

RULE No. 14

CONTINUITY OF SERVICE

A. Emergency Interruptions

- 1. The utility shall make all reasonable efforts to prevent interruptions to service and when such interruptions occur, shall reestablish service with the shortest possible delay consistent with the safety to its customers, its employees, and the general public. (T)
- 2. If an emergency interruption of service affects the service to any public fire protection device, within 120 minutes of discovery of the interruption by the utility, the utility shall notify the Fire Chief or other public official responsible for fire protection of such interruption and of subsequent restoration of normal service. (T)

B. Scheduled Interruptions

- 1. Whenever the utility finds it necessary to schedule an interruption to its service, it shall notify all customers to be affected by the interruption, stating the approximate time and anticipated duration of the interruption. Scheduled interruptions shall be made at such hours as will provide the least inconvenience to the customers consistent with reasonable operations. (T)
- 2. Where public fire protection is provided by the facilities affected by the interruptions, the utility shall report to the Fire Chief or other officials responsible for fire protection when the interruption is scheduled, the approximate time, and anticipated duration. In addition, the Fire Chief or other official responsible for fire protection shall be notified within 60 minutes upon restoration of service. (T)

C. Minimum Standards for Repairs

- 1. All repairs associated with a utility's water and system shall include, as a minimum:
 - a. A determination whether temporary service can be provided;
 - b. The proper use of road hazard signs, traffic cones, and barriers;
 - c. A call to the regional underground service alert center to identify buried utilities in the area; (N)

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

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RULE No. 14 (Continued)

CONTINUITY OF SERVICE

C. Minimum Standards for Repairs (Continued)

(N)

1. All repairs associated with a utility's water and system shall include, as a minimum (Continued):

- d. Hydrostatic testing per applicable AWWA pipe standard, and bacteriological testing according to AWWA C651;
- e. Water mains that have been taken out of service for maintenance or repair shall be disinfected and sampled for bacteriological quality in accordance with AWWA Standard C651-05;
- f. Backfill and pipe bedding shall be per applicable AWWA pipe installation standard;
- g. Ground surface shall be repaired to at least its original condition.

D. Records of Interruptions

1. The utility shall keep a complete record of all interruptions, both emergency and scheduled, when more than 10 service connections are interrupted. These records of interruptions are to be kept with the utility's permanent records and shall include:

- a. Date and time of service interruption
- b. Date and time service is restored
- c. Number of service connections affected
- d. Equipment that operated or failed
- e. Cause of interruption
- f. Actions required to restore service
- g. Identification of person reporting
- h. Steps taken to prevent recurrence

(N)

(Continued)

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CONTINUITY OF SERVICE

E. Reports to Commission

- 1. All emergency interruptions involving an entire system, an entire separately operated system of a multi-system utility or a major portion of an entire or separately operated system shall be reported to the Commission by the utility as soon as possible after occurrence, by telephone or e-mail stating the cause, date, time, estimated duration, location, approximate number of customers affected and remedial steps being taken to restore service.

F. Apportionment of Supply During Times of Shortage

- 1. During times of threatened or actual water shortage, the utility will apportion its available water supply among its customers as directed by the Public Utilities Commission or other governmental agencies which are established to regulate the water supply. In the absence of direction from the Commission or other governmental agencies, it will apportion the supply in the manner that appears most equitable under circumstances then prevailing, and with due regard to public health and safety.

- 2. **Monterey Emergency Interruption Program** (Monterey District ONLY).
During a temporary emergency situation involving threatened or actual water shortage or during a water emergency, dedicated irrigation services can be temporarily shut off. Irrigation services provide service to outside landscaping only and therefore have little or no impact to public health and safety.

- a. **Triggers:** The Utility has established, based on prior water system Maximum System Demand events, that the triggering event is when the storage level in the Forest Lake Tanks (three separate 5 million gallon tanks all at the same system operating elevation) drop to below ten feet. Total water storage for the Forest Lake Tanks at the ten foot level is 4.7 million gallons (14.4 AF). The triggering event should continue until the Forest Lake Tanks' storage levels return to twelve feet and demonstrate a positive daily recovery rate.

- b. **Action:** When the storage level in the Forest Lake Tanks drop to below ten feet, the Utility will shut-off service to the 20 dedicated irrigation meters that have the highest use over the prior 12 month period. The shut-off will remain in place until the Forest Lake Tanks' levels is equal to or greater than twelve feet and the storage levels demonstrate a positive daily recovery rate.

(N)

(continued)

(N)

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CONTINUITY OF SERVICE

F. Apportionment of Supply During Times of Shortage (Continued)

(N)

2. **Monterey Emergency Interruption Program (Monterey District ONLY).**
(Continued)

c. **Customer Notifications:**

1. Upon receipt of Commission approval for the program California American Water will notify all dedicated irrigation customers about this program and what further communications they can expect. This communication will explain the actions and duration they will need to immediately undertake to reduce their irrigation water use in case of shortages. Included in this communication will be a stamped return envelope along with a return information card that will ask each customer for their best point of contact when a trigger occurs. Options on this card will include, phone, e-mail, and an alternative address. The cards would then be sent back and the data collected for future communications.
2. Each time a trigger occurs California American Water will either send an auto-call and/or an e-mail message to the 20 largest irrigation customers. For customers who either did not return an information card with an e-mail address and/or a phone number, or emphatically wanted all communications by mail only, a letter will be mailed out immediately upon knowledge of the trigger.
3. Along with customer notifications when a trigger occurs, California American Water will also send out Annual Update Letters about the current water usage situation updating them on any changes to the program and asking them again for any updated contact information. For those customers that do not reply during the initial communication, this will give those customers another opportunity to provide the Utility with their preferred method of contact.

(N)

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