

CALIFORNIA PUBLIC UTILITIES COMMISSION
DIVISION OF WATER AND AUDITS

Advice Letter Cover Sheet

Utility Name: California American Water

Date Mailed to Service List: November 15, 2018

District: All Districts

CPUC Utility #: U210W

Protest Deadline (20th Day): December 5, 2018

Advice Letter #: 1218

Review Deadline (30th Day): December 15, 2018

Tier 1 2 3 Compliance

Requested Effective Date: November 15, 2018

Authorization R. CSD-5

Rate Impact: \$See AL
See AL%

Description: Utility Bill Change

The protest or response deadline for this advice letter is 20 days from the date that this advice letter was mailed to the service list. Please see the "Response or Protest" section in the advice letter for more information.

Utility Contact: Kamilah Jones

Utility Contact: Jeff Linam

Phone: 916-568-4232

Phone: 619-446-7446

Email: Kamilah.jones@amwater.com

Email: Jeffrey.Linam@amwater.com

DWA Contact: Tariff Unit

Phone: (415) 703-1133

Email: Water.Division@cpuc.ca.gov

DWA USE ONLY

DATE

STAFF

COMMENTS

[] APPROVED

[] WITHDRAWN

[] REJECTED

Signature: _____

Comments: _____

Date: _____



4701 Beloit Drive
 Sacramento, CA 95838
www.amwater.com

P (916) 568-4251
 F (916) 568-4260

November 15, 2018

ADVICE LETTER NO. 1218

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

California-American Water Company (Cal-Am) (U210W) submits for review this advice letter including the following attached tariff sheets applicable to all Districts.

<u>C.P.U.C. Sheet No.</u>	<u>Title of Sheet</u> Rule No. 5	<u>Canceling Sheet No.</u>
XXXX-W	SPECIAL INFORMATION REQUIRED ON FORMS	6623-W
XXXX-W	Rule No. 5 (Continued) SPECIAL INFORMATION REQUIRED ON FORMS	6624-W
XXXX-W	Rule No. 5 (Continued) SPECIAL INFORMATION REQUIRED ON FORMS	NEW
XXXX-W	Rule No. 10 DISPUTED BILLS	6633-W
XXXX-W	Rule No. 11 (Continued) DISPUTED BILLS	6635-W
XXXX-W	Form 3 Day Shut Off Notice	8066-W
XXXX-W	Table of Contents Page 4	8709-W
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Purpose:

Cal-Am requests authorization to update its tariffs in compliance with Resolution CSD-5 and the August 2, 2018 email sent to Cal-Am by the Consumer Protection and Enforcement Division (CPED).

Background:

On August 2, 2018, the CPED sent an email to Cal-Am regarding new updated information for CAB. The email stated:

In an effort to better serve California's consumers, the California Public Utilities Commission (CPUC) is requiring that you update the information contained in certain portions of your billing statements. It is our intent for the update to provide more clear and consistent direction to allow consumers to request assistance by contacting the CPUC's Consumer Affairs Branch (CAB).

Pursuant to Resolution CSD-5 (Attachment A to this letter), the CPUC's Director of the Consumer Protection and Enforcement Division has been delegated with the authority to require these changes without further action of the CPUC. Attachment B to this letter provides the required language to be included on your billing statements.

Billing statements must be updated with the attached contact information within 120 days, with exceptions as outlined in Resolution CSD-5. If you provide service on a national basis, you are still required to include this information on your California customers' billing statements. The Resolution further requires updating tariffs that contain CAB contact information, grants exception to 30-day notice requirements, and allows for exhausting supplies of preprinted forms or documents before updating CAB contact information.

Within 30 days, you are required to submit a plan that provides details of how you will comply with updating your billing statements. The compliance plan must be submitted to the email address cabutilityresponse@cpuc.ca.gov.

On September 4, 2018, Cal-Am timely submitted its Plan to Implement Bill Statement Language.

