

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



July 28, 2020

Jeffrey T. Linam
Vice President of Rates & Regulatory
California-American Water Company
4701 Beloit Drive
Sacramento, CA 95838-2434

Dear Mr. Linam,

The Commission has approved California-American Water Company's Advice Letter No. 1276-A (Supplement to Advice Letter No. 1276), filed on January 21, 2020, regarding updating Rules 1, 5, 8, 10, and 11 pursuant to SB998 ruling.

Enclosed are copies of the following revised tariff sheets, effective February 1, 2020, for the utility's files:

P.U.C. Sheet No.	Title of Sheet
9464-W	Schedule No. CA-FEES (Page 1)
9465-W	Rule No. 1, Definitions (Page 1)
9466-W	Rule No. 1, Definitions (Page 2)
9467-W	Rule No. 5, Special Information Required on Forms (Page 1)
9468-W	Rule No. 5, Special Information Required on Forms (Page 2)
9469-W	Rule No. 5, Special Information Required on Forms (Page 3)
9470-W	Rule No. 8, Notices (Page 1)
9471-W	Rule No. 8, Notices (Page 2)
9472-W	Rule No. 8, Notices (Page 3)
9473-W	Rule No. 10, Disputed Bills (Page 1)

P.U.C.

Sheet No.	Title of Sheet
9474-W	Rule No. 11, Discontinuance and Restoration of Service (Page 1)
9475-W	Rule No. 11, Discontinuance and Restoration of Service (Page 2)
9476-W	Rule No. 11, Discontinuance and Restoration of Service (Page 3)
9477-W	Rule No. 11, Discontinuance and Restoration of Service (Page 4)
9478-W	Rule No. 11, Discontinuance and Restoration of Service (Page 5)
9479-W	Rule No. 11, Discontinuance and Restoration of Service (Page 6)
9480-W	Rule No. 11, Discontinuance and Restoration of Service (Page 7)
9481-W	Rule No. 11, Discontinuance and Restoration of Service (Page 8)
9482-W	Rule No. 11, Discontinuance and Restoration of Service (Page 9)
9483-W	TABLE OF CONTENTS Page 4
9484-W	TABLE OF CONTENTS Page 3
9485-W	TABLE OF CONTENTS Page 1

Please contact Eustace Ednacot at ERE@cpuc.ca.gov or 415-703-1492, if you have any questions.

Thank you,

/s/ROBIN BRYANT

Robin Bryant
Water Division

Enclosures



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

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

ADVICE LETTER NO. 1276-A

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Pursuant to General Order 96-B, California-American Water Company (“California American Water”) (U210W) hereby submits for review this advice letter, including the following tariff sheets, which are attached hereto:

<u>C.P.U.C. Sheet No.</u>	<u>Title of Sheet</u>	<u>Canceling Sheet No.</u>
9464-W	Schedule No. CA-FEES (Page 1)	9003-W
9465-W	Rule No. 1 Definitions (Page 1)	6617-W
9466-W	Rule No. 1 Definitions (Page 2)	6618-W
9467-W	Rule No. 5 Special Information Required on Forms (Page 1)	8856-W
9468-W	Rule No. 5 Special Information Required on Forms (Page 2)	8857-W
9469-W	Rule No. 5 Special Information Required on Forms (Page 3)	8858-W
9470-W	Rule No. 8 Notices (Page 1)	7395-W
9471-W	Rule No. 8 Notices (Page 2)	6628-W
9472-W	Rule No. 8 Notices (Page 3)	NEW
9473-W	Rule No. 10 Disputed Bills (Page 1)	8859-W
9474-W	Rule No. 11 Discontinuance and Restoration of Service (Page 1)	6632-W

<u>C.P.U.C. Sheet No.</u>	<u>Title of Sheet Rule No. 11</u>	<u>Canceling Sheet No.</u>
9475-W	Discontinuance and Restoration of Service (Page 2)	6633-W
9476-W	Discontinuance and Restoration of Service (Page 3)	6634-W
9477-W	Discontinuance and Restoration of Service (Page 4)	8860-W
9478-W	Discontinuance and Restoration of Service (Page 5)	7808-W
9479-W	Discontinuance and Restoration of Service (Page 6)	6637-W
9480-W	Discontinuance and Restoration of Service (Page 7)	6638-W
9481-W	Discontinuance and Restoration of Service (Page 8)	NEW
9482-W	Discontinuance and Restoration of Service (Page 9)	NEW
9483-W	TABLE OF CONTENTS Page 4	8876-W
9484-W	TABLE OF CONTENTS Page 3	9461-W
9485-W	TABLE OF CONTENTS Page 1	9463-W

PURPOSE

The purpose of this supplemental filing is to clarify the purpose for reducing California American Water's fee for reconnection of service outside of normal business hours for all customers.

In December 2019, California American Water filed AL 1276 to revise Tariff Schedule No. CA-FEES and Rules No. 1, 5, 8, 10 and 11 to reflect provisions from the addition of Chapter 6 to Part 12 of Division 104 of the California Health and Safety Code, also known as the Water Shutoff Protection Act. As part of this filing, California American Water adjusted its existing \$175 fee for reconnection of service outside of normal business hours down to \$150. While SB 998 Section 116914(a)(1) sets a limit for reconnection fees outside of normal hours to \$150 for low-income customers only, California American Water opted to extend the lower fee to all California customers for the sake of administrative ease. California American Water inadvertently omitted the justification for reducing the reconnection fees outside of normal business hours for non-low income customers in its original filing of AL 1276.

BACKGROUND

On September 28, 2018, California Governor Jerry Brown signed Senate Bill No. 998 (“SB 998”) into legislation, thus adding Chapter 6 to Part 12 of Division 104 of the existing Health and Safety Code. Chapter 6 is also known as the Water Shutoff Protection Act.

Section 1 of SB 998 outlines the intent of Legislature. Specifically, section 1(b) states that “[i]t is the intent of the Legislature to minimize the number of Californians who lose access to water service due to inability to pay.” Section 1(f) also provides that “[i]t is the intent of the Legislature that this act provide additional procedural protections and expand upon the procedural safeguards contained in the Public Utilities Code and Government Code as of January 1, 2018, relating to utility service disconnections.”

SB 998 requires public water systems supplying water to more than 200 service connections, such as California American Water, to carefully evaluate their existing policies and procedures relating to discontinuation of water service, and update any necessary policies, procedures, ordinances, or administrative codes to ensure compliance with the new requirements effective February 1, 2020.

REQUEST

California American Water requests revisions to its existing Tariff Rules No. 11 as well as a portion of Schedule No. CA-FEES pertaining to Reconnection Fees to incorporate the new provisions of SB 998 into its Tariffs and extend the reduced rate to both low-income and non-low-income customers. The requested changes are all pursuant to SB 998 directives.

