

Lake Alpine Water Company, Inc.

Written Disconnection Policy

LAWC sends bills for water service on a monthly cycle. This bill is due and payable upon date of presentation. It will become past due if not paid by the end of the month.

- A. If the bill has not been paid by the date the next month's bill is sent, a late fee of \$5.00 will be assessed and a second notice will be sent.
- B. If the account becomes past due by 60 days, by the end of the 2nd month's billing, a second late fee of \$5.00 will be assessed and a shut-off notice will be mailed to the billing and posted at the service address.
- C. A shut-off will become effective seven (7) days after mailing. A shut-off charge of \$25 will be assessed.
- D. Once a shut-off is made, the customer must make payment arrangements with the LAWC office before service can be restored. Once the first payment in the arrangement has been received, water service will be restored.

Resolution

Customers must contact the LAWC office through a phone call to 209-753-2409 or through email at info@lakealpinewater.com.

Payment arrangements may be one of the following: an agreed upon portion of the past due amount to be paid monthly in addition to the current amount due each month OR a lump sum catch up payment to bring the account to current due.

If you believe there is an error on your bill or have a question about your service, please call **Lake Alpine Water Company, Inc.** at **(209) 753-2409**.

If you are not satisfied with **Lake Alpine Water Company, Inc.'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

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.