Request:

In accordance with CPED's direction, Cal-Am seeks authorization to update tariffs that contain CAB contact information. Cal-Am intends to submit a subsequent Tier 1 advice letter with its updated forms on or before December 1, 2018. This implementation date complies with CPED's 120-day deadline, but Cal-Am may need to adjust as necessary to address technical implementation issues.

Tier Designation:

These tariffs are submitted pursuant to General Order No.96-B and this advice letter is designated as a Tier 1 filing.

Effective Date:

Pursuant to CPED's August 2, 2018 email, California American Water requests an effective date of November 15, 2018.

RESPONSE OR PROTEST¹

Anyone may submit a response or protest for this AL. When submitting a response or protest, please include the utility name and advice letter number in the subject line.

A response supports the filing and may contain information that proves useful to the Commission in evaluating the AL. A protest objects to the AL in whole or in part and must set forth the specific grounds on which it is based. These grounds² are:

The utility did not properly serve or give notice of the AL;

The relief requested in the AL would violate statute or Commission order, or is not authorized by statute or Commission order on which the utility relies;

The analysis, calculations, or data in the AL contain material error or omissions;

The relief requested in the AL is pending before the Commission in a formal proceeding; or

The relief requested in the AL requires consideration in a formal hearing, or is otherwise inappropriate for the AL process; or

The relief requested in the AL is unjust, unreasonable, or discriminatory, provided that such a protest may not be made where it would require relitigating a prior order of the Commission.

A protest may not rely on policy objections to an AL where the relief requested in the AL follows rules or directions established by statute or Commission order applicable to the utility. A protest shall provide citations or proofs where available to allow staff to properly consider the protest.

DWA must receive a response or protest via email (or postal mail) within 20 days of the date the AL is filed. When submitting a response or protest, please include the utility name and advice letter number in the subject line.

The addresses for submitting a response or protest are:

Email Address:

Water.Division@cpuc.ca.gov

Mailing Address:

CA Public Utilities Commission
Division of Water and Audits
505 Van Ness Avenue
San Francisco, CA 94102

On the same day the response or protest is submitted to DWA, the respondent or protestant shall send a copy of the protest to California American Water at:

Email Address:

Jeff.Linam@amwater.com

Mailing Address:

4701 Beloit Drive
Sacramento, CA 95838

sarah.leeper@amwater.com

555 Montgomery Street, Ste. 816
San Francisco, CA 94111

¹ G.O. 96-B, General Rule 7.4.1

² G.O. 96-B, General Rule 7.4.2

Kamilah.Jones@amwater.com 4701 Beloit Drive
Sacramento, CA 95838

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform DWA, within the 20 day protest period, so that a late filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on.

REPLIES³

The utility shall reply to each protest and may reply to any response. Any reply must be received by DWA within five business days after the end of the protest period, and shall be served on the same day on each person who filed the protest or response to the AL.

CALIFORNIA-AMERICAN WATER COMPANY

/s/ Kamilah Jones

Kamilah Jones
Financial Analyst, Rates & Regulatory

³ G.O. 96-B, General Rule 7.4.3

Rule No. 10
DISPUTED BILLS

Sheet 1

A. Correctness of Bill

Any customer who has initiated a complaint to the utility or requested an investigation by the utility within five days of receiving a contested bill shall be given an opportunity for review of such complaint or investigation by a review manager of the utility. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of his account over a reasonable period of time.

B. Notice of Deposit to Avoid Discontinuance

If an explanation satisfactory to the customer is not made by the utility and the bill is not paid within 19 days after its presentation or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows:

- 1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and the nonresidential customer within 7 days of the date of this notice, must deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, California 94102*, the amount of the bill claimed by the utility to be due. (C)
- 2. 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. (N)

C. Commission Appeal

When a customer and the utility fail to agree on a bill for service:

- 1. To avoid discontinuance of service, in lieu of paying the disputed bill the customer may deposit, with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Ave, San Francisco, California 94102", the amount claimed by the utility to be due. (C)
- 2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the dispute of the amount of the bill.
- 3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.
- 4. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.
- 5. Failure of the customer to make such deposit prior to the expiration of the discontinuance of service notice as given in Rule 10 B.1. will warrant a discontinuance of service.
- 6. If before completion of the Commission's review, additional bills become due which the customer wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the utility to be due for such additional bills before they become past due and failure to do so will warrant discontinuance of his service in accordance with Rule No. 11. (D)