SERVICE LIST

Pursuant to Section 4.3 of General Order No. 96-B, a copy of this advice letter is being sent to those entities listed in the attached service list. Copies of the detailed work papers and the documents supporting this Advice Letter have also been furnished to the Commission Staff.

EFFECTIVE DATE

California American Water submits this as a Tier 1 filing and requests an effective date of February 1, 2020, to meet the deadline in Section 116904(a) of SB 998.

RESPONSE OR PROTEST¹

Anyone may submit a response or protest for this Advice Letter. 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:

1. The utility did not properly serve or give notice of the AL;
2. 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;
3. The analysis, calculations, or data in the AL contain material error or omissions;
4. The relief requested in the AL is pending before the Commission in a formal proceeding;
or
5. The relief requested in the AL requires consideration in a formal hearing, or is otherwise inappropriate for the AL process; or

¹ G.O. 96-B, General Rule 7.4.1

² G.O. 96-B, General Rule 7.4.2

6. 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 Cal-Am at:

Email Address:

vera.kostikova@amwater.com

Mailing Address:

4701 Beloit Drive
Sacramento, CA 95838

sarah.leeper@amwater.com

555 Montgomery Street, Suite 816
San Francisco, CA 94111

jonathan.morse@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.

The actions requested in this advice letter are not now the subject of any formal filings with the California Public Utilities Commission, including a formal complaint, nor action in any court of law.

This filing will not cause the withdrawal of service, nor conflict with other schedules or rules.

If you have not received a reply to your protest within 10 business days, please contact me at (916) 568-4255.

CALIFORNIA-AMERICAN WATER COMPANY

³ G.O. 96-B, General Rule 7.4.3

/s/ Jeffrey T. Linam

Jeffrey T. Linam
Vice President of Rates & Regulation

Schedule No. CA-FEES
California American Water

Sheet 1

APPLICABILITY

Applicable to all service areas.

TERRITORY

All territories served by California American Water Company

RATES

Late Payment Fee: A late charge of 1.5% on unpaid balance will be assessed Customers will be notified on the monthly issued bill that the 1.5% late fee will be applied to any account that is not paid before the past due date shown on the bill. The fee shall be applied at the time a late payment notice is issued. If the Customer pays the balance on the date the late payment notice is mailed then that assessed fee will be forgiven. The fee shall be assessed on all open balances regardless of whether it is an initial or subsequent bill when a total balance has not been paid or there should have been a shut off for non-payment agreement. All bills shall be subject to the PUC reimbursement fee as set forth in Schedule No. UF.

Reconnection Fee: Where service has been discontinued for violation of these rules or nonpayment of bills, the Utility may charge \$10.00 for reconnection of service during regular work hours or **\$150.00** for reconnection of service at other than regular working hours when the Customer has requested that the reconnection be made at other than regular working hours. If payment is received after 3:00PM, service will not be restored until the next business day. All bills shall be subject to the PUC reimbursement fee as set forth in Schedule No. UF.

(C)

Untested Backflow Fees: Where the Utility elects to have an untested backflow assembly tested and, if needed, repaired or replaced, all charges incurred by the Utility from third party service providers will be added to the Customer bill of the account of record, and shall become due and payable as any other charge, including being part of any unpaid balance subject to late fees and discontinuance of service for non-payment.

Facility Fee for each Service Connection to existing distribution systems:

For 3/4-inch connection	\$3,000.00
For 1-inch connection	\$5,000.00
For 1 1/2-inch connection	\$10,000.00
For 2-inch connection	\$16,000.00

(T)
(T)
(T)
(T)

Facility Fees are payable in addition to and do not limit any charges for extensions of mains that may be applicable under Rule 15, Main Extension.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1276-A	J. T. LINAM	Date Filed	<u>01/21/2020</u>
Decision		DIRECTOR - Rates & Regulatory	Effective	<u>02/01/2020</u>
			Resolution	_____

Rule No. 1
DEFINITIONS

Sheet 1

1. **Applicant:** The person, association, corporation or governmental agency applying for water service. (L)
2. **Business Day:** Monday through Friday, excluding federal or state holidays. (N)
3. **Business Service:** Provision of water for use in connection with commercial premises devoted primarily to operations for profit including offices, stores, markets, apartments, hotels, motels, automobile trailer parks or courts service station and the like.
4. **Commercial Service:** Provision of Water to residential premises or business premises.
5. **Customer:** Any person, association, corporation or governmental agency supplied or entitled to be supplied with water service. However, account information can only be discussed with the Customer of Record or his or her authorized representative. (C)
(C)
6. **Customer of Record:** The person, entity, association, corporation or governmental agency who is obligated to pay the water bill. (N)
(N)
7. **Date of Presentation:** The date upon which a bill or notice is mailed or delivered by the utility to the Customer of Record. (C)
8. **Disabled:** Any residential customer whose certified health or physical condition may qualify him or her for special consideration. Proof of disability must be by certification from an internist, general practitioner, obstetrician-gynecologist licensed physician and surgeon, nonphysician medical practitioner, or any primary care clinic, rural health clinic, community clinic or hospital outpatient clinic currently enrolled in the Medi-Cal program, which agrees to provide case management to Medi-Cal beneficiaries as defined in subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the Welfare and Institutions Code. (N)
(D)
(N)
(D)
9. **Flat Rate Service:** Service for which the charges are based upon the types and numbers of units served. (D)
10. **Industrial Service:** Provision of water to industrial premises where the water is used primarily in manufacturing or processing activities.
11. **Irrigation Service:** Provision of water for commercial agricultural, floricultural or horticultural use and billed under distinct irrigation rates. (T)
12. **Main Extension:** The extension of water distribution mains beyond existing facilities in accordance with the provisions of the rule applicable to main extension filed as part of these tariff schedules.
13. **Metered Service:** Service for which the charges are computed on the basis of measured quantities of water.
14. **Occupant:** Any adult person residing on premises actively served by the utility. However, account information can only be discussed with the Customer of Record or their authorized representative. (N)
(N)

(Continued)

(TO BE INSERTED BY UTILITY)

Advice 1276-A
Decision

ISSUED BY

J. T. LINAM
DIRECTOR - Rates & Regulatory

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

Date Filed 01/21/2020
Effective 02/01/2020
Resolution _____

Rule No. 5

Sheet 1

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 believe there is an error on the bill or have a question about your service, please call Customer Support at 1-888-237-1333. We welcome the opportunity to assist you." (N)

If after contacting us, 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: (T)

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, 3rd Floor, San Francisco, CA 94102 (T)

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

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

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

Advice 1276-A

J. T. LINAM

Date Filed 01/21/2020

Decision

DIRECTOR - Rates & Regulatory

Effective 02/01/2020

Resolution _____

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

Sheet 2

B. Bill for Service (continued)

(L,N)

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 bill becomes past due and nonpayment results with respect to this dispute, the rules for discontinuance of service due to nonpayment must be followed as set forth in Tariff Rule No. 11.B.1.

