) 735-2929 (800) 855-3000
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From or to Speech-to-Speech	English & Spanish	(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.

WHITTIER/LA MIRADA OFFICE  
15088 ROSECRANS AVE., LA MIRADA, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405 1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE  
1325 N. GRAND AVE., SUITE 100, COVINA, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE  
2015 E. HATCHWAY ST., COMPTON, CA 90222  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2093-W  
Canceling Revised Cal. P.U.C. Sheet No. 1910-W

Form No. 9  
WASTE OF WATER NOTICE

[Empty rectangular box for content]

*(To be inserted by utility)*  
Advise Letter No. 419-W

**Issued by**  
Craig D. Gott  
Name  
President  
Title

*(To be inserted by Cal. P.U.C.)*  
Date Filed \_\_\_\_\_  
Effective \_\_\_\_\_  
Resolution No. \_\_\_\_\_

Decision No. \_\_\_\_\_



**Suburban  
Water Systems**

## WASTE OF WATER NOTICE

Date \_\_\_\_\_ Service Address \_\_\_\_\_

Waste of water has been noticed at this address as follows:

Suburban Water Systems asks that you take the necessary measures to stop this water waste. Water waste could result in present and future water shortages. Accordingly, Suburban Water Systems is authorized to shut off service for continued water waste in accordance with the following provisions of Rule No. 11 filed with the California Public Utilities Commission.

### Rule No. 11

*“....Where negligent or wasteful of use of water exists on a customers’ premises, the utility may discontinue the service if such practices are not remedied within five days after it has given the customer written notice to such effect.”*

We look forward to your cooperation in this matter. Please call us at the office checked below if you have any questions.

WHITTIER/LA MIRADA OFFICE  
15088 ROSECRANS AVE., LA MIRAD, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE  
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE  
2015 E. HATCHWAY ST., COMPTON, CA 90222  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (887) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM





# AN IMPORTANT MESSAGE FOR CUSTOMERS WHO ARE AGE 62 OR OLDER, OR HANDICAPPED

**Third Party Notification** is a service we provide for elderly or handicapped customers to help prevent the shut-off of water service due to an unpaid bill. If you qualify, you may select a consenting "third party" (a friend, relative, doctor, clergyman, or anyone you wish) to receive a copy of your shut-off notice, should you ever receive one because of an unpaid bill. This notice will let your "third party" know about your pending water shut-off.

Third Party Notification doesn't mean that the person you choose to receive the notice is obligated to pay the overdue bill. It will also not prevent your water service from being shut off. Third Party Notification is simply a way for someone else to remind you of the bill, help you arrange for payment, or assist you to read or understand the notice. To receive this service, you must be handicapped or age 62 or older.

If you would like to have Third Party Notification service, just fill out the form below and mail back to us with your bill, or you can mail it to us separately. You may also choose to bring it in to one of our offices.

### Whittier/La Mirada Office

15088 Rosecrans Ave., La Mirada, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM  
Fax: (626) 543-2664

### San Jose Hills Office

1325 N. Grand Ave., Suite 100, Covina, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM  
Fax: (626) 543-2692

### SATIVA OFFICE

2015 E. HATCHWAY ST., COMPTON, CA 90222  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (887) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

Be sure to include your name, address, and account number on the form, as well as the name, address, and signature of the person you have chosen as your "third party." If you have any questions about this service, please call the office in your area.

## REQUEST FOR THIRD PARTY NOTIFICATION

### YOUR INFORMATION:

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_ ZIP \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Account No. \_\_\_\_\_  
Email Address \_\_\_\_\_

\_\_\_\_\_ I certify that am age 62 or older.  
(Birthday: \_\_\_\_\_).

\_\_\_\_\_ I certify that I am handicapped.

I understand that I am responsible for the payment of my water bill. The third party is not obligated to pay the overdue bill. I further understand that Suburban Water Systems is not liable for failure to notify the designated third party.

Customer Signature \_\_\_\_\_

### THIRD PARTY DESIGNATION/INFORMATION

If I receive a water shut-off notice, please send a Third Party Notification to:

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_ ZIP \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Email Address \_\_\_\_\_

Third Party Signature \_\_\_\_\_

The utility may require support of age by birth certificate, driver's license, or other documentation of handicap certification from a physician, social worker, or public health nurse (P.U.C. Rule 11).

