

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

Advice Letter Cover Sheet

Utility Name: Lake Alpine Water Company

Date Mailed to Service List: Feb. 22, 2019

CPUC Utility #: WTD 148

Protest Deadline (20th Day): Mar 14, 2019

Advice Letter #: 118-W

Review Deadline (30th Day): Mar 24, 2019

Tier 1 2 3 Compliance

Requested Effective Date: Apr 1, 2019

Authorization Res. CSD-5

Rate Impact: 0
0%

Description: Ordering Paragraphs Nos. 1, 2 and 3 of
Resolution CSD-5 compliance filing

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: Kimi Johnson

Utility Contact 2:

Phone: 209-753-2409

Phone 2:

Email: info@lakealpinewater.com

Email 2:

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WITHDRAWN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: _____



Lake Alpine Water Company

February 22, 2019

Advice Letter No. 118

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA:

LAKE ALPINE WATER COMPANY (LAWC), U148W, hereby transmits for filing one original and one copy of this advice letter (AL) and the following tariff sheets which are enclosed:

<u>C. P.U.C.</u> <u>Sheet No.</u>	<u>Title of Sheet</u>	<u>Canceling</u> <u>Sheet No.</u>
553-W & 554-W	Rule 5, Special Information Required on Forms	475-W & 476-W
555-W	Rule 10, Disputed Bills	479-W
556-W & 556.1-W	Form No. 3, Bill for Service	480-W
557-W	Table of Contents	552-W

Request:

By AL 118-W, LAWC requests permission to revise its Rule No. 5-Special Information Required on Forms tariff, Rule No. 10-Disputed Bills tariff and Form No. 3-Bill for Service printed statement attachment in compliance with ordering Paragraphs No. 1-3 of Resolution CSD-5.

Tier Designation and Requested Effective Date:

This AL and the enclosed tariff sheets are submitted pursuant to Ordering Paragraphs nos. 1, 2 and 3 of Resolution CSD-5. AL 118-W is designated as a Tier 1 AL and the enclosed tariff sheets will be come effective upon filing.

Notice:

A copy of this AL has been served to all parties listed on the service list on the last page of this AL. This filing will not cause withdrawal of service nor conflict with any other schedule or rule.

Response or Protest:

Anyone may respond to or protest this AL. 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 grounds 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



Lake Alpine Water Company

(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 re-litigating 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.

A response or protest must be made in writing or by electronic mail and must be received by the Division of Water and Audits within 20 days of the date this AL is filed.

The address for mailing or delivering a protest is:

California Public Utilities Commission, Water Division, 3rd Floor

505 Van Ness Avenue, San Francisco, CA 94102

water.division@cpuc.ca.gov

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

Kimi Johnson, General Manager

Lake Alpine Water Company

PO BOX 5013

Bear Valley, CA 95223

Email: info@lakealpinewater.com

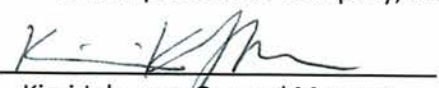
Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform the Division of Water and Audits, within the 20-day protest period, so that a late filed protest can be entertained. The informing document should include an estimate of the date the proposed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

Replies:

The utility shall reply to each protest and may reply to any response. Any reply must be received by the Division of Water and Audits within 5 business days after the end of the protest period, and shall be served on the same day to the person who filed the protest or response.

I hereby certify that the service list of LAWC has been served a copy of this AL on February 22, 2019.
Executed in Bear Valley, California on February 22, 2019

Lake Alpine Water Company, Inc.

By: 
Kimi Johnson, General Manager

Enclosures

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for service will contain essentially the following provisions:

"This contract shall at all times be subject to such changes or modification 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."

"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 essentially the following language:

"This bill is due and payable upon 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 your bill or have a question about your service, please call Lake Alpine Water Company (LAWC) at 209-753-2409" (T)

"If you are not satisfied with LAWC'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:

Mail: CPUC; CAB

505 Van Ness Avenue, Room 2003

San Francisco, CA 94102

Phone: 800-649-7570 8:30 AM to 4:30 PM, Monday-Friday

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. 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 Connected to the California Relay Service provider.

TTY/VCO/HCO to Voice or Voice to TTY/VCO/HCO

English 1-800-735-2929 Spanish 1-800-855-3000

From or to Speech to Speech in English or Spanish 1-800-854-7784 (T)

To avoid service discontinuance 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 eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be retained pending resolution of your case. CAB will not accept a retained deposit 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 the utility's service, general level of rates, pending rate applications, and the source of fuel or power. You must continue to pay your current charges to keep your service on while your complaint is under review." (T)

(Continued)

Rule No. 5
(continued)

SPECIAL INFORMATION REQUIRED ON FORMS

(D)

C. Customer's Deposit Receipt

Each receipt for cash deposit to establish or re-establish credit for service will contain the following statements:

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

Deposits will be placed in a savings account at a bank and the interest accrued while held in the account will be paid by the utility when the deposit is returned, upon discontinuance of service, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for nonpayment. No interest shall accrue after mailing the refund or a notice that the refund is payable to the customer, or the customer's last known address.