The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a Utility's service, general level of rates, pending rate applications and sources of fuel or power.

(L,N)

C. Discontinuance of Service for Nonpayment Notice

(C)

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

(C)

- (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) A description of the process to apply for an extension of time to pay delinquent charges. (C)
- (5) The procedures to petition for bill review and appeal to the Commission. (N)
- (6) The procedure by which the Customer may request a deferred (paying at a later date), reduced, or some other alternative payment schedule, including an amortization (spreading payments out over an agreed upon period of time not to exceed 12 months), of the unpaid charges as set forth in Rule No. 11.B.1.e. (C)
(C)
(C)
(C)
- (7) The procedure for the Customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
- (8) The name, address, and telephone number of a representative of the water Utility who can provide additional information and assist Customers in continuing service or in making arrangements for payment. (C)
- (9) The telephone numbers of the Commission (Consumer Affairs Branch) (800) 649-7570 or the California Relay Service TTY (800) 735-2929/22 English or (800) 855-3000 Spanish or (800) 854-7784 English/Spanish Speech-to-Speech to which inquiries by the customer may be directed (as stated in Rule No.5.B. (T)
|
(T)

(L)

(L)

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

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

Advice 1276-A

J. T. LINAM

Date Filed 01/21/2020

Decision

DIRECTOR - Rates & Regulatory

Effective 02/01/2020

Resolution _____

Rule No. 8 (Continued)
NOTICES

- b. The Utility shall contact the residential Occupants of a detached single-family dwelling, multi-unit 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, as follows:
(1) Where individually metered water service is provided, the Utility will make every good faith effort to inform the Occupants by means of a notice at least 10 days prior to any discontinuance, when the account is in arrears, that service will be discontinued.
In addition to including the information prescribed in Rule No. 5, the notice will inform the Occupants that, if the Utility's verification and other requirements are met, they have the right to become a Customer to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.
(2) Where master metered service is provided, the written notice will be at least 15 days prior to discontinuance of service. The notice will be posted on the door of each residential unit. If it is not reasonable or practical to post the notice on the door of each residential unit, the Utility will post two copies of the notice in each accessible common area and at each point of access to the structure or structures.
(3) Notice to Occupants shall be independent of, and in addition to, other notice (s) as may be prescribed in the Utility's tariffs.
c. All notices of discontinuance for nonpayment relating to Residential Services will be in English, the languages listed in Section 1632 of the Civil Code (Spanish, Chinese, Korean, Vietnamese, Tagalog), and any other language spoken by 10 percent or more of the of the Customers in the Utility's service area. The notice will include the information prescribed in Rule No. 5.C.
d. Procedures for the discontinuance and restoration of services are outlined in Rule No. 11.
4. Notice of Discontinuance of All Other Services (Nonresidential) for Nonpayment
The Utility shall make a reasonable attempt to contact: (i) the Customer of Record by mailing a separate notice at least 10 days prior to discontinuance, or (ii) an adult person on the Customer's Premises by telephone or in person at least 24 hours prior to any discontinuance.

(Continued)

Table with 3 columns: (TO BE INSERTED BY UTILITY), ISSUED BY, (TO BE INSERTED BY C.P.U.C.)

Rule No. 8 (Continued)
NOTICES

Sheet 3

5. Third-Party Notification

Notice of availability of third-party notification shall be given annually to all Residential Customers.

B. Notice from Customers

- 1. A Customer may make notification in person, by telephone or by letter to the Utility at its commercial office, or to an authorized representative of the Utility.
- 2. Customers who are Disabled must have presented evidence to the Utility establishing their status if they wish to qualify for consideration under Rule No. 8.A.3.b. or under Rule No.11.B.1.e.
- 3. Disabled Customers who desire third-party notification must so inform the Utility with certification of status and with a letter from the third party accepting the responsibility.
- 4. Proof of disability must be by certification from a licensed physician, public health nurse or social worker.

(L)
(C)
(C)
(C)
(D,C)
(L)

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1276-A	J. T. LINAM	Date Filed	<u>01/21/2020</u>
Decision		DIRECTOR - Rates & Regulatory	Effective	<u>02/01/2020</u>
			Resolution	<u> </u>

Rule No. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 1

A. Customer's Request for Discontinuance of Service

- 1. A Customer may have service discontinued by giving not less than two days' advance notice thereof to the Utility. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required two days' advance notice.
- 2. When such notice is not given, the Customer may be required to pay for service until two days after the Utility has knowledge that the Customer has vacated the Premises or otherwise has discontinued water service. (T)

B. Discontinuance of Service by Utility

1. For Nonpayment of Bills

a. Past-Due Bills.

When bills are rendered monthly or bi-monthly, they will be considered past due if not paid within 19 days from the date of mailing.

(1) Residential Service

For the purposes of this rule, Residential Service means water service to a Residential Connection that includes single-family residences, multifamily residences, mobile homes including, but not limited to mobile homes in mobile home parks, or farmworker housing.

When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days from the date of mailing. The Utility shall allow every residential Customer a total of 79 days from the date of mailing its bill for services, postage prepaid, to make payment of the bill prior to discontinuance of service.

Notice. The Utility shall not discontinue Residential Service for nonpayment of a delinquent account unless the Utility first gives notice of the delinquency and impending discontinuance, in conformance with Rule No. 8.A.3, which establishes notice periods ranging from 7 to 15 days, depending on the occupancy type. The Utility will provide notices timely to ensure that the applicable notice period is included in the total 79-day period referenced above.

(2) All Other Non-Residential Services

Notice. The Utility shall not discontinue nonresidential service for nonpayment of a delinquent account unless the Utility first gives notice of the delinquency and impending discontinuance in conformance with Rule No. 8.A.4.

- b. When a bill for water service has become past due and a discontinuance of service notice for nonpayment has been issued, service may be discontinued if bill is not paid in full (or alternative payment arrangements acceptable to the Utility have not been made) within the time required by such notice. The Customer's service, however, will not be discontinued for nonpayment until the amount of any deposit made to establish credit for that service has been fully absorbed.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1276-A	J. T. LINAM	Date Filed	<u>01/21/2020</u>
Decision		DIRECTOR - Rates & Regulatory	Effective	<u>02/01/2020</u>
			Resolution	_____

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

Sheet 2

c. Petition for Utility Review

(1) Any Customer, (or adult Occupant of a Residential Service Address) may petition the Utility for review of a bill for water service in accordance with Rule Nos. 5 and 10.

