

**CALIFORNIA-AMERICAN WATER COMPANY**

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

Cancelling	Revised	Cal. P.U.C. Sheet No.	8864-W
	Original	Cal. P.U.C. Sheet No.	8062-W

Final Shut-Off Notice  
(See Attached Form)

Sheet 1

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1218-A	J. T. LINAM	Date Filed	11/15/2018
Decision		DIRECTOR - Rates & Regulatory	Effective	11/15/2018
			Resolution	



PO Box 7150, Pasadena, CA 91109-7150

For Service To:



00010152100209007410000000000033321002

Account Number



11/22/2018

Pay Before

12/10/2018

Total Due

333.21

☐ Check this box for address changes and note new address on back.

Amount Enclosed

\$



California American Water  
PO Box 7150  
Pasadena, CA 91109-7150

Please return this portion with your payment.

## IMPORTANT: FINAL SHUT OFF NOTICE

Please read and take the steps needed to avoid your service from being shut off.

**PAY THIS AMOUNT**



**\$333.21**

**PRIOR TO**



**12/10/2018**

Payment on your water account is overdue. If payment is not received, your service may be shut off on or after 12/10/2018. 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 aguas atrasado. Si el pago no se recibe, su servicio puede ser apagado a partir del 12/10/2018. 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:

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.

1. You cannot pay the overdue amount and would like to discuss your eligibility to enter into a payment arrangement.
2. You dispute the overdue amount or have a question regarding your bill.
3. Someone in your home has a serious illness or medical condition. We will not shut off your service. Please see the instructions listed below regarding the actions you must take before your water service is disconnected.

- Contact your doctor or local board of health to request written verification which confirms the affected person's residency, illness and the period of time termination of water service will aggravate the illness.
- The verification should be written on the doctor or board of health's letterhead and we must receive the letter within five (5) days from the date you notify us of the illness.
- This medical certification is good for 30 days.

Note: The medical certification can be renewed for 30 days by following the same procedure. If not renewed, your water service may be disconnected after the first 30 day period has expired.

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.

### CONVENIENT PAYMENT OPTIONS



**Pay your bill online:**

[www.amwater.com/myaccount](http://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](http://www.amwater.com/myaccount)

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

[www.californiaamwater.com](http://www.californiaamwater.com)

## ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this notice. Updates to your contact information can also be made through our online web self-service tool, My Account at [www.amwater.com/myaccount](http://www.amwater.com/myaccount).

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

(      )

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### IMPORTANT INFORMATION FROM CALIFORNIA AMERICAN WATER

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

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)

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.