

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



December 18, 2018

Edward N. Jackson
Director, Rates and Regulatory Affairs
Liberty Utilities (Park Water) Corp.
9750 Washburn Road
Downey, CA 90241

Dear Mr. Jackson,

The Commission has approved Liberty Utilities' (Park Water) Advice Letter No. 286, filed on December 13, 2018, regarding authorization to update the Consumer Affairs Branch contact information.

Enclosed are copies of the following revised tariff sheets for the utility's files:

P.U.C. Sheet	
No.	Title of Sheet
1392-W	Rule No. 5, Special Information Required on Forms
1393-W	Rule No. 5 - (continued, page 2) Special Information Required on Forms
1394-W	Rule No. 5 - (continued, page 3) Special Information Required on Forms
1395-W	Rule No. 5 - (continued, page 4) Special Information Required on Forms
1396-W	Rule No. 10 - Disputed Bills
1397-W	Rule No. 10- Disputed Bills (continued, Page 2)
1398-W	Form No. 3 - Bill for Service
1399-W	Form No. 3 - Bill for Service (continued, page 2)
1400-W	Table of Contents
1401-W	Table of Contents - (continued, page 2)

Please contact Carmen Rocha at 415-703-2162, if you have any questions.

Thank you,

/s/ROBIN BRYANT

Robin Bryant
Water & Sewer Advisory Branch
Water Division

Enclosures

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 a question about your service, please call **Liberty Utilities (Park Water) Corp.** customer support at (562) 923-0711.

If you are not satisfied with **Liberty Utilities (Park 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, Room 2003, San Francisco, CA 94102

(D)

(N)

(N)

(continued)

(To be inserted by utility)

Issued By

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

Advice No. 286-W

GREGORY S. SORENSEN
Name

Date Filed 12/13/2018

Dec. No.

PRESIDENT
Title

Effective 12/01/2018

Resolution No.

Rule No. 5 (continued)

SPECIAL INFORMATION REQUIRED ON FORMS

B. 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

(N)

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.”

(N)

The Commission will not, however, accept deposit 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)

(To be inserted by utility)

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Resolution No.

Title

Rule No. 5 (continued)

SPECIAL INFORMATION REQUIRED ON FORMS

D. Discontinuance of Service Notice (L)

Every notice of discontinuance of service for non-payment of bills shall include all of the following information:

- (1) The name and address of the customer whose account is delinquent.
- (2) The amount of the delinquency.
- (3) The date by which payment or arrangements for payment is required in order to avoid discontinuance.
- (4) The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
- (5) The procedure by which the customer may request amortization of the unpaid charges.
- (6) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable. (L)
- (7) The name, address, and telephone number of a representative of the water utility who can provide additional information and assist users in continuing service or in making arrangements for payment.
- (8) The contact information of the Commission (Consumer Affairs Branch) to which inquiries by the customer may be directed. (D)
(N)

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 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 (N)

(continued)

Rule No. 5 (continued)

SPECIAL INFORMATION REQUIRED ON FORMS

D.

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

(N)

(N)

Where water service is provided to residential users in a 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, the notice of discontinuance shall further include:

(L)

- (9) The date on which service will be discontinued.
- (10) What the users are required to do in order to prevent the discontinuance or to re-establish service.
- (11) The estimated monthly cost of service.
- (12) 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 users.

(L)

(To be inserted by utility)

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Title

Resolution No.

Rule No. 10

DISPUTED BILLS

A. Correctness of Bill

Any customer who has initiated a complaint to the utility or requested an investigation by the utility within five days of receiving a contested bill shall be given an opportunity for review of such complaint or investigation by a review manager of the utility. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of his account over a reasonable period of time.

B. Notice of Deposit to Avoid Discontinuance

If an explanation satisfactory to the customer is not made by the utility and the bill is not paid within 19 days after its presentation or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows:

If you are not satisfied with Liberty Utilities (Apple Valley Ranchos 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

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.”

(D)
(N)

(N)

(continued)

(To be inserted by utility)

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Advice No. 286-W

GREGORY S. SORENSEN

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Name

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PRESIDENT

Resolution No.