(L)
(N)
(C)
(C)

(2) Such Customer shall not have water service discontinued for nonpayment during the pendency of an investigation by the Utility of a complaint or request and shall be given an opportunity for review of the complaint, investigation, or request by a review manager of the Utility.

(T)
(T)
(T)

(3) The review shall include consideration of whether a Customer shall be permitted to make installment payments on any unpaid balance of the delinquent account over a reasonable period of time, not to exceed 12 months.

(T)

Such service shall not be discontinued for nonpayment for any Customer complying with an installment payment agreement entered into with the Utility, provided the Customer also keeps current his or her account for water service as charges accrue in each subsequent billing period.

(T)

If a Customer fails to comply with an installment payment agreement, the Utility will give a discontinuance of service notice no less than 5 business days before discontinuing such service, but such notice shall not entitle the Customer to further investigation.

(C)
|
(C)

d. Appeal to the Commission

Any Customer (or adult Occupant of a Residential Service Address) whose complaint or request for an investigation pursuant to subdivision (c) has resulted in a determination by the Utility adverse to such Customer or adult Occupant, may appeal the determination to the Commission in accordance with Rule Nos 5 and 10 (including depositing the disputed amount with the Commission).

(N)
(C)
|
(C)

e. Residential Health and Safety Exception

(N)

(1) Service to a residential water Customer will not be discontinued for nonpayment when such Customer establishes to the satisfaction of the Utility that all three of the following conditions are met:

(C)

(1) The residential Customer submits certification from a primary care provider*, as defined by the Water Shutoff Protection Act, that discontinuation of residential water service will be life threatening to or pose a serious threat to the health and safety of a resident of the Premises where Residential Service is provided.

(C)

(L)

(Continued)

(TO BE INSERTED BY UTILITY)
Advice 1276-A
Decision

ISSUED BY
J. T. LINAM
DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)
Date Filed 01/21/2020
Effective 02/01/2020
Resolution

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

Sheet 3

- B.1.e. (continued) *Proof must be by certification from any internist, general practitioner, obstetrician-gynecologist, pediatrician, family physician and surgeon, nonphysician medical practitioner, or primary care clinic, rural health clinic, community clinic or hospital outpatient clinic. A "nonphysician medical practitioner" means a physician assistant or certified nurse-midwife performing services under physician and surgeon supervision or a nurse practitioner performing services in collaboration with a physician and surgeon. (See Section 14088(b)(1)(A) and (c) of the California Welfare and Institutions Code. (N) (L)
- (ii) The residential Customer demonstrates that she or he is financially unable to pay for Residential Service within the urban and community water system's normal billing cycle. The Customer shall be deemed financially unable to pay for Residential Service within the system's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level; and (C) (C) (N) (N)
- (iii.) The residential Customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment consistent with the utility's written policy on discontinuance of service due to nonpayment of bills* (C) (C) (C) (N) (N) (N) (D) (N)
- *The written policy is available at: <https://amwater.com/caaw/customer-service-billing/billing-payment-info>
- (2) If all three of the above conditions are met, the Utility shall offer the Customer one or more of the following options: (N)
- a. Amortization of the unpaid balance
 - b. Participation in an alternative payment schedule
 - c. A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers
 - d. Temporary deferral of payment
- (3) The Utility may choose which of the payment options the Customer undertakes and may set the parameters of that payment option. The repayment option offered should result in repayment of any remaining outstanding balance within 12 months. (N)
- (4) Notwithstanding the above, Residential Service may be discontinued to any customer meeting the conditions above who: (C)
- i. Does not agree to or comply with an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment after incurring delinquent charges for 60 days or more,
OR
 - ii. The Customer does not pay for his or her current Residential Service charges for 60 days or more after agreeing to an amortization agreement, an alternative payment schedule or a plan for deferred or reduced payment for delinquent charges. (C) (L)

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1276-A	J. T. LINAM	Date Filed	<u>01/21/2020</u>
Decision		DIRECTOR - Rates & Regulatory	Effective	<u>02/01/2020</u>
			Resolution	<u></u>

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

- f. Other Disconnection Terms (N)
 - A Customer's Residential Service may be discontinued for nonpayment of a bill for Residential Service previously rendered her or him at any location served by the Utility. (T)
 - The discontinuance of service notice as set forth in subdivision (b) of Tariff Rule No. 11 will be given in both cases stated above before discontinuance of service takes place. (N)
 - Residential Services will not, however, be discontinued for nonpayment of bills for separate nonresidential service. (N)
- g. Timing of Disconnection (N)
 - Service will not be discontinued by reason of delinquency in payment for service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the utility are not open to the public. The Utility will avoid disconnection of service on Fridays and a day prior to a holiday. The Utility will inform Customers of the option to reconnect during regular business hours to avoid the more costly fees associated with after-hours service. (N)
- h. Residential Landlord-Tenant Properties (N)
 - Where the owner, manager, or operator of the dwelling, structure, or park is listed by the Utility as the Customer of Record, and water service is provided to residential Occupants in a detached single-family dwelling, a multi-unit residential structure, mobile home park, or permanent residential structure in a labor camp, the utility will make every good faith effort to inform the residential occupants, by written notice in conformance with Rule No. 8.A.3.b (C)
 - (1) Where said Occupants are individually metered: (T)
 - The Utility is not required to make service available to these Occupants unless each Occupant agrees to the terms and conditions of service and meets the requirement of the law and the Utility's rules and tariffs. (T)
 - However, if one or more Occupants are willing and able to assume responsibility for subsequent charges by these Occupants to the account to the satisfaction of the Utility, or if there is a practical physical means, legally available to the Utility of selectively providing services to these Occupants who have met the requirements of the Utility's rules and tariffs, the Utility will make service available to these Occupants. (T)

(L)

(Continued)

(TO BE INSERTED BY UTILITY)	ISSUED BY	(TO BE INSERTED BY C.P.U.C.)
Advice 1276-A	J. T. LINAM	Date Filed <u>01/21/2020</u>
Decision	DIRECTOR - Rates & Regulatory	Effective <u>02/01/2020</u>
		Resolution _____

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

Sheet 5

For these selected Occupants establishment of credit may be as prescribed in Rule No. 6, except that where prior service for a period of time is a condition for establishing credit with the Utility, proof that is acceptable to the Utility of residence and prompt payment of rent or other credit obligation during that period of time is a satisfactory equivalent.

