



Rule No. 8
NOTICES

Sheet 1

A. Notices to Customers. When notices from the Utility to a customer are required, they will normally be given in writing, either mailed to the customer's mailing address or delivered to the customer, except that in emergencies the Utility may give oral notices.

The discontinuance of service notice for nonpayment of a delinquent nondomestic account shall be mailed as stated above at least 5 calendar days prior to proposed termination of nondomestic service.

The discontinuance of service notice for nonpayment of a delinquent domestic account shall be mailed by first class mail, addressed to the customer to whom the service is billed, at least 15 calendar days prior to proposed termination of domestic service to a residential dwelling. The Utility shall also make a reasonable attempt to contact an adult person residing at the customer's residence either by telephone or by personal contact at least 24 hours prior to termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Utility shall give, either by mail or in person, a notice of termination of service at least 48 hours prior to termination.

For elderly (age 62 and over) and handicapped* residential customers, the Utility shall provide at least 48 hours notice by telephone or visit; however, if personal contact cannot be made by telephone or visit, notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination.

A domestic customer who has established to the satisfaction of the Utility that he is handicapped* or elderly (age 62 or older) may designate a friend, family member, or public or private agency as a third party representative to receive notice on the customer's behalf. The customer must provide to the Utility written consent of the designated third party representative as well as a change in said designation.

* Certification from a licensed physician, public health nurse, or a social worker may be required by the Utility.

(Continued)

(To be inserted by utility)
Advice 42-W
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Issued by
Ronald Daniels
Vice President

(To be inserted by Cal. PUC)
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Rule No. 8
NOTICES

Sheet 2

(Continued)

A. Notices to Customers. (Continued)

Where water service is provided to residential occupants in a multiunit residential structure, mobilehome park, or permanent residential structure in a labor camp as defined in Section 17008 of the Health and Safety Code, where the owner, manager, or operator is listed by the Utility as the customer of record, the Utility shall make every good faith effort, when the account is in arrears, to inform the occupants by means of a notice that service will be discontinued:

1. At least 15 days prior to discontinuance, for service that is master metered by the Utility; and
2. At least 10 days prior to discontinuance, for service that is individually metered by the Utility.

The notice shall inform the occupants that they have the right to become a water utility customer without being required to pay the amount which may be due on the delinquent account.

B. Notices From Customers.

1. Notices from a customer to the Utility may be given by written communication mailed to the Utility's office or may be given orally by him or his authorized agent at the Utility's office except when written notice is specifically required in tariff schedules.
2. Customers who are elderly or handicapped may be required by the Utility to present evidence establishing their status if they wish to qualify for consideration under Rule 8.A. (above) or under Rule 11.C.2. (T)
3. Elderly or handicapped customers may request third party notification. The Utility may require certification of status and written consent from the third party accepting the responsibility.
4. Proof of age may be supported by documents satisfactory to the Utility, such as certificate of birth, driver's license, or passport. Proof of handicap shall be by certification from a licensed physician, public health nurse or social worker.

(To be inserted by utility)

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Issued by
Megan Scott-Kakures
Vice President

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