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1218	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____

Rule No. 11 (Continued)
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 4

B.1.

i. A reasonable attempt must be made by the utility to personally contact an adult person on the residential customer's premises either by telephone or in person, at least 24 hours prior to discontinuance. For elderly or handicapped residential customers, the utility shall provide at least 48 hours notice by telephone or in person. For these customers, if telephone or personal contact cannot be made, a notice of discontinuance of service shall be posted in a conspicuous location at the service address at least 48 hours prior to discontinuance. Such notice shall be independent of. And in addition to. other notice(s) as may be prescribed in the utility's tariffs.

j. Residential Customer's Remedies Upon Receipt of Discontinuance Notice

1.If upon receipt of a 10-day discontinuance notice, a residential customer is unable to pay, he must contact the utility before discontinuance. Of service to make payment arrangements to avoid discontinuance of service.

2.If, after contacting the utility, the residential customer alleges to the Commission an inability to pay and that he is unable to make payment arrangements with the utility he should write to the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. This action must be taken within the 10-day discontinuance of service notice.

3.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.

(C)
|
(C)

4.Failure of the residential as well as nonresidential customer to observe these time limits shall entitle the utility to insist upon payment or, upon failure to pay, to discontinue the customer's service.

k. Designation of a Third-Party Representative (Elderly or Handicapped only)

1. Customer must inform utility if he desires that a third party receive discontinuance or other notices on his behalf.

2. Utility must be advised of name, address. And telephone number of third party with a letter from third party accepting this responsibility.

3. Only customers who certify that they are elderly or handicapped are entitled to third-party representation.

*Proof of age must be supported by certificate of birth. Driver's license, passport or other reliable document. Proof of handicap must be by certification from a licensed physician, public health nurse, or social worker.

(Continued)

(TO BE INSERTED BY UTILITY)	ISSUED BY	(TO BE INSERTED BY C.P.U.C.)
Advice 1218	J. T. LINAM	Date Filed _____
Decision	DIRECTOR - Rates & Regulatory	Effective _____
		Resolution _____

Rule No. 5
SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for service will contain substantially the following provisions:

1. Unless exempted by the Public Utilities Commission;

"This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction."

2. Unless otherwise not required by the Public Utilities Commission;

"It is the understanding of the parties to this contract that it shall not become effective until the authorization of the Public Utilities Commission of the State of California has been first obtained."

B. Bill for Service

On each bill for service will be printed substantially the following language;

"This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing.

"If you are not satisfied with **California American Water Company'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

"If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider."

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to- Speech	English & Spanish	1-800-854-7784

(C)

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1218	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____

Rule No. 5 (Continued)
SPECIAL INFORMATION REQUIRED ON FORMS

Sheet 2

C. Customer's Deposit Receipt

Each receipt for cash deposit to establish or reestablish credit for service will contain the following statements: (L)

This deposit may be applied to unpaid balances where service has been discontinued by the utility for nonpayment of bills.

This deposit, less the amount of any unpaid bills for service, will be refunded together with any interest due, at 7/12 percent per month (7% annually) upon discontinuance of service, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for nonpayment.

D. Discontinuance of Service Notice

Every notice of discontinuance of service for nonpayment of bills shall include all of the following information:

- (1) The name and address of the customer whose account is delinquent.
- (2) The amount delinquency.
- (3) The date by which payment or arrangements for payment is required in order to avoid discontinuance.
- (4) The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
- (5) The procedure by which the customer may request amortization of the unpaid charges.
- (6) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
- (7) The name, address, and telephone number of a representative of the water utility who can provide additional information and assist users in continuing service or in making arrangements for payment. (L)
- (8) The telephone number of the Commission (Consumer Affairs Branch) to which inquiries by the customer may be directed. The number of the Consumer Affairs Branch is 800-649-7570, (Voice to TTY/VCO/HCO) 800-735-2922 (English), 800-855-3000 (Spanish) and (TTY/VCO/HCO to Voice) 800-735-2929 (English) 800-855-3000. (C)