(L)
(T)
(T)
(T)
(T)
(T)
(T)
(T)
(T)
(C)
(T)
(D)
(T)
(T)
(N)
(N)

(2) Where said Occupants are master metered:

The Utility is not required to make service available to these Occupants unless each Occupant agrees to the terms and conditions of service and meets the requirements of the law and the Utility's rules and tariffs and the following:

The same Rule No. 11, item B.1.h. (1) above, which applies to individually metered Occupants also applies to master metered Occupants, except a representative may act on the behalf of a master metered Occupant, and the Utility will not discontinue service in any of the following situations:

- (a) During the pendency of an investigation by the Utility of a master metered Customer dispute or complaint.
(b) When the master metered Customer has been granted an extension of the period for repayment of a bill.
(c) For an indebtedness owed by the master metered Customer to any other person or corporation or when the obligation represented by the delinquent account or other indebtedness was incurred with a person or corporation other than the Utility demanding payment therefore.
(d) When a delinquent account relates to another property owned, managed, or operated by the master-metered Customer.
(e) When a public health or building officer certifies that termination would result in a significant threat to the health or safety of the residential Occupants or the public.

i. Residential Customer's Remedies Upon Receipt of Discontinuance Notice for Nonpayment

(1) If upon receipt of a discontinuance notice, a residential Customer is unable to pay, he or she must contact the Utility before discontinuance of service to make payment arrangements to avoid discontinuance of service. Information pertaining to alternative payment options and other options for averting discontinuation of Residential Service for nonpayment will be provided on the discontinuance notice as described in Rule No.5, or can be obtained by calling 1-888-237-1333.

(Continued)

Table with 3 columns: (TO BE INSERTED BY UTILITY), ISSUED BY, (TO BE INSERTED BY C.P.U.C.). Includes fields for Advice, Decision, Date Filed, Effective, and Resolution.

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

Sheet 8

1. Reconnection Charge (continued)

Low-income Customers enrolled in the Program for Alternative Rates ("PAR") in the Monterey County District will not be charged a reconnection fee. Customers who face the fee and reside in the area the PAR program is offered will be notified of the PAR program at the time the request for reconnection is made

2. To Be Made During Regular Working Hours

The Utility will endeavor to make reconnections during regular working hours on the day of the request, if conditions permit, otherwise reconnections will be made on the regular working day following the day the request is made.

3. To Be Made at Outside of Regular Working Hours

When a Customer has requested that the reconnection be made outside of regular working hours, the Utility will reasonably endeavor to so make the reconnection if practicable under the circumstances.

4. Wrongful Discontinuance

A service wrongfully discontinued by the Utility, must be restored without charge for the restoration to the Customer within 24 hours.

5. Limits on Certain Reconnection Charges

For a residential Customer who demonstrates household income below 200 percent of the federal poverty line (or is otherwise deemed by the Water Shutoff Protection Act as having a household income of below 200 percent of the federal poverty line), charges shall be limited as follows:

- i. For reconnections during regular working hours, the lesser of the actual cost (as stated in Rule No. 11.C.1) or \$50.00; and
ii. For reconnections outside of regular working hours, the lesser of the actual cost (as stated in Rule No. 11.C.1) or \$150. The cap on these reconnection fees (\$50 and \$150, respectively) shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

(L)

(T)

(T)

(L)

(N)

(N)

(Continued)

Table with 3 columns: (TO BE INSERTED BY UTILITY), ISSUED BY, (TO BE INSERTED BY C.P.U.C.)

TABLE OF CONTENTS

Sheet 4

<u>SUBJECT MATTER OF SHEET</u>	<u>C.P.U.C. SHEET NO.</u>	
<u>RATE SCHEDULES (Continued):</u>		
Applicable to all Districts		
UF	Surcharge to Fund Public Utilities	8875-W
	Commission Reimbursement Fee	
<u>SUMMARY OF CONTRACTS AND DEVIATIONS:</u>		
Monterey County	1975-W, 1976-W, 1977-W, 1978-W, 2555-W	
Los Angeles County	5962-W	
Sacramento	4110-W	
San Diego County	5381-W	
Ventura County	4244-W	
<u>RULES:</u>		
No. 1	Definitions	9465-W, 9466-W (C)
No. 2	Description of Service	7229-W
No. 3	Application of Service	6620-W, 6621-W
No. 4	Contracts	6622-W
No. 5	Special Information Required of Forms	9467-W, 9468-W, 9469-W (C)
No. 6	Establishment & Reestablishment of Credit	6625-W
No. 7	Deposits	6626-W
No. 8	Notices	9470-W, 9471-W, 9472-W (C,N)
No. 9	Rendering and Payment of Bills	6629-W, 6630-W, 7807-W
No. 10	Disputed Bills	9473-W, (C)
No. 11	Discontinuance & Restoration of Service	9474-W, 9475-W, 9476-W, 9477-W, (C) 9478-W, 9479-W, 9480-W, 9481-W, (C,N) 9482-W (N)
No. 12	Information Available to the Public	6639-W
No. 13	Temporary Service	6640-W
No. 14	Continuity of Service	6641-W, 6642-W, 6643-W, 6644-W
No. 14.1	Water Conservation Plan	6645-W, 6646-W, 6647-W, 6648-W, 6649-W
No. 14.1.1	Water Conservation Plan – Monterey County District	7904-W, 7905-W, 7906-W, 7907-W, 7908-W, 7909-W, 7910-W, 7911-W, 7912-W, 7913-W, 7914-W, 7915-W, 7916-W, 7917-W, 7918-W, 7919-W, 7920-W, 7921-W, 7922-W, 7923-W, 7924-W, 7925-W, 7926-W, 7927-W, 7928-W, 7929-W, 7930-W, 7931-W, 7932-W, 7933-W, 7934-W, 7935-W, 7936-W, 7937-W, 7938-W, 7939-W, 7940-W, 7941-W, 7942-W, 7943-W, 7944-W, 7945-W, 7946-W, 7947-W, 7948-W, 7949-W, 7950-W, 7951-W, 7952-W, 7953-W, 7954-W, 7955-W, 7956-W, 7957-W, 7958-W, 7959-W, 7960-W, 7961-W
	Schedule MO-14.1.1	7962-W, 7963-W, 7964-W, 7965-W
	Schedule MO-8	6692-W

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

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

Advice 1276-A

J. T. LINAM

Date Filed 01/21/2020

Decision

DIRECTOR - Rates & Regulatory

Effective 02/01/2020

Resolution _____

TABLE OF CONTENTS

Sheet 3

SUBJECT MATTER OF SHEET
RATE SCHEDULES (Continued):

C.P.U.C. SHEET NO.

