

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
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March 24, 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. 1284, filed on March 19, 2020, regarding the Implementation of Emergency Disaster Relief Program for COVID-19 State of Emergency Residential Customer and Non-Residential Customer Protections Pursuant to Decision (D.) 19-07-015 and D.19-08-025.

Enclosed is a copy of the advice letter with an effective date of March 19, 2020 for the utility's files.

Please contact Jefferson Hancock at 415-703-3453, if you have any questions.

Thank you,

/s/ROBIN BRYANT

Robin Bryant
Water & Sewer Advisory Branch
Water Division

Enclosures

**CALIFORNIA PUBLIC UTILITIES COMMISSION
DIVISION OF WATER AND AUDITS**

Advice Letter Cover Sheet

Utility Name: California American Water

Date Mailed to Service List: March 19, 2020

District: All Service Districts

CPUC Utility #: U210W

Protest Deadline (20th Day): April 08, 2020

Advice Letter #: 1284

Review Deadline (30th Day): April 18, 2020

Tier 1 2 3 Compliance

Requested Effective Date: March 19, 2020

D.19-07-015

Authorization D.19-08-025

Rate Impact: \$See AL

Description: COVID-19 Emergency Customer Protections
And CEMA Activation

See AL%

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: Preet Nagra

Utility Contact: Jonathan Morse

Phone: 916-568-4255

Phone: 916-568-4237

Email: Preet.nagra@amwater.com

Email: Jonathan.morse@amwater.com

DWA Contact: Tariff Unit

Phone: (415) 703-1133

Email: Water.Division@cpuc.ca.gov

DWA USE ONLY

<u>DATE</u>	<u>STAFF</u>	<u>COMMENTS</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

APPROVED

WITHDRAWN

REJECTED

Signature: _____

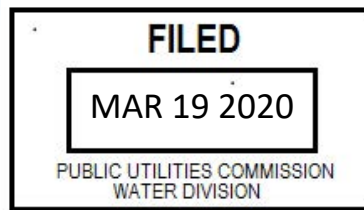
Comments: _____

Date: _____



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March 19, 2020

ADVICE LETTER NO. 1284

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

California-American Water Company (California American Water) (U210W) hereby submits for review this advice letter.

Subject: Implementation of Emergency Disaster Relief Program for COVID-19 State of Emergency Residential Customer and Non-Residential Customer Protections Pursuant to Decision (D.) 19-07-015 and D.19-08-025

Purpose:

Pursuant to California Public Utilities Commission (“Commission”) Executive Director Alice Stebbins’s March 17, 2020 letter, “Emergency Customer Protections to Support Customers Affected by the COVID-19 State of Emergency,” (“Stebbins Letter”) and Decisions (“D.”) 19-07-015 and D.19-08-025, California American Water hereby notifies the Commission of the activation of its Catastrophic Event Memorandum Account (“CEMA”) and implementation of emergency customer protections to support residential customers and small businesses impacted by COVID-19 State of Emergency.

Background:

On March 4, 2020, Governor Newsom declared a State of Emergency to help the state prepare for the spread of COVID-19. On March 17, 2020, California American Water received the Stebbins Letter. The Stebbins Letter states that the Commission “expect[s] the utilities and service providers subject to D.19-07-015 and D.19-08-025 to extend the same applicable customer protections directed in D.19-07-015 and D.19-08-025 to customers in response to the declared state of emergency due to the spread of the COVID-19.”¹ The letter states that the protections will apply retroactively beginning March 4, 2020.

In D.19-07-015, the Commission established a permanent set of minimum emergency disaster customer protection measures that the utilities are mandated to implement in the event of a declared emergency.

Conclusion of Law 25 of D.19-07-015 provides:

It is reasonable to require the water and sewer corporations, as identified in Conclusion of Law 2, to file a Tier 1 advice letter with the Commission’s Water

¹ D.19-08-025 did not apply to water utilities.

Division within 15 days of a governor's state of emergency proclamation and/or a presidential state of emergency demonstrating implementation of the following emergency customer protections: (1) activation of their CEMA effective to the time of the declaration of emergency; (2) make insurance claims on all costs and expenses incurred as a result of the fires, and credit insurance payments to their CEMA; (3) work cooperatively with affected customers to resolve unpaid bills, and minimize disconnections for non-payment; (4) waive reconnection or facilities fees for affected customers and suspend deposits for affected customers who must reconnect to the system; (5) provide reasonable payment options to affected customers; and (5) waive bills for victims who lost their homes or if their homes are rendered uninhabitable; and (6) authorize a pro rata waiver of any fixed element of a water bill for the time that the home is uninhabitable, even if the reason for it being uninhabitable is not loss of water service.

Additionally, Ordering Paragraphs 9 and 10 of D.19-07-015 provide as follows:

In the event the Governor of California or the President of the United States declares a state of emergency because a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service, all Class-A Water utilities ... shall file a Tier 1 Advice Letter within 15 days of the Governor's or the President of the United States state of emergency proclamation reporting compliance with implementing this Decision's mandated emergency customer protections and outreach activities.

