



**CUSTOMER BILL**

Office Location: 9750 Washburn Road  
Downey, CA 90241

Walk-in Office Hours: M-F 8am - 5 pm

General Office or Emergency: (562) 923-9671

24-hour automated information line: (800) 727-5987

Please visit our website: www.libertyutilities.com

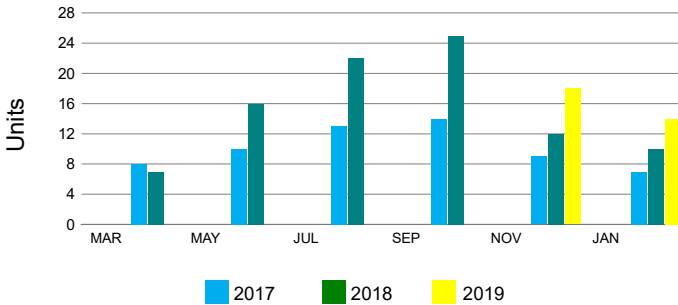
**VALUED CUSTOMER**  
999 E MAIN ST  
DOWNEY CA 99999-0000

Account Number: **012345**  
Customer Number: **987654**  
Type of Service: **RESIDENTIAL/REGULAR**  
Service Address: **999 E MAIN ST**  
Service Period: **12/05/2018 to 02/05/2019**

Date of Bill: 02/08/2019

**Service Information**

**Your Bi-Monthly Water Usage**



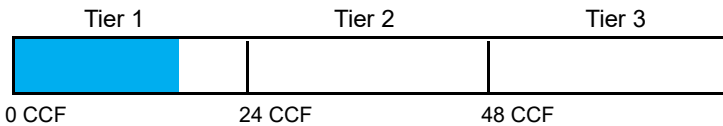
1 Unit (100 Cubic ft. of Water) = 1 CCF = 748 gal.

**Usage Breakdown**

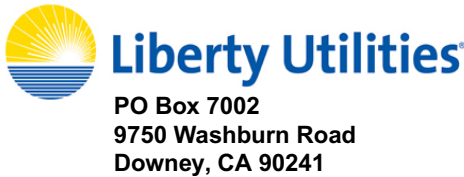
Service From: 12/05/2018 To: 02/05/2019 62 days  
Meter Number: 12345678 Meter Size: 5/8 x 3/4" Previous Read: 520 Current Read: 534 Usage: 14

Tier 1	(14 CCF x \$ 5.6220)	\$ 78.71
Total Usage		\$ 78.71

**Your Water Usage This Billing Period**



Return this portion with your payment.



VALUED CUSTOMER  
999 E MAIN ST  
DOWNEY CA 99999-0000

**Current Charges (See back of the bill for descriptions)**

Tier 1 Usage Charge	\$78.71
Advice Letter 282-W Surcharge	\$7.39
CARW Surcharge	\$12.78
Service Charge	\$44.46
CA Public Utilities Commission Fee	\$2.01

**TOTAL CURRENT CHARGES \$145.35**

**Amount Due**

Previous Balance	\$167.22
Payment - Thank You	-\$167.22

**TOTAL CURRENT CHARGES \$145.35**

**TOTAL AMOUNT DUE BY 02/28/2019 \$145.35**

A late fee will be applied if the current charges are not paid by 3/2/2019

**Special Message**

Account Number: 012345  
Customer Number: 987654  
Type of Service: RESIDENTIAL/REGULAR  
Service Address: 999 E MAIN ST  
Due Date: 02/28/2019

**\$145.35**  
Amount Due

Amount Enclosed

LIBERTY UTILITIES  
PO BOX 6004  
ARTESIA, CA 90702-6004



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# BILL INFORMATION

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days after billing date. A late fee equal to 1.5% of the current charges will be assessed if payment is not received and posted to your account within 21 days of date of bill. The minimum late fee is \$1.00.

If you believe there is an error on your bill or have a question about your service, please call **Liberty Utilities (Park Water) Corp.** customer support at (562) 923-9671.

If you are not satisfied with Liberty Utilities (Park Water) Corp.'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.

**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, Room 2003, San Francisco, CA 94102

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 contracts. 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

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.

## CHARGE DESCRIPTIONS

**CARW:** The California Alternative Rates for Water Program (CARW) offers a monthly discount to eligible low-income customers. As part of the program, the CPUC authorizes Liberty Utilities to track and recover the difference between recorded discounts provided to qualifying low-income customers and the recorded surcharges used to fund the program.

For a complete list of surcharges & surcredits, visit [www.LibertyUtilities.com](http://www.LibertyUtilities.com).

## Payment Options



### PHONE

562-923-9671



### ONLINE

[LibertyUtilities.com](http://LibertyUtilities.com)



### IN PERSON

9750 Washburn Rd.  
Downey, CA  
90241



### MAIL

P.O. Box 6004  
Artesia, CA  
90702-6004

### PAY WITH CASH AT PARTICIPATING 7-ELEVEN STORES

There is an added fee of \$1.49 to make this cash payment. Bring this notice with you. Payments posted next business day. Call (888) 959-0336 for PayNearMe cash payment help. Visit [www.paynearme.com/locations](http://www.paynearme.com/locations) to find participating stores.



#### 7-ELEVEN TEAM MEMBER INSTRUCTIONS:

1. Ask customer the payment amount to load.
2. Press "Load".
3. Scan barcode and collect payment.
4. Return this document and provide receipt.



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Subject to terms of use at [www.PayNearMe.com](http://www.PayNearMe.com)

## Customer Rate Assistance Programs

### CALIFORNIA ALTERNATIVE RATES FOR WATER (CARW)



The CARW Program offers income-qualified customers a monthly rate discount on their water bill.

### MILITARY FAMILY RELIEF PROGRAM



Provides extended payment terms to those families experiencing reduced income due to a call to active duty military service.

## State Mandated Water Use Restrictions

Visit our website at [libertyutilities.com](http://libertyutilities.com) for Local Drought Guidelines and State Mandated Water Use Restrictions.