

CALIFORNIA-AMERICAN WATER COMPANY

655 W. Broadway, Suite 1410

San Diego, CA 92101

Cancelling

Revised

Revised

Cal. P.U.C. Sheet No.

9199-W

Cal. P.U.C. Sheet No.

8864-W

Final Shut-Off Notice
(See Attached Form)

Sheet 1

(Continued)

(TO BE INSERTED BY UTILITY)

Advice 1249

Decision

ISSUED BY

J. T. LINAM

DIRECTOR - Rates & Regulatory

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

Date Filed 08/15/2019

Effective 08/15/2019

Resolution _____



PO Box 7150, Pasadena, CA 91109-7150

Notice Date: 02/25/2019

For Service To: [Redacted]

Account Number	[Redacted]
Pay Before	03/12/2019
Total Due	443.79

IMPORTANT: FINAL SHUT OFF NOTICE
Please read and take the steps needed to avoid your service from being shut off.

PAY THIS AMOUNT ➔ **\$443.79** **PRIOR TO** ➔ **03/12/2019**

Payment on your water account is overdue. If payment is not received, your service may be shut off on or after 03/12/2019. You can prevent discontinuation of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

El pago en su cuenta de agua es atrasado. Si el pago no se recibe, su servicio puede ser apagado a partir del 03/12/2019. Usted puede prevenir la interrupción del servicio de agua mediante el pago de la cantidad impresa anteriormente. Por favor, use una de nuestras opciones de pago convenientes a continuación para asegurarse de que su pago sea aplicado a su cuenta inmediatamente.

TO STOP THE SHUT OFF, YOU MUST PAY THE AMOUNT OVERDUE OR YOU MUST CALL US AT **1-866-358-3429** if you dispute the overdue amount or have a question regarding your bill.

PARA DETENER EL CIERRE, usted debe pagar la cantidad vencida O Usted debe llamar al 1-866-358-3429, si usted tiene alguna pregunta o necesita más información.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, you will be required to pay the full amount overdue and a service charge of \$10.00 before service is reconnected. If payment is received after 3:00 PM PST, water service will not be restored until the next business day unless an after-hours reconnection is requested. A service fee of \$175.00 will be charged for all after-hours reconnections.

If you have any questions or need more information, please contact us.

If after contacting us you are not satisfied with our response, you may call the California Public Utilities Commission Consumer Affairs Branch by calling 1-800-649-7570 toll free or by writing to California Public Utilities Commission Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102-3298. California Public Utilities Commission Consumer Affairs Branch will delay the shut off if you file the complaint before the shut off date.

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	Toll free 800 Number
TTY/VCO/HCO to Voice	1-800-735-2929 (English); 1-800-855-3000 (Spanish)
Voice to TTY/VCO/HCO	1-800-735-2922 (English); 1-800-855-3000 (Spanish)
From or to Speech-to- Speech	1-800-854-7784 (English & Spanish)

PLEASE SEE REVERSE SIDE OF THIS NOTICE FOR ADDITIONAL MESSAGES CONCERNING YOUR ACCOUNT

CONVENIENT PAYMENT OPTIONS

Pay your bill online: www.amwater.com/myaccount
Pay by Phone: 855-748-6066 24 hours a day, seven days a week
 Pay in person: for a list of approved payment locations, visit www.amwater.com/myaccount

Customer Service: M-F 7am to 7pm Emergency: 24/7: 1-866-358-3429 www.californiaamwater.com

0001015210018812728000000000044379005

IMPORTANT INFORMATION FROM CALIFORNIA AMERICAN WATER

Should you question this bill, please request an explanation from the company within five (5) days of the receipt of this bill.

This bill is due and payable upon date of presentation. It will become past due if not paid within nineteen (19) days from the date of the mailing.

If you believe there is an error on your bill or have a question about your service, please call California American Water customer support at (888) 237-1333.

If you are not satisfied with California American Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone	1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail	California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the 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.