

ORIGINAL

Decision No. 65663

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Richard S. Lynn, et. al.,
Complainant,

vs.

The County Water Company, a corporation,
Defendant.

Case No. 7517

(Filed December 26, 1962)

Richard S. Lynn, Chrystal Reese, Jerry A. Morales, Pierre Carpentier, Bruce H. Benedict, and Steve P. Robinson,
complainants.

John A. Erickson, for County Water Company,
defendant.

C. L. Stuart, for Southern California Water Company, interested party.

O P I N I O N

The complaint herein was signed by approximately 225 persons residing in defendant's service area, Norwalk, California, and receiving water from defendant. They complained that for over one year the water pressure has dropped to unsatisfactory levels during the hours between 5:00 and 10:00 p.m., daily; that during the year 1962, much of the area was subjected to an excess of air pockets in the hot water pipes resulting in the splashing of hot water; that during the year 1962, there were an excessive number of water shutoffs, sometimes without any warning, including one which continued for 32 hours; and that the defendant does not have trained employees available to handle complaints or render service in emergencies.

Public hearing was held in Los Angeles before Examiner Rogers on May 27, 1963.

Witnesses for the complainants testified that the allegations of the complaint are true. In addition, one user testified that her driveway had been dug up to replace a water pipe and had not been properly repaired or refilled.

The defendant filed a motion to dismiss the complaint on the grounds that it is not true in its entirety, and that steps have been taken to eliminate the causes of complaint. Such motion is hereby denied. The defendant's president testified that many of the complaints are justified, but that steps are being, or have been, taken to correct the deficiencies; and that one of the excessively long shutoffs was occasioned by the fact that an employee was on vacation.

Findings

Upon consideration of the evidence, the Commission finds that:

1. The appearing complainants are furnished domestic water by the defendant.
2. The defendant is a public utility water corporation and its operations are subject to the jurisdiction and control of this Commission.
3. On many occasions the water pressure in the defendant's service area has dropped to an unreasonably low level between 5:00 and 10:00 p.m.
4. Defendant permits excessive air in the water system.

5. Defendant fails to give reasonable notice to consumers of shut downs to effect repairs.

6. Defendant has failed to properly refill some trenches dug to install or replace pipe or mains in some instances.

Conclusions

From the foregoing findings, the Commission concludes that:

1. The defendant's public utility water system fails to conform to the requirements of General Order No. 103, as specified in the order herein.

2. The defendant should be ordered to comply with the provisions of General Order No. 103 in the manner set forth in the ensuing order.

3. The defendant should be ordered to resurface the road where ditches were dug to replace water pipe.

O R D E R

IT IS ORDERED that:

1. County Water Company shall, within thirty days, commence appropriate steps to place the distribution system in full conformity with all provisions of General Order No. 103, and particularly, but not limited to, the specific requirements of Paragraph II, subparagraphs 2 and 3, relative to continuity of service, variations in pressure, records, and surveys. Commencing thirty days after the effective date of this order, and each ninety days thereafter, until further order of this Commission, County Water Company shall, in addition to the reports required by said General Order, render a complete written report of the

pressures and interruptions in service and the steps taken or to be taken to correct pressure variations and interruptions in service.

2. County Water Company shall immediately take steps to resurface or to have resurfaced any roads where ditches have been dug by it to replace water pipes.

3. In all other respects, the complaint is dismissed.

The effective date of this order shall be twenty days after service on the defendant.

Dated at San Francisco, California, this 9th
day of JULY, 1963.

William B. Brown
President

George A. Hoover
Frederick B. Holdhoff

George A. Hoover
Frederick B. Holdhoff
Commissioners