

CALIFORNIA-AMERICAN WATER COMPANY

880 KUHN DRIVE

CHULA VISTA, CALIFORNIA 91914

New

C.P.U.C. SHEET NO.

4052-W

CANCELING

C.P.U.C. SHEET NO. _____

FINAL SHUT-OFF NOTICE

California-American Water Company



(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 566

ISSUED BY

D. P. STEPHENSON

NAME

(TO BE INSERTED BY C.P.U.C.)

DATE FILED JUN 18 2002

EFFECTIVE JUL 22 2002

DECISION NO. _____

DIRECTOR - RATES & REVENUES

TITLE

RESOLUTION NO. _____



California-American Water Company

P.O. Box 578, Alton IL 62002
1-800-794-7350

06/12/2002

FINAL NOTICE – DO NOT MAIL PAYMENT

Dear Customer:

Your bill for \$100.00 is overdue. Because your bill is overdue we will shut off water to 4056 Birchgrove Way on or after 8:00 AM on Wednesday, June 12, 2002.

To stop the shut off, you must do one (1) of the following at once:

- 1) Pay the total amount of the overdue water bill and call 1-800-794-7350 to verify the company received your payment.
- 2) Call 1-800-794-7350 to make a payment arrangement, to let us know that you made a payment; or to dispute the overdue bill.
- 3) Call 1-800-794-7350 before Wednesday, June 12, 2002 if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice shown below.

MEDICAL EMERGENCY NOTICE

If someone living in your home is seriously ill, we will not shut off your water service during this illness if you do two (2) things:

- 1) Have a doctor certify by phone or in writing that the illness exists and that the person will be in danger if you do not have water service.
- 2) Make arrangements to pay your overdue and current bills by calling the phone number listed above.

If we shut off your water, you may have to pay the following charges to have your water turned back on:

Overdue Amount	\$100.00
Turn-On Charge	\$10.00
Total Amount Due	\$110.00

If you have any questions or need more information, please call us at 1-800-794-7350. If you are not satisfied after you talk to us, you may file a complaint with the California Public Utilities Commission Consumer Affairs Branch by calling (800) 692-7380 toll free, or by writing to 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102-3298. The California Public Utilities Commission Consumer Affairs Branch will delay the shut off if you file the complaint before the shut off date.

Este aviso contiene información importante sobre su servicio del agua. Por favor, ponerse en contacto con nosotros en 1-800-794-7350 si quisiera tenerlo traducido o necesite cualquier otra ayuda. Gracias.

Sincerely,

Customer Service

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