Where water service is provided to residential users in a multiunit residential structure, mobile home park, or permanent residential structures in a labor camp, where the owner, manager or operator is listed by the utility as the customer of record, the notice of discontinuance shall further include: (L)

- (9) The date on which the service will be discontinued.
- (10) What the users are required to do in order to prevent the discontinuance or to reestablish service. (L)

(Continued)

(TO BE INSERTED BY UTILITY)	ISSUED BY	(TO BE INSERTED BY C.P.U.C.)
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655 W. Broadway, Suite 1410

San Diego, CA 92101

Rule No. 5 (Continued)
SPECIAL INFORMATION REQUIRED ON FORMS

Sheet 3

(11)The estimated monthly cost of service.

(L)

(12) The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist the users.

(L)

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

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

Advice 1218

J. T. LINAM

Date Filed _____

Decision

DIRECTOR - Rates & Regulatory

Effective _____

Resolution _____

CALIFORNIA-AMERICAN WATER COMPANY

655 W. Broadway, Suite 1410
San Diego, CA 92101

Cancelling Revised
Original

Cal. P.U.C. Sheet No. XXXX-W
Cal. P.U.C. Sheet No. 8066-W

Three Day Shut Off Notice
See Attached Form

Sheet 1

(Continued)

(TO BE INSERTED BY UTILITY)

Advice 1218
Decision

ISSUED BY

J. T. LINAM
DIRECTOR - Rates & Regulatory

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

Date Filed _____
Effective _____
Resolution _____

John Smith
123 Main Street
San Diego, CA 92154

For Service To: John Smith
Account Number: 1015-21000000000
Service Address: 123 Main St

3 DAY SHUT OFF NOTICE

Dear John Smith,

Your bill for \$106.97 is overdue. Because your bill is overdue we will shut off water to 123 Main Street, San Diego, on or after 8:00 AM on 10/05/2018.

To stop the shut off, you must do one (1) of the following:

1. Pay the total amount of the overdue bill and call 1-877-230-0718 to verify the company received your payment.
2. Call 1-877-230-0718 regarding a possible payment arrangement, to let us know that you made a payment; or to dispute the overdue bill.
3. Call 1-877-230-0718 if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice Shown below.

MEDICAL EMERGENCY NOTICE - If someone living in your home is seriously ill, we will not shut off your water service during this illness if you do two (2) things:

1. Have a licensed doctor or nurse practitioner certify in writing that the illness exists and that the person will be in danger if you do not have water service.
2. Make arrangement to pay your overdue and current bills by calling the phone number listed above.

If we shut off your water, you have to pay the following charges or the full outstanding balance to have your water turned back on:

Overdue Amount \$106.97
Regular Working Hours Turn-On Charge \$10.00
Total Amount Due \$116.97

If you have any questions or need more information, please call us at 1-877-230-0718. Hours of Operation: Monday through Thursday 7:00am – 9pm EST, Friday, 7:00am – 9am EST and Saturday, 7:00am – 12pm EST.

If you are not satisfied with **California American Water Company'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

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

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TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to- Speech	English & Spanish	1-800-854-7784

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.

If payment is received after 3:00 PM, water service will not be restored until the next business day unless an after-hours reconnection is requested. A service fee of \$50.00 will be charged for all after-hours reconnections.

Sincerely,

Customer Service

Convenient Payment Options: Pay your bill online at www.amwater.com/myh2o. Pay by Phone: 866-271-5522 – 24 hours a day, seven days a week. Pay in person: for a list of approved payment locations, visit www.amwater.com/myh2o.