Title

Rule No. 10 (continued)

DISPUTED BILLS

- C. Commission Appeal (L)
- When a customer and the utility fail to agree on a bill for service:
1. To avoid discontinuance of service, in lieu of paying the disputed bill the customer may deposit, with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94012, the amount claimed by the utility to be due. (N)
 2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the dispute of the amount of the bill. (L)
 3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith. (L)
 4. Service will not be discontinued for nonpayment of the disputed bill when deposit) has been made with the Commission pending the outcome of the Commission's review.
 5. Failure of the customer to make such deposit prior to the expiration of the discontinuance of service notice as given in Rule 10 B.1. will warrant discontinuance of service.
 6. If before completion of the Commission's review, additional bills become due which the customer wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the utility to be due for such additional bills before they become past due and failure to do so will warrant discontinuance of his service in accordance with Rule No. 11.

SLIP/SUB SHEET

(To be inserted by utility)

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

Advice No. 286-W

GREGORY S. SORENSEN
Name

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PRESIDENT
Title

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Resolution No.


LIBERTY UTILITIES (PARK WATER) CORP.
 9750 WASHBURN ROAD
 P. O. BOX 7002
 DOWNEY, CALIFORNIA 90240

REVISED Cal. P.U.C. Sheet No. 1398-W
 Canceling REVISED Cal. P.U.C. Sheet No. 946-W

Form No. 3

BILL FOR SERVICE

(D)
(N)

 Liberty Utilities
 PO Box 7002
 9750 Washburn Road
 Downey, CA 90241-7002

Customer Service
 Monday - Friday
 8:00 AM - 5:00 PM
 1-800-727-5567 English & Spanish
 1-562-299-5158 TTY

24 Hour Emergency Service
 1-562-923-0711
 parkwater.com

JANE SMITH
 123 MAIN STREET

Special Message

Have questions about your bill? Call our office to schedule an appointment to discuss and get answers!

Service Information

Service From: _____ To: _____ Usage
 Meter Number _____
 1 unit = 100 Cubic Feet (CCF) of Water = 748,019 Gallons
 Your Water Usage (in Hundred Cubic Feet)

1		
2		
3		
4		
5		
6		
7		
8		
9		
0		

Retain this portion for your records Page: 1 / 1

Account Information

Account Number: 00000
 Customer Number: 000000
 Service Address: 123 Main Street
 Type of Service: Residential/First
 Date of Bill: 11/05/2018
 DUE DATE: 11/25/2018

Current Charges


City of Norwalk Surcharge \$1.73
 Service Charge \$85.01
 CA Public Utilities Commission Fee \$1.21
TOTAL CURRENT WATER CHARGES \$87.95

This bill reflects 0.00 gallons of water used over 36 days of service.

Amount Due

TOTAL CURRENT WATER CHARGES \$87.95
TOTAL AMOUNT DUE \$87.95

Please return bottom portion along with your payment.


 Liberty Utilities
 PO Box 7002
 9750 Washburn Road
 Downey, CA 90241-7002


Customer Service
 Monday - Friday
 8:00 AM - 5:00 PM
 1-800-727-5567 English & Spanish
 1-562-299-5158 TTY

24 Hour Emergency Service
 1-562-923-0711

Account Number: 000000 Customer Number: 000000
 Service Address: 123 Main Street
 Date of Bill: 11/05/2018
 DUE DATE: 11/25/2018

MULTIPLE PAYMENT OPTIONS (See other side for details.)	
\$87.95	
Amount Due	Amount Enclosed

FWP1105A
 4000000002 2/1

 JANE SMITH
 123 MAIN STREET
 DOWNEY, CA 90241-7002

LIBERTY UTILITIES
 PO BOX 6004
 ARTESIA, CA 90702-6004


264317157965000006795

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PRESIDENT

Resolution No.

Title

Form No. 3 (continued)
BILL FOR SERVICE

(D)
(N)

DISPUTED BILLS AND COMPLAINTS

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days after billing date and a late fee equal to 1.5% of the current charges will be assessed. 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) 923-0711.

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:

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PAYMENT METHODS

PAY BY MAIL

Mail a check, money order, or cashier's check using the payment slip and envelope to the PO Box on the front of this bill. If possible, please include your account number and customer number.

