

Rule No. 9

RENDERING AND PAYMENT OF BILLS

A. Rendering of Bills

Bills for service will be rendered each customer on a monthly or bimonthly basis at the option of the Utility, unless otherwise provided in the rate schedules.

At the customer's request, the utility may be requested to provide either paper or electronic bills for service rendered, but not both. (N)

The customer may elect to receive and view regular bills for service and other legal and mandated notices electronically and to no longer receive paper bills and legal and mandated notices. Customers requesting this option may be required to complete additional forms and agreements. Legal and mandated notices shall be included with the utility's electronic means of bill delivery; except, however, all notices of termination of service shall be made in accordance with Rule No. 8. The customer may discontinue electronic billing upon 30 days prescribed notice. (N)

1. Metered Service

- a. Meters will be read at regular intervals for the preparations of periodic bills and as required for the preparation of opening bills, closing bills and special bills.
- b. The opening bill for metered service will not be less than the established monthly minimum or readiness to serve charge for the service. Any amount paid in excess of the prorated charges otherwise applicable to the opening period will be credited against the charge for the succeeding regular billing period, except that no such credit shall accrue if the total period of service is less than one month.
- c. It may not always be practicable to read meters at intervals which will result in billing periods of equal numbers of days.
  - (1) Should a monthly billing period contain less than 27 days or more than 33 days a pro rata correction in the amount of the bill will be made.
  - (2) For billing periods other than monthly or bimonthly, adjustments will be made proportionate to that for a monthly billing period.
- d. Bills for metered service will show at least the reading of the meter at the end of the period for which the bill is rendered, the meter constant, if any, the number and kinds of units, and date of the current meter reading.

(Continued)

(To be inserted by utility)

**Issued by**

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

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Craig D. Gott  
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President  
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Resolution No.

Rule No. 9  
(Continued)

RENDERING AND PAYMENT OF BILLS

- A. 1. e. Each meter on a customer's premises will be considered separately and the readings of two or more meters will not be combined except where combination of meter readings is specifically provided for in the applicable rate schedule, or where the Utility's operating convenience or necessity may require the use of more than one meter or a battery of meters. In the latter case, the monthly minimum or readiness to serve charge will be prorated from the monthly minimum or readiness to serve charges of the applicable rate schedule upon the basis of a meter size equivalent in diameter to the total combined discharge areas of such meters.
2. Flat Rate Service
- a. Bills for flat rate service are payable in advance.
- b. The opening bill for flat rate service will be the established monthly charge for the service. Any amount paid in excess of the prorated charges otherwise applicable to the opening period will be credited against the charge for the succeeding regular billing period, except that no such credit shall accrue if the total period of service is less than one month.
- c. For billing periods other than monthly, the charge for flat rate service will be computed by multiplying the monthly charge by the number of months in the billing period.
3. Proration of Bills
- a. The charges applicable to opening periods, closing bills and bills rendered for periods corresponding to less than 27 days or more than 33 days for monthly billing periods will be computed as follows:

(1) Metered Service

The amount of the minimum charge (and the quantity allowed therefor) or the readiness to serve charge and the quantity in

(Continued)

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Rule No. 9  
(Continued)

RENDERING AND PAYMENT OF BILLS

- A. 3. (1) Each of the several quantity rate blocks will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period. The measured quantity of usage will be applied to such prorated amounts and quantities.
- (2) Flat Rate Service  
The billing period charge will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period.
- (3) Average Billing Period  
The number of days in an average billing period is defined as 365 divided by the number of billing periods in a year. (It is 30.4 days for a monthly billing period.)

B. Payment of Bills

Bills for service are due and payable upon presentation and payment may be made at any commercial office of the Utility or to any representative of the Utility authorized to make collections. Collection of closing bills may be made at the time of presentation.

1. Credit Card Option Payment:

The Residential Customer may elect credit card payment options:

- a. Through a provided pay-by-phone service, or through the Suburban’s credit card payment portal located at <https://www.mywater.us/california/account-billing/billing-payment>.
- b. Each of these options will include on-demand payments. Recurring credit card payment enrollment is only available via the SWWC credit card payment web portal. If a customer enrolls in the recurring credit card payment program online, all further paper bills will be marked “DO NOT PAY”.
- c. The Customer may discontinue credit card payment upon 30 days prescribed notice.

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*(To be inserted by utility)*

**Issued by**

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

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Craig D. Gott  
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President  
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