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2095-W  
Canceling Revised Cal. P.U.C. Sheet No. 1912-W

Form No. 13  
APPLICATION FOR CONSTRUCTION AND TANK  
TRUCK SERVICE UNDER SCHEDULE 9-CF

*(To be inserted by utility)*

Advise Letter No. 419-W

Decision No. \_\_\_\_\_

**Issued by**

Craig D. Gott

Name

President

Title

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

Date Filed \_\_\_\_\_

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_



**Suburban  
Water Systems**

# Application and Service Agreement for Construction and Tank Truck Service Meter

## Applicant

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number ( ) \_\_\_\_\_ Representative \_\_\_\_\_

## Billing (If different from above)

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number ( ) \_\_\_\_\_

The above applicant assumes responsibility for the actions of his/her employees, subcontractors or others who use the hydrant(s) under applicant's jurisdiction. Any damages to the hydrant(s) or Suburban Water Systems' facilities while this agreement is in effect will be the sole responsibility of the applicant. A \$750.00 security deposit, plus any unpaid balance, will be required to obtain the construction meter. This deposit will be refunded once the meter is returned undamaged and in operable condition to the office checked below.

WHITTIER/ LA MIRADA OFFICE  
15088 ROSECRANS AVE., LA MIRADA, CA 90638  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SAN JOSE HILLS OFFICE  
1325 N. GRAND AVE, SUITE 100, COVINA, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

SATIVA OFFICE  
2015 E. HATCHWAY ST., COMPTON, CA 90222  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (562) 944-8219 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

The meter will be set and locked at the following location: \_\_\_\_\_

The above applicant has read and agrees to abide by the conditions stated on both sides of this application and service agreement.

Date \_\_\_\_\_ Applicant's Signature \_\_\_\_\_

Date Meter Requested \_\_\_\_\_

By \_\_\_\_\_ Date Received \_\_\_\_\_

Suburban Water Systems  
1325 N. Grand Ave., Suite 100  
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 2096-W  
Canceling Revised Cal. P.U.C. Sheet No. 1913-W

Form No. 16  
COLLECTION NOTICE

[Empty box for collection notice content]

<i>(To be inserted by utility)</i>	<b>Issued by</b>	<i>(To be inserted by Cal. P.U.C.)</i>
Advise Letter No. <u>419-W</u>	<u>Craig D. Gott</u>	Date Filed _____
	Name	
Decision No. _____	<u>President</u>	Effective _____
	Title	
		Resolution No. _____



**Suburban  
Water Systems**

Date of Notice:

15088 Rosecrans Avenue, La Mirada, CA 90638  
Office Hours: Monday - Thursday 8:00 AM - 4:30 PM

For questions call 562-944-8219 (TTY 877-405-1710)  
Monday - Friday 8:00 AM - 4:30 PM

Email us at [SuburbanCustomerCare@nexuswg.com](mailto:SuburbanCustomerCare@nexuswg.com)  
Visit us online at [www.mywater.us/california](http://www.mywater.us/california)

Account Number:  
Due Date:  
Past Due Amount:  
Total Due:

For Service To:

## COLLECTION NOTICE

Your closing bill is past due and will be referred to a collection agency.

To avoid this, the **TOTAL DUE amount of \$\_\_\_\_\_** must be received in full in our office by 4:30 p.m. on \_\_\_\_\_.

Total Due: \$\_\_\_\_\_

**If payment is not received by the above date, your account will be referred to a collection agency and your credit may be affected.**

# THIS IS YOUR FINAL NOTICE NO OTHER NOTICE WILL BE SENT

**DO NOT MAIL PAYMENT** unless you are sure it will reach our office in time. Please bring this notice with your payment to our office. After hours payments can be made through a night drop in our front door. Make sure you include this notice and write your account number on your check or money order.

If payment has been made, please call our office to verify that it was received.

---

Please pay online at <https://account.mywater.us> or pay via phone 562-944-8219,  
or detach and return the bottom portion with your payment

**Suburban Water Systems**  
15088 Rosecrans Avenue  
La Mirada, CA 90638

Date of Notice

Account Number  
Due Date Total  
Now Due

For Service To

**SUBURBAN WATER SYSTEMS**  
PO BOX 6105  
COVINA, CA 91722-5105



**Suburban  
Water Systems**

15088 Rosecrans Avenue, La Mirada, CA 90638  
Office Hours: Monday - Thursday 8:00 AM - 4:30 PM

For questions call 562-944-8219 (TTY 877-405-1710)  
Monday - Friday 8:00 AM - 4:30 PM

Email us at [SuburbanCustomerCare@nexuswg.com](mailto:SuburbanCustomerCare@nexuswg.com)  
Visit us online at [www.mywater.us/california](http://www.mywater.us/california)

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Mail California Public Utilities Commission, Consumer Affairs Branch,  
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**WHITTIER/LA MIRADA OFFICE**

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TTY (877) 405 1710  
Mon. - Fri. 8:00 AM - 4:30 PM

**SAN JOSE HILLS OFFICE**

1325 N. GRAND AVE., SUITE 100, COVINA, CA 91724  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Call Center: (626) 543-2640 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

**SATIVA OFFICE**

2015 E. HATCHWAY ST., COMPTON, CA 90222  
Office Hours: Mon. - Thur. 8:00 AM - 4:30 PM  
Customer Service: (562) 944-8219 or (800) 203-5430  
TTY (877) 405-1710  
Mon. - Fri. 8:00 AM - 4:30 PM

Rule No. 5  
(Continued)

SPECIAL INFORMATION REQUIRED ON FORMS

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

Residential Customers.