10. All Class-A Water utilities ... shall track the associated costs with the emergency customer protections in the respective Catastrophic Event Memorandum Accounts and extend their applicability of those memorandum accounts to costs for implementing customer protections for all disasters in which the Governor of California or the President of the United States has declared a state of emergency. Catastrophic Event Memorandum Accounts or Emergency Customer Protections Memorandum Account tariff language must specify that entries in the account will be segregated by qualifying event. Costs for emergency customer protection activities should be recovered across each utility's entire customer base and the water and sewer utilities stated above, shall make any necessary tariff changes in accordance with the advice letter procedures prescribed by General Order 96-B.

Discussion:

Following issuance of the Governor's emergency proclamation, and in accordance with D.19-07-015, California American Water activated its Catastrophic Event Memorandum Account (CEMA) effective to March 4, 2020, the time of the declaration of the emergency. Its CEMA will remain open to respond to further catastrophic events. Each event will be tracked separately in the CEMA. Any insurance reimbursement received will be tracked in the CEMA.

Customer Protections and Communications

California American Water has extended the following protections to customers across all services areas during the emergency:

- Dunning locks to place a moratorium on discontinuing service shutoffs for non-payment
- Cease late payment fees
- Offer customer payment options for up to one year
- Restoration of service to previously shut-off customers
- Waive reconnection or facilities fees for affected customers and suspend deposits for affected customers who must reconnect to the system

California American Water is communicating these protections through email, bill text message, press release, social media, office signage in English, Spanish and Chinese and our website in English and Spanish. California American Water is also providing information to customers in all languages commonly spoken in California by mail in the coming days. Bill text messages will appear on customer bills next week.

CEMA

Consistent with the Stebbins Letter, California American Water will record costs associated with the protections described herein in the CEMA. As stated above, the costs recorded will be incurred beginning March 4, 2020, the start date of the Governor's emergency proclamation. California American Water will seek recovery of these costs in a General Rate Case or other appropriate ratemaking proceeding. When California American files for recovery of costs related to the CEMA or others costs that will be recovered separately, California American Water will allocate those costs across all customer classes and all Districts in California.

California American Water will also record to the CEMA costs that were incurred during the event that include but are not limited to, operations and maintenance expenses above and beyond normal work hours for staff, additional personnel from to support impacted operations, personal protective gear, overtime pay for non-business hour operations, and additional communications.

Per the CEMA description included in California American Water's Preliminary Statement the utility will inform the Executive Director of the CPUC by letter within 30 days after the catastrophic event that California American Water has started booking costs in the CEMA.

Tier Designation:

California American Water is also requesting an expedited advice letter treatment pursuant to the Commissions GO 96-B, requesting a waiver or a shortened protest and reply period of five days. This advice letter is submitted with a Tier 1 designation pursuant to General Order No. 96-B.

Effective Date:

California American requests an effective date of March 4, 2020.

Notice

Pursuant to Section 4.3 of General Order No. 96-B, a copy of this advice letter is being provided to those entities listed in the attached "SERVICE LIST PURSUANT TO SECTION 4.3 OF G.O. NO. 96-B." Per guidance from the California Public Utilities Commission's Water Division, during the COVID-19 pandemic advice letters will only be delivered electronically to the service list. Hardcopy advice letters will be mailed as soon as administrative staff are able to return to California American Water offices.

Protests and Responses:

Anyone may respond to or protest this advice letter. A response supports the filing and may contain information that proves useful to the Commission in evaluating the advice letter.

A protest objects to the advice letter in whole or in part and must set forth the specific grounds on which it is based. These grounds are:

- (1) The utility did not properly serve or give notice of the advice letter;
- (2) The relief requested in the advice letter 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 advice letter contain material errors or omissions;
- (4) The relief requested in the advice letter is pending before the Commission in a formal proceeding; or
- (5) The relief requested in the advice letter requires consideration in a formal hearing, or is otherwise inappropriate for the advice letter process; or
- (6) The relief requested in the advice letter 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 shall provide citations or proofs where available to allow staff to properly consider the protest.

A response or protest must be made in writing or by electronic mail and must be received by the Water Division within 20 days of the date this advice letter is filed. The address for mailing or delivering a protest is:

Tariff Unit, Water Division, 3rd floor
California Public Utilities Commission,
505 Van Ness Avenue, San Francisco, CA 94102
water_division@cpuc.ca.gov

In the same date the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy by mail (or e-mail) to us, addressed to:

Email Address:

Mailing Address:

ca.rates@amwater.com

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Sacramento, CA 95838

sarah.leeper@amwater.com

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

preet.nagra@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 the Water Division, 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.

If you have not received a reply to your protest within 10 business days, contact Kamilah Jones at (916) 568-4232.

CALIFORNIA-AMERICAN WATER COMPANY

/s/ Jeffrey T. Linam

Jeffrey T. Linam
Vice President of Rates & Regulatory

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ADVICE LETTER 1284

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