Rule No. 8 Sheet 1
NOTICES

A. Notice to Customers

1. In Writing (T)

Notice to a Customer will normally be in writing. Depending on the type of notice, written notice will either be delivered or mailed to the Customer's last known address, except as otherwise specified by the Utility's tariffs. (C) (C) (C)

2. Exception

In emergencies or when circumstances warrant, the Utility, where feasible, will endeavor to promptly notify the Customer affected and may make such notification orally, either in person or by telephone.

3. Notice of Discontinuance of Residential Water Service for Nonpayment (C)

a. The Utility shall contact the residential Customer of Record at least 7 business days prior to discontinuance by telephone or written notice. (N)

(1) Written notice shall be mailed to the address of the Customer of Record to which the Residential Service is provided. If the Customer of Record's address is not the address of the property to which Residential Service is provided, the notice also shall be sent to the Service Address with "Occupant" as the addressee. The notice shall include the information prescribed in Rule No. 5. C.

(2) Telephone notice shall be to the Customer of Record. In providing such notice by telephone, the Utility shall offer to

i. Provide the Customer of Record with a written copy of the Utility's policy on discontinuation of service due to nonpayment; and
ii. Discuss options available to the Customer to avert discontinuance including alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and procedures to petition for bill review and appeal.

(3) If the Utility is unable to make contact with the Customer or an adult occupying the residence by telephone, and written notice is returned as undeliverable, the Utility will make a good faith effort to visit the residence and leave (or make other arrangements for placement in a conspicuous place) a written notice as prescribed herein, along with a written copy of the Utility's policy on discontinuation of service for nonpayment. (N)

(D)
(D)
(L)

(Continued)

b. The Utility shall contact the residential Occupants of 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, as follows: (L,C)

(1) Where individually metered water service is provided, the Utility will make every good faith effort to inform the Occupants by means of a notice at least 10 days prior to any discontinuance, when the account is in arrears, that service will be discontinued. (L,C)

In addition to including the information prescribed in Rule No. 5, the notice will inform the Occupants that, if the Utility's verification and other requirements are met, they have the right to become a Customer to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account. (C,L) (T)

(2) Where master metered service is provided, the written notice will be at least 15 days prior to discontinuance of service. The notice will be posted on the door of each residential unit. If it is not reasonable or practical to post the notice on the door of each residential unit, the Utility will post two copies of the notice in each accessible common area and at each point of access to the structure or structures. (C)

(3) Notice to Occupants shall be independent of, and in addition to, other notice (s) as may be prescribed in the Utility's tariffs. (T)

c. All notices of discontinuance for nonpayment relating to Residential Services will be in English, the languages listed in Section 1632 of the Civil Code (Spanish, Chinese, Korean, Vietnamese, Tagalog), and any other language spoken by 10 percent or more of the of the Customers in the Utility's service area. The notice will include the information prescribed in Rule No. 5.C. (C)

d. Procedures for the discontinuance and restoration of services are outlined in Rule No. 11. (C)

4. Notice of Discontinuance of All Other Services (Nonresidential) for Nonpayment

The Utility shall make a reasonable attempt to contact: (i) the Customer of Record by mailing a separate notice at least 10 days prior to discontinuance, or (ii) an adult person on the Customer's Premises by telephone or in person at least 24 hours prior to any discontinuance. (N) (N) (L)

(Continued)

5. Third-Party Notification (L)

Notice of availability of third-party notification shall be given annually to all Residential Customers. (C)

B. Notice from Customers

1. A Customer may make notification in person, by telephone or by letter to the Utility at its commercial office, or to an authorized representative of the Utility.

2. Customers who are Disabled must have presented evidence to the Utility establishing their status if they wish to qualify for consideration under Rule No. 8.A.3.b. or under Rule No.11.B.1.e. (C)

3. Disabled Customers who desire third-party notification must so inform the Utility with certification of status and with a letter from the third party accepting the responsibility. (C)

4. Proof of disability must be by certification from a licensed physician, public health nurse or social worker. (D,C)

(L)

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