Where water service is provided to residential occupants in a detached single-family dwelling, multi-unit residential structure, mobile home 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).

Rule 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 <https://www.mywater.us/california/regulatory/announcements>

(T)

(To be inserted by utility)

**Issued by**

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

Advice Letter No. 419-W

Craig D. Gott

Date Filed

Name

Decision No.

President

Effective

Title

Resolution No.

Rule No. 9  
(Continued)

RENDERING AND PAYMENT OF BILLS

- A. 3. (1) Each of the several quantity rate blocks will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period. The measured quantity of usage will be applied to such prorated amounts and quantities.
- (2) Flat Rate Service  
The billing period charge will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period.
- (3) Average Billing Period  
The number of days in an average billing period is defined as 365 divided by the number of billing periods in a year. (It is 30.4 days for a monthly billing period.)

B. Payment of Bills

Bills for service are due and payable upon presentation and payment may be made at any commercial office of the Utility or to any representative of the Utility authorized to make collections. Collection of closing bills may be made at the time of presentation.

1. Credit Card Option Payment:

The Residential Customer may elect credit card payment options:

- a. Through a provided pay-by-phone service, or through the Suburban’s credit card payment portal located at <https://www.mywater.us/california/account-billing/billing-payment>.
- b. Each of these options will include on-demand payments. Recurring credit card payment enrollment is only available via the SWWC credit card payment web portal. If a customer enrolls in the recurring credit card payment program online, all further paper bills will be marked “DO NOT PAY”.
- c. The Customer may discontinue credit card payment upon 30 days prescribed notice.

(T)  
(T)

*(To be inserted by utility)*

**Issued by**

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

Advise Letter No. 419-W

Craig D. Gott

Date Filed \_\_\_\_\_

Name

Decision No. \_\_\_\_\_

President

Effective \_\_\_\_\_

Title

Resolution No. \_\_\_\_\_

Rule No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

B. Discontinuance of Service by Utility (Continued)

1. For Nonpayment of Bills (Continued)

e. Residential Health and Safety Exception (Continued)

- ii. The residential customer demonstrates that she or he is financially unable to pay for residential service within the urban and community water system's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the urban and community water system's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level; and,

- iii. The residential customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment consistent with the utility's written policy on discontinuance of service due to nonpayment of bills\*.

\*The written policy is available at <https://www.mywater.us/california/regulatory/announcements> (T)

- (1) If all three of the above conditions are met, the utility shall offer the customer one or more of the following options:
  - a. Amortization of the unpaid balance.
  - b. Participation in an alternative payment schedule.
  - c. A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers.
  - d. Temporary deferral of payment.
- (3) The utility may choose which of the payment options the customer undertakes and may set the parameters of that payment option. The repayment option offered should result in repayment of any remaining outstanding balance within 12 months.
- (4) Notwithstanding the above, the above, residential service may be discontinued to any customer meeting the conditions above who:

(Continued)

(To be inserted by utility)

**Issued by**

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

Advice Letter No. 419-W

Craig D. Gott  
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Rule No. 12

INFORMATION AVAILABLE TO PUBLIC

A. General Information

The Utility will maintain, open for public inspection on its internet website (www.mywater.us/california) or at its more important commercial offices, pertinent information regarding the service rendered, including the following: (T)

1. Characteristics of Water

A description in writing of the kind of water to be furnished, whether filtered or unfiltered and whether treated or untreated and the extent thereof.

2. Rates and Rules

A copy of the tariff schedules consisting of rates, general rules of the Utility, service area maps and forms of contracts and applications applicable to the territory served from that office.

3. Reading Meters

Information about method of reading meters.

4. Bill Analysis

A statement of the most recent past readings of the meter or meters serving a customer's own premises for a period of two years.

B. Rates and Optional Rates

The Utility will explain to every applicant for service each rate schedule which is applicable, and of the applicant's right to elect therefrom the option under which service is desired.

C. New or Revised Rates

Should new or revised rates be established, the Utility will duly notify all customers affected.

D. Change of Rate Schedule by Customer

1. Should a customer elect to take service under a different applicable rate schedule, the change will become effective immediately after the regular meter reading next

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Suburban Water Systems  
 1325 N. Grand Ave., Ste. 100  
 Covina, CA 91724-4044

Revised  
 Canceling Revised

Cal. P.U.C. Sheet No. 2101-W  
 Cal. P.U.C. Sheet No. 2086-W

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