Central Satellite			
CEN-1	General Metered Service	9415-W, 9416-W, 8974-W, 9337-W, 9438-W, 9439-W	
Northern District			
ND-1	General Metered Service	9391-W, 9392-W, 9393-W, 9394-W, 9164-W, 9442-W, 9443-W, 9444-W, 9445-W	
San Diego County District			
SD-1	General Metered Service	9385-W, 9386-W, 9327-W, 9246-W, 9455-W	
Ventura County District			
VN-1	General Metered Service	9377-W, 9378-W, 9324-W, 9247-W, 9456-W	
VN-9MC	Metered Construction Service	9379-W, 9457-W, 9458-W, 9459-W, 9460-W	
Schedule No. CA-Fees	Schedule No. CA-Fees	9464-W	(C)

(Continued)

(TO BE INSERTED BY UTILITY)

Advice 1276-A
 Decision

ISSUED BY

J. T. LINAM
 DIRECTOR - Rates & Regulatory

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

Date Filed 01/21/2020
 Effective 02/01/2020
 Resolution _____

TABLE OF CONTENTS

Sheet 1

<u>SUBJECT MATTER OF SHEET</u>	<u>C.P.U.C. SHEET NO.</u>	
TITLE PAGE	9149-W	
TABLE OF CONTENT	9485-W, 9462-W, 9484-W, 9483-W, 9082-W, 8869-W, 8868-W, 8593-W, 8071-W	(C)
PRELIMINARY STATEMENTS	9263-W, 9371-W, 9265-W, 9266-W, 9267-W, 9268-W, 9269-W, 9270-W, 9271-W, 9272-W, 9273-W, 9274-W, 9275-W, 9276-W, 9277-W, 9278-W, 9279-W, 9280-W, 9281-W, 9282-W, 9283-W, 9284-W, 9285-W, 9286-W, 9287-W, 9288-W, 9289-W, 9290-W, 9291-W, 9292-W, 9367-W, 9294-W, 9295-W, 9296-W, 9297-W, 9298-W, 9299-W, 9300-W, 9301-W, 9302-W, 9303-W, 9304-W, 9305-W, 9306-W, 9307-W, 9308-W, 9309-W, 9310-W, 9311-W, 9312-W, 9313-W, 9314-W, 9315-W, 9316-W, 9317-W, 9318-W, 9319-W, 9320-W, 9368-W, 9369-W, 9355-W, 9365-W, 9366-W, 9372-W, 9373-W	
<u>SERVICE AREA MAP:</u>		
California-American Water Company	5470-W	
Larkfield	6569-W	
Los Angeles County	9157-W, 9158-W	
Baldwin Hills	6571-W, 6572-W,	
Duarte	6578-W	
San Marino	6573-W, 6574-W, 6575-W, 6576-W, 8211-W	
Monterey County	7053-W, 6580-W, 6581-W, 6582-W, 6583-W, 6584-W, 6585-W, 6586-W, 6587-W, 6588-W, 6589-W, 6590-W, 944-W, 945-W, 947-W, 948-W, 949-W, 950-W, 951-W, 952-W, 953-W, 954-W, 955-W, 957-W, 958-W, 959-W, 960-W, 961-W, 962-W, 963-W, 964-W, 966-W, 967-W, 968-W, 969-W, 971-W, 972-W, 973-W, 974-W, 975-W, 976-W, 977-W, 978-W, 979-W, 980-W, 981-W, 982-W, 983-W, 984-W, 7054-W	

(Continued)

(TO BE INSERTED BY UTILITY)

Advice 1276-A
Decision

ISSUED BY

J. T. LINAM
DIRECTOR - Rates & Regulatory

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

Date Filed 01/21/2020
Effective 02/01/2020
Resolution _____

ALL DISTRICTS SERVICE LIST
CALIFORNIA-AMERICAN WATER
COMPANY ADVICE LETTER 1276-A

BY MAIL:

	Lloyd W. Lowrey, Jr., ESQ. Noland, Hamerly, Etienne & Hoss 333 Salinas Street Salinas, CA 93901	Mark Brooks Utility Workers Union Of America 521 Central Ave. Nashville, TN 37211
Maxine Harrison California Public Utilities Commission Executive Division 320 West 4th Street Suite 500 Los Angeles, CA 90013	Wallin, Kress, Reisman & Krantiz, LLP 11355 West Olympic Blvd., SUITE 300 Los Angeles, CA 90064	Ann Camel City Clerk City of Salinas 200 Lincoln Avenue Salinas, CA 93901
Gregory J. Smith, County Clerk County of San Diego County Administration Center 1600 Pacific Highway, Room 260 San Diego, CA 92101	Barbara Delory 4030 Bartlett Avenue Rosemead, CA 91770-1332	Carol Nickborg POB 4029 Monterey, CA 93942
Jim Sandoval, City Manager City of Chula Vista 276 Forth Avenue Chula Vista, CA 91910	Gary E. Hazelton County Clerk – Recorder Santa Cruz County 701 Ocean Street, Room 210 Santa Cruz, CA 95060	Steven J. Thompson 5224 Altana Way Sacramento, CA 95814
Sacramento County WMD 827 7th Street, Room 301 Sacramento, CA 95814	Henry Nanjo Department of General Services Office of Legal Services, MS-102 PO Box 989052 West Sacramento, CA 95798-9052	Hatties Stewart 4725 S. Victoria Avenue Los Angeles, CA 90043
Citrus Heights Water District 6230 Sylvan Road Citrus Heights, CA 95610 rchurch@chwd.org	City of Chula Vista Director of Public Works 276 Forth Avenue Chula Vista, CA 91910	Anne Moore, City Attorney City of Chula Vista 276 Forth Avenue Chula Vista, CA 91910
San Gabriel County Water District 8366 Grand Ave Rosemead, CA 91770	City of Camarillo 601 Carmen Drive Camarillo, CA 93010	California Water Service P.O. Box 49062 San Jose, CA 95161-9062
Louis A. Atwell Director of Public Works City of Inglewood One W. Manchester Blvd. Inglewood, CA 90301	Los Angeles Docket Office California Public Utilities Commission 320 West 4th Street, Suite 500 Los Angeles, CA 90013	Marcus Nixon Asst. Public Advisor 320 W. 4th Street, Suite 500 Los Angeles, CA 90013

ALL DISTRICTS SERVICE LIST
CALIFORNIA-AMERICAN WATER
COMPANY ADVICE LETTER 1276-A

James R. Lough, City Attorney
City of Imperial Beach
825 Imperial Beach Blvd.
Imperial Beach, CA 91932

