

Rule No. 5
SPECIAL INFORMATION REQUIRED ON FORMS

Sheet 1

A. Contracts

Each contract for service will contain substantially the following provisions:

1. Unless exempted by the Public Utilities Commission;

"This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction."

2. Unless otherwise not required by the Public Utilities Commission;

"It is the understanding of the parties to this contract that it shall not become effective until the authorization of the Public Utilities Commission of the State of California has been first obtained."

B. Bill for Service

On each bill for service will be printed substantially the following language;

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

"If you believe there is an error on the bill or have a question about your service, please call Customer Support at 1-888-237-1333. We welcome the opportunity to assist you." (N)

If after contacting us, 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: (T)

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, 3rd Floor, San Francisco, CA 94102 (T)

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 | 1-800-735-2929 |
| | Spanish | 1-800-855-3000 |
| Voice to TTY/VCO/HCO | English | 1-800-735-2922 |
| | Spanish | 1-800-855-3000 |
| From or to Speech-to- Speech | English & Spanish | 1-800-854-7784 |

(Continued)

(TO BE INSERTED BY UTILITY)
Advice 1276-A
Decision

ISSUED BY
J. T. LINAM
DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)
Date Filed 01/21/2020
Effective 02/01/2020
Resolution _____

Rule No. 5 (Continued)
SPECIAL INFORMATION REQUIRED ON FORMS

Sheet 3

C. Discontinuance of Service for Nonpayment Notice (continued) (N)

Residential Customers: Where water service is provided to residential users in a multiunit 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, the notice of discontinuance shall further include: (T)(L)

- a. The date on which the service will be discontinued.
- b. What the Occupants are required to do in order to prevent the discontinuance or to reestablish service. (T)
- c. The estimated monthly cost of service (where service is master-metered). (C)
- d. The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist the Occupants (where service is master-metered). (T)(L)

Rules 5.C.4 through 5.C.9 are also described in the written policy of discontinuance of service due to nonpayment of bills which is available at: (N)
<https://amwater.com/caaw/customer-service-billing/billing-payment-info> (N)
(N)

D. Customer's Deposit Receipt (L)

Each receipt for cash deposit to establish or reestablish credit for service will contain the following statements:

"This deposit may be applied to unpaid balances where service has been discontinued by the Utility for nonpayment of bills.

This deposit, less the amount of any unpaid bills for service, will be refunded together with any interest due at 7/12 percent per month (7% annually) upon discontinuance of service, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for nonpayment."

(L)

(Continued)

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| (TO BE INSERTED BY UTILITY) | ISSUED BY | (TO BE INSERTED BY C.P.U.C.) |
| Advice 1276-A | J. T. LINAM | Date Filed <u>01/21/2020</u> |
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