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Sheet 4

<u>SUBJECT MATTER OF SHEET</u>	<u>C.P.U.C. SHEET NO.</u>	
<u>RATE SCHEDULES</u> (Continued):		
Applicable to all Districts		
UF	Surcharge to Fund Public Utilities Commission Reimbursement Fee	8708-W (C)
<u>SUMMARY OF CONTRACTS AND DEVIATIONS:</u>		
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	Schedule MO-14.1.1	7962-W, 7963-W, 7964-W, 7965-W
	Schedule MO-8	6692-W

(Continued)

<u>(TO BE INSERTED BY UTILITY)</u>	<u>ISSUED BY</u>	<u>(TO BE INSERTED BY C.P.U.C.)</u>
Advice 1218	J. T. LINAM	Date Filed _____
Decision	DIRECTOR - Rates & Regulatory	Effective _____
		Resolution _____

ALL DISTRICTS SERVICE LIST
CALIFORNIA-AMERICAN WATER COMPANY
ADVICE LETTER 1218

BY MAIL:

Maxine Harrison
California Public Utilities Commission
Executive Division
320 West 4th Street Suite 500
Los Angeles, CA 90013

Xavier Becerra, Attorney General
State of California
Department of Justice
PO Box 944255
Sacramento, CA 94244-2550

Gregory J. Smith, County Clerk
County of San Diego
County Administration Center
1600 Pacific Highway, Room 260
San Diego, CA 92101

Kelley Bacon, City Manager
City of Chula Vista
276 Forth Avenue
Chula Vista, CA 91910

Jennifer Lyon, City Attorney
City of Imperial Beach
825 Imperial Beach Blvd.
Imperial Beach, CA 91932

Los Angeles Docket Office
California Public Utilities Commission
320 West 4th Street, Suite 500
Los Angeles, CA 90013

Gail Pellerin
County Clerk – Recorder
Santa Cruz County
701 Ocean Street, Room 210
Santa Cruz, CA 95060

Glen Googins, City Attorney
City of Chula Vista
276 Forth Avenue
Chula Vista, CA 91910

Henry Nanjo
Department of General Services
Office of Legal Services, MS-102
PO Box 989052
West Sacramento, CA 95798-9052

City of Chula Vista
Director of Public Works
276 Forth Avenue
Chula Vista, CA 91910

City of Camarillo
601 Carmen Drive
Camarillo, CA 93010

Robert C. Baptiste
9397 Tucumcari Way
Sacramento, CA 95827-1045

Mario Gonzalez
111 Marwest Commons circle
Santa Rosa, CA 95403

California Water Service
P.O. Box 49062
San Jose, CA 95161-9062

Marcus Nixon
Asst. Public Advisor
320 W. 4th Street, Suite 500
Los Angeles, CA 90013

Sarah E. Leeper
California American Water
555 Montgomery St, Suite 816
San Francisco, CA 94111

Placer County Water Agency
P.O. Box 6570
Auburn, CA 95804

Mark Brooks
Utility Workers Union Of America
521 Central Ave.
Nashville, TN 37211

James Bajgrowicz
235 Wikiup Meadows Drive
Santa Rosa, CA 95403

ALL DISTRICTS SERVICE LIST
CALIFORNIA-AMERICAN WATER COMPANY
ADVICE LETTER 1218

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Los Angeles, CA 90071

Kathy Melee
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Windsor, CA 95492

County of Ventura
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Ventura, CA 93009

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City of El Monte
Water Department
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El Monte, CA 91734

Barbara Delory
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Rosemead, CA 91770-1332

James L. Markman
Richards, Watson & Gershon
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City Manager
City of Bradbury
600 Winston Avenue
Bradbury, CA 91768

City of El Monte
Rose Juarez
Chief Deputy City Clerk/Rcrds Mgr
11333 Valley Blvd
El Monte, CA 91734

Rex Ball
SR/WA, Senior Real Property MGMT
County of Los Angeles
222 South Hill Street, 3rd Floor
Los Angeles, CA 90012

City of Arcadia Water Dept.
240 W. Huntington Drive
Arcadia, CA 91006

City of Monrovia
City Clerk
415 South Ivy Ave
Monrovia, CA 91016

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