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

Mario Gonzalez
111 Marwest Commons circle
Santa Rosa, CA 95403

William M. Marticorena
Rutan & Tucker, LLP
611 Anton Blvd., 14th Floor
Costa Mesa, CA 92626-1931

James L. Markman
Richards, Watson & Gershon
355 South Grand Avenue, 40th Floor
Los Angeles, CA 90071-3101

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

City of San Gabriel
City Clerk
425 S. Mission Drive
San Gabriel, CA 91776

Michelle Keith
City Manager
City of Bradbury
600 Winston Avenue
Bradbury, CA 91008

Penngrove/Kenwood Water Co
4984 Sonoma Hwy
Santa Rosa 95409

Ventura County Waterworks District
7150 Walnut Canyon Road
P.O. Box 250
Moorpark, CA 93020

Michelle Keith
City Manager
City of Bradbury
600 Winston Avenue
Bradbury, CA 91008

City of Sand City
City Hall
California & Sylvan Avenues
Sand City, CA 93955
Attn: City Clerk

Yazdan Enreni, P.E.
Public Works Director
Monterey County DPW
168 West Alisal Steet, 2nd Floor
Salinas, CA 93901-4303

Fruitridge Vista Water Company
P.O. Box 959
Sacramento, CA 95812

Monterey Regional Water Pollution
Control Agency (MRWPCA)
5 Harris Court Road. Bldg D.
Monterey, CA 93940

Carol Smith
6241 Cavan Drive, 3
Citrus Heights, CA 95621

Anthony La Bouff, County Counsel
Placer County
175 Fulweiler Avenue
Auburn, CA 95603

Will and Carol Surman
36292 Highway One
Monterey, CA 93940

Temple City
City Clerk
9701 Las Tunas Dr.
Temple City, CA 91780

City of Los Angeles
Department of Water and Power
111 North Hope Street
Los Angeles, CA 90012
Attn: City Attorney

Darryl D. Kenyon
Monterey Commercial Property Owners
Association
P.O. Box 398
Pebble Beach, CA 93953

Edward W. O'Neill
Davis Wright Tremaine LLP
505 Montgomery Street
San Francisco, CA 94111-6533

Marc J. Del Piero
4062 El Bosque Drive
Pebble Beach, CA 93953-3011

Barbara Morris Layne
36652 Hwy 1, Coast Route
Monterey, CA 93940

Irvin L. Grant
Deputy County Counsel
County of Monterey
168 W. Alisal Street, 3rd floor
Salinas, CA 93901-2680

Deborah Mall, City Attorney
City of Monterey
512 Pierce Street
Monterey, CA 93940

City of Thousand Oaks Water Dept.
2100 E. Thousand Oaks Blvd.
Thousand Oaks, CA 91362

ALL DISTRICTS SERVICE LIST
CALIFORNIA-AMERICAN WATER
COMPANY ADVICE LETTER 1276-A

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

Don Jacobson
115 Farm Road
Woodside, CA 94062-1210

Rio Linda Water District
730 L Street
Rio Linda, CA 95673

City of Rosemead
City Clerk
8838 E. Valley Blvd
Rosemead, CA 91770

Jose E. Guzman, Jr.
Guzman Law Offices
288 Third Street, Ste. 306
Oakland, CA 94607

Robert A. Ryan, Jr.
County of Sacramento
Downtown Office
700 H Street, Suite 2650
Sacramento, CA 95814

Alco Water Service
249 Williams Road
Salinas, CA 93901

Sacramento Suburban Water District
3701 Marconi Avenue, Suite 100
Sacramento, CA 95821-5303

Gail T. Borkowski, Clerk of the Board
County of Monterey
P.O. Box 1728
Salinas, CA 93902

Karen Crouch
City Clerk,
Carmel-By-The-Sea
PO Box CC
Carmel-by-the-Sea, CA 93921

BY E-MAIL:

Public Advocates Office
California Public Utilities Commission
dra_water_al@cpuc.ca.gov

Lori Ann Dolqueist
Nossaman LLP
50 California Street, 34th Floor
San Francisco, CA 94111
ldolqueist@nossaman.com

Morgan Foley, City Attorney
City of Coronado
1825 Strand Way
Coronado, CA 92118
mfolley@mclex.com

Richard Rauschmeier
California Public Utilities Commission
PAO - Water Branch, Rm 4209
505 Van Ness Ave
San Francisco, CA 94102
rra@cpuc.ca.gov

Ms. Lisa Bilir
California Public Utilities Commission
Public Advocates Office
505 Van Ness Avenue
San Francisco, CA 94102
lwa@cpuc.ca.gov

ALL DISTRICTS SERVICE LIST
CALIFORNIA-AMERICAN WATER
COMPANY ADVICE LETTER 1276-A

Sunnyslope Water Company
1040 El Campo Drive
Pasadena, CA 91109
sswc01_jcobb@sbcglobal.net

City of Duarte
City Clerk
1600 Huntington Drive
Duarte, CA 91010
akanam@accessduarte.com

B. Tilden Kim
Attorney At Law
Richards Watson & Gershon
355 South Grand Avenue, 40th Floor
Los Angeles, CA 90071
tkim@rwglaw.com

Monterey Peninsula Water Mgmt Dist.
Chief Financial Officer
P.O. Box 85
Monterey, CA 93942
suresh@mpwmd.net
arlene@mpwmd.net

Jame Polanco, Rates Clerk
California Water Service Company
1720 North First Street
San Jose, CA 95112
jpolanco@calwater.com

Laura Nieto
City of Irwindale
Chief Deputy City Clerk
5050 North Irwindale Avenue
Irwindale, CA 91706
lnieto@IrwindaleCA.gov

Dana McRae
County Council
County of Santa Cruz
701 Ocean Street, Room 505
Santa Cruz, CA 95060
dana.mcrae@co.santa-cruz.ca.us

Citrus Heights Water District
6230 Sylvan Road
Citrus Heights, CA 95610
rchurch@chwd.org

East Pasadena Water Company
3725 Mountain View
Pasadena, CA 91107
larry@epwater.com

David E. Morse
1411 W. Covell Blvd., Suite 106-292
Davis, CA 95616-5934
demorse@omsoft.com

Barry Gabrielson
bdgabriel1@aol.com

John Corona
Utilities Superintendent
City of Arcadia Water Dept.
Arcadia, CA 91006
jcorona@arcadiaca.gov

San Gabriel Valley Water Company
11142 Garvey Blvd.
El Monte, CA 91734
dadelloso@sgvwater.com

City of Inglewood
City Hall
One W. Manchester Blvd.
Inglewood, CA 90301
brai@cityofinglewood.org

James Boulter
Larkfield/Wikiup Water District Advisory
133 Eton Court
Santa Rosa, CA 95403
jboulter@comcast.net

