

SERVICE ADDRESS

ACCOUNT NUMBER

CYCLE-ROUTE

BILL DATE

BILL DUE DATE

DOORTAG DATE

CURRENT AMOUNT PAST DUE:

CURRENT BALANCE:

Make Check Payable To:  
PCWA

Please Return The Top  
Portion With Your Payment.

SERVICE ADDRESS

ACCOUNT NUMBER

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DOORTAG DATE

**WRITTEN  
NOTICE**

According to our records, your water bill has not been paid. If you have questions regarding your balance due, please call our office at 530.823.4850.

If payment has already been made, we thank you and ask that you please call our office to confirm it has been received.

**Water service may be terminated if payment in full has not been received in this office on or before the termination date.** Actual users of the service have the right to become customers of the Agency without being required to pay the amount due on the delinquent account. If you are unable to pay the charges in full prior to the due date, the Agency may accept payment arrangements. **To be considered for payment arrangements, requests must be made to this agency upon receipt of this notice. Details of our Collection policy is located on the back of this statement.**

Please note that payment must be received by the due date. If a field trip is required for turn off notification, a charge will be applied to your account.

#### SERVICE DISCONNECTION/RECONNECTION:

If your service is shut-off for non-payment of this balance, the full past due balance, any returned check fees and a reconnection charge must be paid prior to reconnection. An additional deposit may be assessed.

Taking water after the meter has been turned off or sealed, or otherwise tampering with the meter connection, is a misdemeanor under state law for which the offender may be prosecuted under Section 625, State Penal Code, and subject to a \$250 tampering charge, plus actual costs of any damage.

#### WATER SHUTOFF PROTECTION ACT:

To apply for an extension, petition for bill review and appeal, or to request an alternative payment schedule please call Customer Services at (530) 823-4850. To view the Water Shutoff Protection Act written policy visit [www.pcwa.net/services/shutoff-protection](http://www.pcwa.net/services/shutoff-protection). 欲檢視中文版的《停水保護法》書面政策, 請造訪 [www.pcwa.net/services/shutoff-protection](http://www.pcwa.net/services/shutoff-protection). 한국의 상수도 차단 보호법 정책서는 [www.pcwa.net/services/shutoff-protection](http://www.pcwa.net/services/shutoff-protection) 에서 보실 수 있습니다. Para ver la política de la Ley de Corte de Suministro de Agua por escrito en español, visite [www.pcwa.net/services/shutoff-protection](http://www.pcwa.net/services/shutoff-protection). Upang makita ang nakasulat na patakaran ng Water Shutoff Protection Act sa Espanyol, bisitahin ang [www.pcwa.net/services/shutoff-protection](http://www.pcwa.net/services/shutoff-protection). Để xem chính sách bằng văn bản của Đạo Luật Bảo Vệ Cắt Nước bằng tiếng Việt, hãy truy cập [www.pcwa.net/service/shutoff-protection](http://www.pcwa.net/service/shutoff-protection).



For change of address, questions or correspondence other than payments, direct inquiries to:

**PCWA**  
Customer Services  
PO Box 6570  
Auburn, CA 95604-6570

customerservices@pcwa.net  
www.pcwa.net  
(530) 823-4850  
(800) 464-0030

#### DELINQUENT AND WRITTEN POLICY NOTICE IN OTHER LANGUAGES:

##### KOREAN

계약 종료일 또는 그 이전에 본 사무실에서 전액 지불하지 않은 경우 수도 서비스가 종료될 수 있습니다. 한국의 상수도 차단 보호법 정책서는 [www.pcwa.net/services/shutoff-protection](http://www.pcwa.net/services/shutoff-protection)에서 보실 수 있습니다.

##### CHINESE

如果在终止日期或之前没有收到本办公室的全部付款, 供水服务可能会被终止。欲檢視中文版的《停水保護法》書面政策, 請造訪 [www.pcwa.net/services/shutoff-protection](http://www.pcwa.net/services/shutoff-protection)

##### VIETNAMESE

Dịch vụ cấp nước có thể bị chấm dứt nếu không thanh toán đầy đủ trong văn phòng này vào hoặc trước ngày chấm dứt. Để xem chính sách bằng văn bản của Đạo Luật Bảo Vệ Cát Nước bằng tiếng Việt, hãy truy cập [www.pcwa.net/service/shutoff-protection](http://www.pcwa.net/service/shutoff-protection)