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 of the 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.

(continued)

Advice Letter No. 118-W
Decision No. _____

Issued by
Kimi Johnson
General Manager

Date Filed _____
Effective _____
Resolution No. CSD-5 _

Rule No. 10

DISPUTED BILL

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 non-residential customer within 7 days of the date of this notice, must deposit with the California Public Utilities Commission, Consumer Affairs Branch, Room 2003, 505 Van Ness Avenue San Francisco, CA 94102, the amount of the bill claimed by the utility to be due. (T)

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, Room 2003, 505 Van Ness Avenue San Francisco, CA 94102, the amount claimed by the utility to be due. (T)

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.

Advice Letter No. 118-w
Decision No. _____

Issued by
Kimi Johnson
General Manager

Date Filed _____
Effective _____
Resolution No. CSD-5

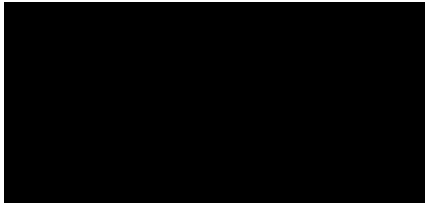
Form No.3
Bill for Service



Lake Alpine Water Company

Post Office Box 5013, Bear Valley, CA 95223

For Billing Information: 209-753-2409
For Water Problems: 209-753-6241
E-Mail: info@lakealpinewater.com



SERVICE ADDRESS: [Redacted]

ACCOUNT NUMBER	DATE BILL MAILED	SERVICE FROM	SERVICE TO	DAYS USED	DUE DATE
[Redacted]	2/22/2019	2/1/2019	2/28/2019	27	2/28/2019
PREVIOUS READING	PRESENT READING	UNITS USED	DESCRIPTION		AMOUNT DUE
791	793	2	Previous Balance \$136.74 PAYMENT ** THANK YOU ** (\$136.74) MONTHLY SERVICE FEE \$85.46 Quantity @\$7.7900/CCF \$15.58 MONTHLY SDWBA FEE \$26.02 PUC REGULATORY FEE \$1.78		
Updates on our website: www.lakealpinewater.com SDWBA=Safe Drinking Water Bond Act Thank you for your prompt payment.					

AMOUNT DUE	AFTER DUE DATE	BY DUE DATE
	\$133.91	\$128.84

\$ 128.84 WILL BE DEDUCTED FROM YOUR BANK ACCOUNT ON 2/22/2019.

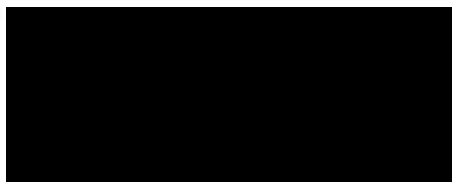
Lake Alpine Water Co.
P.O. Box 5013
Bear Valley, CA 95223

PLEASE RETURN THIS PORTION WITH PAYMENT

SERVICE ADDRESS:
170 Quaking Aspen Road

DUE DATE	ACCOUNT NUMBER
2/28/2019	[Redacted]
AFTER DUE DATE	BY DUE DATE
\$133.91	\$128.84

AMOUNT DUE



Advice Letter No. 118-W
Decision No. _____

Issued by
Kimi Johnson
General Manager

Date Filed _____
Effective _____
Resolution No. CSD-5

This bill is due and payable upon 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 your bill or have a question about your service, please call Lake Alpine Water Company (LAWC) at 209-753-2409

If you are not satisfied with LAWC'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:

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Speech to Speech in English or Spanish 1-800-854-7784

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Advice Letter No. 118

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Kimi Johnson

Date Filed _____

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General Manager

Effective _____

Resolution No: CSD-5

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General Manager

Effective _____

Resolution No. CSD-5

Lake Alpine Water Company W-148 Service List

Bear Valley Homeowners
Association
paulnordic@sbcglobal.net

Alpine County Public Works
dburkett@alpinecountyca.gov

Paul Peterson, Bear Valley Condo
Management Company
paulnordic@sbcglobal.net

Bear Valley Water District
Jeff.Gouveia@bvwd.ca.gov
jeff@bearvalleyrealestate.com

Anita Taff-Rice, Attorney
anita@icommlaw.com

Tom MacBride, Attorney
tmacbride@goodinmacbride.com

Gloria Dralla, RLAWC
ggdralla@pacbell.net

Tom Fraser, Bear Valley Resident,
Inc.
tefraser@comcast.net

Terry Woodrow, County Supervisor
twoodrow@alpinecountyca.gov

Eric Jung, BV Real Estate and Cub
Reporter
eric@bearvalleyrealestate.com

Joel Barnett, Bear Valley Business
Association
joel@bearvalleyrealestate.com

Bruce Orvis, LAWC Board Member
bporvis@juno.com

Adrian Lund, Skyline Bear Valley
Resort
adrianl@bearvalley.com

Don Schulz, LAWC Board Member
don@mgib.net