Tim & Sue Madura
411 Firelight Drive
Santa Rosa, CA 95403
suemadura@sbcglobal.net

Veronica Ruiz, City Clerk
City of San Marino
2200 Huntington Drive, 2nd floor
San Marino, CA 91108
vrui@cityofsanmarino.org

Jay T. Spurgin, PE
City Engineer
City of Thousand Oaks
2100 Thousand Oaks Blvd
Thousand Oaks, CA 91363
jspurgin@toaks.org

Placer County Water Agency
Customer Service Department
customerservices@pcwa.net

John K. Hawks
Executive Director
California Water Association
601 Van Ness Avenue, Suite 2047
San Francisco, CA 94102-3200
jhawks_cwa@comcast.net

Mary Martin
4611 Brynhurst Ave.
Los Angeles, CA 90043
Marymartin03@aol.com

Brent Reitz
Capital Services
P.O. Box 1767
Pebble Beach CA 93953
reitzb@pebblebeach.com

Marvin Philo
3021 Nikol Street
Sacramento, CA 95826
mhphilo@aol.com

Jim McCauley, Clerk-Recorder
Placer County
2954 Richardson Drive
Auburn, CA 95603
skasza@placer.ca.gov

ALL DISTRICTS SERVICE LIST
CALIFORNIA-AMERICAN WATER
COMPANY ADVICE LETTER 1276-A

Johnny Yu
5356 Arnica Way
Santa Rosa, CA 95403
johnnyyu@sbcglobal.net

Florin County Water District
P.O. Box 292055
Sacramento, CA 95829
fcwd@sbcglobal.net

George Riley
Citizens for Public Water
1198 Castro Road
Monterey, CA 91940
georgetriley@gmail.com

City of Del Rey Oaks
City Hall
650 Canyon Del Rey Road
Del Rey Oaks, CA 93940
Attn: City Clerk
citymanager@delreyoaks.org
kminami@delreyoaks.org

David C. Laredo and Fran Farina
Attorneys at Law
DeLay & Laredo
606 Forest Ave
Pacific Grove, CA 93950
dave@laredolaw.net
fran@laredolaw.net

City of El Monte
Chief Deputy City Clerk
11333 Valley Blvd
El Monte CA 91731-3293
Cityclerk@elmonteca.gov

Lloyd Lowery Jr.
Noland, Hammerly, Etienne & Hoss P.C.
333 Salinas St
PO Box 2510
Salinas, CA 93902-2510
llowrey@nheh.com

City of Sacramento, Water Division
1391 35th Avenue
Sacramento, CA 95822
dsherry@cityofsacramento.com

Amy Van, City Clerk
City of Citrus Heights
6237 Fountain Square Drive
Citrus Heights, CA 95621
avan@citrusheights.net

Linda Garcia, City Clerk
City of Isleton
P.O. Box 716
Isleton, CA 95641
lgarcia@cityofisleton.com

Gail T. Borkowski, Clerk of the Board
County of Monterey
P.O. Box 1728
Salinas, CA 93902
boydap@co.monterey.ca.us

Bernardo R. Garcia
PO Box 37
San Clemente, CA 92674-0037
uwua@redhabanero.com

Mike Niccum
General Manager
Pebble Beach Community Svcs. District
3101 Forest Lake Road
Pebble Beach, CA 93953
mniccum@pbcsd.org

Carmel Area Wastewater District
3945 Rio Road
Carmel, CA 93923
buikema@cawd.org

Jim Heisinger
P.O. Box 5427
Carmel, CA 93921
hbm@carmellaw.com

Laura L. Krannawitter
California Public Utilities Commission
Executive Division, Rm 5303
505 Van Ness Avenue
San Francisco, CA 94102
llk@cpuc.ca.gov

City of Monterey
City Hall
Monterey, CA 93940
Attn: City Clerk
connolly@ci.monterey.ca.us

City of Seaside, City Hall
Seaside, CA 93955
Attn: City Clerk
dhodgson@ci.seaside.ca.us
to'halloran@ci.seaside.ca.us
cityatty@ix.netcom.com
cityattorney@ci.seaside.ca.us

City of Salinas
Vanessa W. Vallarta – City Attorney
200 Lincoln Avenue
Salinas, CA 93901
vanessav@ci.salinas.ca.us
chrisc@ci.salinas.ca.us

Audrey Jackson
Golden State Water Company
630 E. Foothill Blvd.
San Dimas, CA 91773
afjackson@gswater.com

David Heuck
Accounting
2700 17 Mile Drive
Pebble Beach, CA 93953
heuckd@pebblebeach.com

ALL DISTRICTS SERVICE LIST
CALIFORNIA-AMERICAN WATER
COMPANY ADVICE LETTER 1276-A

Linda K. Hascup, City Clerk
City of Coronado
1825 Strand Way
Coronado, CA 92118
cityclerk@coronado.ca.us

Thomas Montgomery, County Counsel
County of San Diego
County Administration Center
1600 Pacific Highway, Room 260
San Diego, CA 92101
thomas.montgomery@sdcounty.ca.gov

Sheri Damon
City of Seaside, City Attorney
440 Harcourt Avenue
Seaside, CA 93955
cityatty@ix.netcom.com
cityattorney@ci.seaside.ca.us

Rafael Lirag
California Public Utilities Commission
Administrative Law Judge
505 Van Ness Avenue Room 4101
San Francisco, CA 94102-3214
Rafael.lirag@cpuc.ca.gov

Monterey Peninsula Water Mgmt Dist.
Chief Financial Officer
P.O. Box 85
Monterey, CA 93942
suresh@mpwmd.net

Jacque Hald, City Clerk
City of Imperial Beach
825 Imperial Beach Blvd.
Imperial Beach, CA 91932
ibcclerk@cityofib.org

Susan Sommers
City Of Petaluma
P.O. Box 61
Petaluma, Calif. 94953
suesimmons@ci.petaluma.ca.us

County of Ventura
800 South Victoria Avenue
Ventura, CA 93009
wspc@ventura.org

Mr. Jan Goldsmith, City Attorney
City of San Diego
202 'C' Street
San Diego, CA 92101
cityattorney@sandiego.gov

Elizabeth Maland, City Clerk
City of San Diego
202 'C' Street
San Diego, CA 92101
cityclerk@sandiego.gov

Jon Giffen
City Attorney
City of Carmel-By-The-Sea
P.O. Box 805
Carmel-By-The-Sea, CA 93921
jgiffen@kaglaw.net

William Burke
Deputy County Counsel
County of Sacramento
600 8th Street
Sacramento, CA 95814
burkew@saccounty.net