##### SPANISH

El servicio de agua puede darse por terminado si no se ha recibido el pago total en esta oficina en la fecha de terminación o antes. Para ver la política de la Ley de Corte de Suministro de Agua por escrito en español, visite [www.pcwa.net/services/shutoff-protection](http://www.pcwa.net/services/shutoff-protection)

##### TAGALOG

Tubig paglilingkod na maaaring terminated kung bayad sa ganap na hindi pa nababaginhin ng sa opisina o ito sa harap ng pagkakatatapos petsa. Upang makita ang nakasulat na patakaran ng Water Shutoff Protection Act sa Espanyol, bisitahin ang [www.pcwa.net/services/shutoff-protection](http://www.pcwa.net/services/shutoff-protection)

#### Payment Information

The following payment options are available for your convenience:

**Mail with a payment stub:** PO BOX 511377 LOS ANGELES, CA 90051-7932  
Please make checks payable to PCWA

**Mail without a payment stub:** PO BOX 6570 AUBURN, CA 95604-6570  
Please make checks payable to PCWA

**Phone Payment:** (530) 823-4850 or (800) 464-0030. Credit card only.

**Online:** Make credit/debit card or electronic check payments at [www.pcwa.net](http://www.pcwa.net).  
Allow a minimum of three (3) business days for check processing.

**Bank Bill Payment:** Electronic bill payment authorizes your bank to pay your water bill. The Agency also accepts other electronic forms of payment, such as online banking and electronic checks from other bank processing services.

**In person:** 144 Ferguson Road Auburn, CA  
Office hours: 8:00 A.M. to 5:00 P.M. Monday through Friday, excluding holidays. Cash or check only.

**Night drop:** 144 Ferguson Road Auburn, CA  
Available for after hours payments (checks or money orders only)  
Payments received after 8:00 A.M. are processed the next business day.

Credit card payments cannot be accepted by mail. If you wish to pay by credit card or electronic check, you may make your payment via the PCWA website ([www.pcwa.net](http://www.pcwa.net)) or over the phone. We accept Visa, MasterCard, American Express, and Discover Card.

#### Collection Policy

##### MOVING OR SELLING

Please notify the PCWA Customer Services Center at least three (3) business days in advance when requesting termination of service. Customers will be held responsible for all services provided until the date of termination.

##### BILLING QUESTIONS

If you have any questions or dispute your current bill, please call our Customer Services Center at (530) 823-4850 within ten (10) days from receipt of your bill statement. Our Customer Services Center hours are from 8:00 A.M. until 5:00 P.M., Monday through Friday, excluding holidays.

##### PAYMENTS

Payments must be received no later than the termination date printed on the front of this billing statement. The termination date does not extend the date of any previous balance. It is important to know that failure to pay the charges in full prior to the termination date may result in a disconnection of water service. Multiple late payments may require an additional deposit.

##### DELINQUENT BILLS

If you cannot pay the charges in full by the termination date and need to make payment arrangements, please call the Customer Services Center prior to the termination date. Our representatives may consider payment arrangements depending on individual circumstances.

##### DELINQUENT PAYMENT CHARGE

If the Agency does not receive payment within thirty (30) days of the bill date, a basic penalty of six percent (6%) of the delinquent amount shall become due on any unpaid balance greater than twenty dollars (\$20). The late payment charge is a penalty charge and does not relieve you of the obligation to pay the total amount due by the termination date on the front of this statement.

##### DOOR TAG CHARGE

If, during the course of collection of past due charges, the Agency makes a trip to place a notice at the service location, there will be a charge assessed to the billing account.

##### SERVICE/RETURN CHECK FEES

To restore service after shut off for non-payment, a service charge will be required. To restore service after normal business hours, a service charge will be required. Additionally, there is a graduated charge of \$10.00 per occurrence within a 12-month period. If service is terminated for non-payment, you may be required to make a deposit to guarantee the payment of future bills. A charge will be applied to any check that is returned. Payment of past due balance, service fees, and deposits are due prior to reconnection.

##### DISCONTINUANCE OF WATER SERVICE – WESTERN WATER SYSTEM (Zone 6)

A customer who is not taking water may choose to file for Severance of Service acknowledging that thereafter the Agency is no longer obligated to provide any water service to the property. If the account becomes delinquent, the Agency may process a severance of obligation to serve. The Agency shall have no further obligation to serve the property. Reinstatement would be dependent upon availability of water and payment of all charges, penalties and fees.

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PCWA's Rules, Regulations, Rates & Charges are available  
on our website @ [www.pcwa.net](http://www.pcwa.net)