

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

Revised Cal. P.U.C. Sheet No. 1812-W
Canceling Revised Cal. P.U.C. Sheet No. 1587-W

Form No. 16
COLLECTION NOTICE

(To be inserted by utility)

Advise Letter No. 360-W

Decision No. _____

Issued by

Craig D. Gott

Name

President

Title

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

Date Filed 12/10/2021

Effective 12/10/2021

Resolution No. _____



**Suburban
Water Systems**
A SouthWest Water Company

Date of Notice:
Service Address:
Account Name:
Account Number:

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 detach and return the bottom portion with your payment.....



**Suburban
Water Systems**
A SouthWest Water Company

Account Number:

Service Address:

**POST OFFICE
BOX 6105**

Total Now Due: \$



Suburban Water Systems

A SouthWest Water Company

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 DISTRICT
15088 ROSECRANS AVE
LA MIRADA, CA 90638
(562) 944-8219 or (800) 203-5430
TTY (877) 405-1710

SAN JOSE HILLS DISTRICT
1325 NORTH GRAND AVE SUITE 100
COVINA, CA 91724
(626) 543-2640 or (800) 203-5430
TTY (877) 405-1710