

**Rule No. 5**

**SPECIAL INFORMATION REQUIRED ON FORMS**

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 your bill or have question about your service, please call **Liberty Utilities (Apple Valley Ranchos Water) Corp.** customer support at (760) 247-6484.

If you are not satisfied with **Liberty Utilities (Apple Valley Ranchos Water) Corp.**'s response, submit a complaint to the California Public 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 reach 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, 3<sup>rd</sup> 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, (L)  
(L)

(Continued)

(To be inserted by utility)

Issued By

(To be inserted by Cal. P.U.C.)

Advice No. 238-W

GREGORY S. SORENSEN  
Name

Date Filed 01/09/2020

Dec. No. \_\_\_\_\_

PRESIDENT  
Title

Effective 02/01/2020

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(Continued)**

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**B. Bill of Service (Continued)**

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 Voice	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English	1-800-855-3000
	Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding 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. If bill becomes past due and nonpayment results with respect to this dispute, the rules for discontinuance of service due to nonpayment must be followed as set forth in Tariff Rule No. 11.B.1.

(N)  
|  
(N)

The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility’s service, general level of rates, pending rate applications and sources of fuel or power.”

**C. Customer’s Deposit Receipt**

Each receipt for cash deposit to establish or re-establish 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 non-payment of bills.

This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, at 7/12 per cent 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 non-payment.

(Continued)

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LIBERTY UTILITIES  
(APPLE VALLEY RANCHOS WATER) CORP.  
21760 OTTAWA ROAD  
P. O. BOX 7005  
APPLE VALLEY, CALIFORNIA 92307-7005

Canceling REVISED Cal. P.U.C. Sheet No. 1002-W  
ORIGINAL Cal. P.U.C. Sheet No. 974-W

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D. Discontinuance of Service for Non-payment – Notice

Residential Customers. Where water service is provided to residential occupants in 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 but is not the occupant, the notice of discontinuance shall further include: (T)  
(T)

(10) The date on which service will be discontinued. (T)

(11) What the occupants are required to do in order to prevent the discontinuance or to re-establish service. (T)

(12) The estimated monthly cost of service (where service is master-metered). (T)

(13) 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)  
(T)

Rules 5.D.4 through 5.D.9 are also described in the written policy of discontinuance of service due to nonpayment of bills which is available at <https://libertyutilities.com/disconnection/policy/av/>. (N)  
(N)

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