

**ORIGINAL**Decision No. 74336

## BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Mrs. Patricia D. Kring,  
Complainant;

vs.

George Woodward and  
Hazel C. Woodward dba  
Woodward Ranch Water Co.,  
Defendant.

Case No. 8719  
(Filed November 1, 1967)

Mrs. Patricia D. Kring, for herself,  
complainant.  
Gordon A. Drescher, for George Woodward  
and Hazel Woodward, defendants.  
Jerry J. Levander, for the Commission  
staff.

O P I N I O N

By complaint filed November 1, 1967 the complainant, who is a water customer of defendants, alleges that:

1. There were water outages on August 28, 1967 and on October 21, 1967 to October 25, 1967.
2. There is no reserve water supply.
3. There are sand, oil and sediment in the water.

Public hearing was held at McFarland, before Examiner Porter, on March 19, 1968.

The defendants were granted a certificate of public convenience and necessity to operate a water system in Tract No. 1794 by Decision No. 54060, dated November 5, 1956, and in Tract No. 2243 by Decision No. 58887, dated August 18, 1959, in Application No. 38053. The defendants serve 48 flat rate customers.

The staff of the Commission presented evidence that field investigations of the service and operations of the water system were made on October 26 and 27, 1967. These investigations included customer interviews, and inspection of the pumping equipment and the hydropneumatic pressure tanks. The investigation determined that:

1. Sand is present in the water.
2. Water service outage occurred because of pumping equipment failures.
3. During outages emergency water supplies were obtained by defendants from McFarland Mutual Water Company (Mutual) which serves an area north of defendants' service area.
4. Water bill shows that a rate of \$4.50 per month was being charged during the months June through September. This rate is not in the filed Tariff Schedule No. 2-R.

The defendants admitted water outage due to a defective pump but submitted Exhibit No. 3 which was for repair of the pump in the amount of \$2,519.20.

The Commission finds that sand is present in the water, water service outage occurred, and a rate other than provided in defendants' filed tariff has been charged. Based on these findings the Commission concludes that the corrective action set forth in the following order should be taken.

#### O R D E R

IT IS ORDERED that:

1. Defendants shall investigate the possibilities of obtaining an emergency or standby source of water supply through arrangements with McFarland Mutual Water Company or leasing or developing another

well. A letter setting forth the results of such investigation shall be filed in this proceeding within sixty days after the effective date hereof.

2. Defendants shall file revised tariff sheets pursuant to General Order No. 96-A to update their service area map and rules within thirty days after the effective date hereof.

3. Defendants shall institute a procedure for prompt acknowledgement and processing of informal complaints and inquiries.

4. Defendants shall submit to the Commission a pump test of the well within thirty days after the effective date hereof.

5. Defendants shall install a sand trap on the discharge side of their well.

6. Defendants shall review their billing practices in regard to the charging of a rate of \$4.50 per month which is not in defendants' filed Tariff Schedule No. 2-R and supply a list of the customers incorrectly billed, the total number of incorrect billings, and total refunds due, together with a proposed plan for making refunds due. This information shall be forwarded to this Commission sixty days after the effective date of this order.

The effective date of this order shall be twenty days after the date hereof.

Dated at San Francisco, California, this 2nd day of JULY, 1968.

[Signature] President  
[Signature]  
[Signature]  
[Signature]  
[Signature] Commissioners