

Rule No. 5
SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for service will contain essentially the following provisions:

“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.”

“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 essentially 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 Lukins Brothers Water Company at (530) 541-2606 (T)

If you are not satisfied with Lukins Brothers Water Company’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 (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, (T)

(Continued)

(To be inserted by utility)

Advice Letter No. 77-W

Decision No. _____

Issued By

Jennifer Lukins

Manager

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

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(Continued)

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dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider. (T)
(T)

Type of Call	Language	Toll-free 800 Number	(T)
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	(T)

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 (retained) pending resolution of your case. However, CAB will not accept an impounded deposit when the dispute appears to 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 source of fuel or power. You must continue to pay your current charges while your complaint is under review to keep your service turned on. (T)
(T)

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(Continued)

SPECIAL INFORMATION REQUIRED ON FORMS

(D)

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 nonpayment of bills.

Deposits will be placed in a savings account at a bank or savings and loan and the interest accrued while held in the savings account will be paid by the utility when the deposit is returned, upon discontinuance of service, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for payment. No interest shall accrue after mailing to the customer or the customer's last known address the refund or a notice that the refund is payable.

D. Discontinuance of Service Notice

Every notice of discontinuance of service for nonpayment 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.

(Continued)

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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:

1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and the non-residential customer within 7 days of the date of this notice, must deposit with the California Public Utilities Commission, Consumer Affairs Branch, Room 2003, 505 Van Ness Avenue, Room 203, San Francisco, CA 94102, the amount of the bill claimed by the utility to be due. (T)

C. Commission Appeal

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 at its office in 505 Van Ness Avenue, Consumer Affairs Branch, Room 2003, San Francisco, California 94102, the amount claimed by the utility to be due. (T)
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. (D)

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LUKINS BROTHERS Water Co.
El Dorado County

LUKINS BROTHERS WATER
2031 WEST WAY
SO LAKE TAHOE, CA 96150
(530) 541-2606

FORM 3

Orig Cal. P.U.C. Sheet No. 494-W
Cancelling Cal. P.U.C. Sheet No.

**PLEASE REMIT THIS STUB
WITH PAYMENT**

Remember - You can now view and pay your bills online at www.lukinswater.com

DUE DATE	ACCT NUMBER
BY DUE DATE	AFTER DUE DATE

AMOUNT DUE

SERVICE ADDRESS >

KEEP THIS PORTION FOR YOUR RECORDS
LUKINS BROTHERS WATER 2031 WEST WAY
(530) 541-2606 SO LAKE TAHOE, CA 96150

ACCOUNT NUMBER		BILLING DATE
CURRENT	PREVIOUS	USAGE
		FLAT
FROM	TO	DAYS
		89

**Tax shown is for current bill only.

SERVICE ADDRESS	DUE DATE
DESCRIPTION	AMOUNT DUE

Prior Balance
Payment(s)
Water
Pw Surcharge
Res Ir Surcharge

**Tax:
Total:

AMOUNT DUE

BY DUE DATE	AFTER DUE DATE

Account:

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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 Lukins Brothers Water Company's customer support at (530) 541-2606.

If you are not satisfied with Lukins Brothers Water Company'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
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Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

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	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. However, CAB, will not accept an impounded deposit when the dispute appears to 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 source of fuel or power. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Payments not received by 5:00 pm on date due are subject to \$25.35 late fee.

IMPORTANT INFORMATION REGARDING THE CONSUMER CONFIDENCE REPORT

THIS NOTICE CONTAINS INSTRUCTIONS FOR YOU TO OBTAIN IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER. TRANSLATE IT, OR SPEAK WITH SOMEONE WHO UNDERSTANDS IT.

Este reporte contiene las instrucciones mas recientes para obetener informacion importante sobre su agua potable. Traducir, o hablar con alguien que lo entienda.

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SOWA) requires Lukins Water to provide you with. The purpose of the CCR is to raise customers' awareness of the quality of their drinking water, where their drinking water comes from, what it takes to deliver water to their homes, and the importance of protecting drinking water sources.

In recent years, Lukins has mailed its customers a printed copy of the CCR to comply with the SOWA requirements. On February 21, 2013, the California Department of Public Health expanded its interpretation of the SOWA to allow for electronic delivery of the CCR. The electronic delivery method will allow Lukins Water to reduce the consumption of paper and minimize printing and mailing costs.

To view your Consumer Confidence Reports and learn more about your drinking water, please visit our website at: <http://www.lukinswater.com/cdph.html>. The CCR will be made available by July 1 every year.

If you would like a paper copy of the CCR mailed to your mailing address or would like to speak with someone about the report, please call (530) 541-2606.

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SUBJECT MATTER OF SHEET

P.U.C. SHEET NO.

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