EASYPAY – NO-COST, AUTOMATIC BILL PAYMENTS

EasyPay™ is a preauthorized payment program. This program requires a financial account, such as a checking account at a bank or credit union. To enroll, obtain an application online at libertyutilities.com or call Customer Service at 1-800-727-5987.

PAY IN PERSON

We accept payments at our Customer Service bill payment office. Payment must be in the form of cash, check, or money order.

PAY BY PHONE

Payments may be made through our automated phone system with a debit card, credit card, or electronic check by calling Customer Service at 800-727-5987. A third-party convenience fee applies.

PAY ONLINE

Payments may be made using our approved third party vendor. To make a payment online, visit libertyutilities.com. Forms of payment accepted are debit card, credit card, or electronic check. A third-party convenience fee applies.

PAY AT 7-ELEVEN WITH CASH

Payments using cash only may be made at a 7-Eleven through PayNearMe, a third-party bill payment service provider. The service accepts cash only and requires you to bring a current billing statement. PayNearMe applies a convenience fee to the transaction.

USING YOUR FINANCIAL INSTITUTION'S BILL PAY SERVICE

We accept payment from your financial institution's bill pay system. This payment option may take additional processing time versus other payment methods. Please plan accordingly. Payments are considered received when they arrive at our office, not when your bank processes or mails the payment. Send all payments to the PO Box on this bill. Your online payment should include the service address, account number and customer number. *Failure to include your service address and/or account information may result in payment delay.*

INFORMATION RELATED TO DEPOSITS

RESIDENTIAL SERVICE APPLICANTS

If a residential service applicant does not establish credit to the satisfaction of the utility, the residential service applicant may be required to pay a deposit that does not exceed twice the average estimated bill for water.

INTEREST ON DEPOSITS

Interest on deposits held will be paid by the utility for the first 12-consecutive months, during which the customer has paid bills for service within an average period of 15-days after presentation, and for additional time thereafter up to the date of refund; provided, however, that no interest shall accrue after mailing to a customer or the customer's last known address the refund or a notice that the refund is payable.

RETURN ON DEPOSITS

Upon discontinuance of service, the utility will refund the balance of the customer's deposit in excess of unpaid bills for that service for which the deposit was made. After the customer has, for 12-consecutive months, paid bills for service on the average within 15-days after presentation, the utility will refund the customer's deposit with interest.

UTILITY RULES AND RATES

The full text of our rules and rates are available for inspection on our website at libertyutilities.com or upon request by calling Customer Service at 1-800-727-5987.

PAST DUE BILLS

Bills for service are due and payable upon presentation. A bill is considered past due if not paid within 19-days from the date of mailing.

EXPLANATION OF BILLING TERMS

CCF: Unit of water measurement called Centum Cubic Feet abbreviated as CCF.
 [1 CCF = 100 Cubic Feet = 748 Gallons]

CURRENT CHARGES: The amount due for the current month's usage

PAST DUE BALANCE: The amount remaining from previous bill cycle(s).

SERVICE CHARGE: The service charge is a readiness-to-serve charge determined by your meter size; also known as "Base Rate." Your meter size is located on the front of the bill.

QUANTITY CHARGE: The quantity charge is determined by the amount of your water usage.

LATE PAYMENT CHARGE: The CPUC authorizes a penalty amount to be charged by the utility for a delinquent payment not received by the due date, not to exceed 1.5% or \$1.00, whichever is greater.

ADVICE LETTER SURCHARGE: A surcharge is a temporary charge that allows the utility to recover a cost that has been tracked, but was not in the general rate case.

CPUC FEE: A fee used to fund regulation by the California Public Utilities Commission.

CALL 1-800-727-5987 FOR LARGE PRINT BILLS.

(N)

(To be inserted by utility)

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

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TABLE OF CONTENTS

The following listed tariff sheets contain all effective rates and rules affecting the charges and service of the utility, together with other pertinent information:

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Service Area Map Los Angeles County	914-W, 499-W through 502-W	

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(To be inserted by utility) Advice No. <u>286-W</u> Dec. No. _____	Issued By: <u>GREGORY S. SORENSEN</u> Name <u>PRESIDENT</u> Title	(To be inserted by Cal. P.U.C.) Date Filed <u>12/13/2018</u> Effective <u>12/01/2018</u> Resolution No. _____
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Sheet No.

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(To be inserted by utility)

Issued By

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