

**NOTICE OF TERMINATION OF WATER SERVICE**

**Notice Date:** (refer to English)

**RE: Service Address:** (refer to English)  
**Customer/Account:** (refer to English)  
**Delinquent Amount:** (refer to English)

This is the SECOND notice advising that the City of San José Municipal Water System (City) has not received full payment by the Due Date for the water bill for the service address and account listed above. This account continues to be PAST DUE. Water service at the above Service Address is scheduled to be shutoff for non-payment. Payment must be received and credited, or an alternative payment arrangement must be made, within 14 days of the Notice Date shown at the top of this letter to avoid the water service being shutoff. Once water is disconnected, there will be additional reconnection and late fees to turn the service back on.

**Payment can be made in one of the following ways:**

- **Online:** Visit E-bill Express at <https://www.e-billexpress.com/ebpp/CSJUtilities/Login/Index>
- **Phone:** Pay anytime with credit card, debit card, or directly from your bank account, using the Interactive Voice Response system by calling (408) 535-3500. A live representative is available during the City's normal business hours of 8:00 a.m. to 5:00 p.m. Monday-Friday.
- **In-Person:** Bring a copy of this notice and payment to City Hall, 200 East Santa Clara St., 1st Floor, San José, CA 95113.
- **Mail:** Send check or money order with the enclosed payment coupon in the envelope provided. Write your customer/account number on the check or money order. Return to: City of San José, P. O. Box 888242, Los Angeles, CA 90088-8242.

**Payment arrangements:** Payment options, such as a deferred or an alternative payment schedule, may be arranged by calling the Customer Contact Center at (408) 535-3500. You may only have one active payment arrangement at a time.

- **Customer Contact Center:** The Customer Contact Center can provide further information and assistance - (408) 535-3500, Monday through Friday, 8:00am to 5:00pm, excluding holidays.
- **Financial assistance:** To find out more about help with payment, please visit: [www.sanjoseca.gov/waterpaymentresources](http://www.sanjoseca.gov/waterpaymentresources)

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**Policies and Procedures:** The City's Water Service Policies and Procedures contain additional information and are available online at <https://www.sanjoseca.gov/customerservice>.

Scroll to *San José Municipal Water System Customers* and click on *Water Services Policies and Procedures*.

**Bill Review:** If you wish to dispute this bill, you may call the Customer Contact Center at (408) 535-3500. Your bill will be reviewed. If you are dissatisfied with the outcome of this review, you may file an appeal. Forms are available online at [www.sanjoseca.gov/waterpaymentresources](http://www.sanjoseca.gov/waterpaymentresources). Navigate to *Bill Review Appeal Form*.

**Tenants:** If you are a tenant with a lease or rental agreement, and your landlord is responsible for the past due bill, you can become the customer without paying the past due amount and late fees. The Customer Contact Center can provide further information and assistance.



City of San José  
200 East Santa Clara StreetSan  
José, CA 95113

Customer/Account No.	Delinquent Amount Due	Amount Enclosed
		\$

**Make payments to:**

City of San José  
PO Box 888242  
Los Angeles, CA 90088-8242