


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

REVISÉ Cal. P.U.C. Sheet No. 1398-W  
 Canceling REVISÉ 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.

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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  


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(continued)

(N)

(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. \_\_\_\_\_

**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:

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

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.

**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](http://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](http://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](http://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.

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