

Susan River Park Water Company

30 South Roop St., Susanville, CA 956130

Telephone 530-249-7253

February 11, 2019

Advice Letter No. 10-W

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

SUSAN RIVER PARK Water Company (SRPWC) hereby transmits for filing one original and one copy of this advice letter (AL) and the following tariff sheets which are enclosed:

<u>NEW SHEET #</u>	<u>TITLE</u>	<u>CANCELLING SHEET #</u>
180-W – 183-W	Rule No. 5, Special Information Required Forms	107-W – 109-W
184-W	Rule No. 10, Disputed Bills	112-W
185-W	Form No. 3, Bill for Service	
186-W, 187-W	Table of Contents	179-W, 158-W

By AL #10-W, SRPWC requests permission to revise its Rule No. 5 - Special Information Required Forms tariff, Rule No. 10 - Disputed Bills tariff and Form No. 3 - Bill for Service printed statement attachment in compliance with Ordering Paragraphs nos. 1, 2 and 3 of Resolution CSD-5.

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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 #10-W is designated as a Tier 1 AL and the enclosed tariff sheets will become effective upon filing.¹

NOTICE

This AL does not require notice;² however, the utility shall inform its customers, by bill insert in the first bill that includes the increase, of the amount of the increase expressed in dollar and percentage terms.³ A copy of this AL has been served to all parties listed on the service list⁴ 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 PROTEST⁵

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
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.

¹ GO. 96-B, Water Industry Rule 7.3.1

² GO. 96-B, General Rule 4.2

³ GO. 96-B, General Rule 3.2

⁴ GO. 96-B, Water Industry Rule 4.1

⁵ GO. 96-B, General Rule 7.4.1

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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 DWA within 20 days of the date this advice letter is filed. The addresses for submitting a response or protest are:

Mailing Address:

California Public Utilities
Commission
Water Division, 3rd Floor
505 Van Ness Avenue
San Francisco, CA 94102

Email Address:

Water.Division@cpuc.ca.gov

On the same day the response or protest is submitted to DWA, the respondent or protestant shall send a copy of the protest to SRPWC at:

Mailing Address:

SUSAN RIVER PARK Water
Company
30 South Roop St.
Susanville, CA 956130

Email Address:

mherman530@gmail.com

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.

REPLIES

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.⁶

⁶ GO. 96-B, General Rule 7.4.3
SUSAN RIVER PARK Water Company
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Susan River Park Water Company

30 South Roop St., Susanville, CA 956130

Telephone 530-249-7253

I hereby certify that the service list from AL No. 10-W has been served a copy of this AL No. 10-W on February 11, 2019.

Executed in Susanville, California on February 11, 2019.

SUSAN RIVER PARK Water
Company

By: /s/ MIKE HERMAN

Mike Herman
Owner

Enclosures

Susan River Park Water Company

30 South Roop St., Susanville, CA 956130

Telephone 530-249-7253

SERVICE LIST

Public Works Department
City of Susanville
Att'n: Russ Brown, Water and Geothermal Supervisor
66 North Lassen
Susanville, CA 96130

Department of Public Health
Chico District Office
126 Mission Ranch Boulevard
Chico, CA 95926

Board of Supervisors
Lassen County
221 South Roop St., Ste. 4
Susanville, CA 96130

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 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.” (D)

“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.” (D)

B. Bill for Service

On each bill for service will be printed **essentially** the following language: (T)

“This bill is due and payable upon date of presentation. It will become past due if not paid within 30 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 Susan River Park Water Company at (530) 249-7253 (T)

If you are not satisfied with Susan River Park 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:

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, Room 2003 San Francisco, CA 94102
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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, (T)

(Continued)

(To be inserted by utility)

Issued By

(To be inserted by P.U.C.)

Advice Letter No. 10-W

Mike Herman

Date Filed _____

Decision No. _____

Owner

Effective _____

Resolution No. CSD-5

Rule No. 5
(Continued)

SPECIAL INFORMATION REQUIRED ON FORMS

dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider. (T)
(T)

Type of Call	Language	Toll-free 800 Number	(T)
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	 (T)

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 (retained) pending resolution of your case. However, CAB will not accept an impounded deposit when the dispute appears to 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 source of fuel or power. You must continue to pay your current charges while your complaint is under review to keep your service turned on. (T)
(T)

(Continued)

(To be inserted by utility)

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Resolution No. CSD-5

Rule No. 5
(Continued)

SPECIAL INFORMATION REQUIRED ON FORMS

C. Customer's Deposit Receipt (D)

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.

This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, at 7/12 per cent per month (7% annually) upon discontinuance of service, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for non-payment.

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.
- (5) The procedure by which the customer may request amortization of the unpaid charges.
- (6) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.

(Continued)

(To be inserted by utility)

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Resolution No. CSD-5

Rule No. 5
(Continued)

SPECIAL INFORMATION REQUIRED ON FORMS

- D. (7) The title, address, and telephone number of a representative of the water utility who can provide additional information and assist users in continuing service or in making arrangements for payment.
- (8) The telephone number of the Commission (Consumer Affairs Branch) to which inquiries by the customer may be directed. The number of Consumer Affairs Branch is (415) 703-1170 (public) or (415) 703-2032 (hearing impaired - TDD). (C)

Where water service is provided to residential users in a multi-unit residential structure, mobilehome 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, the notice of discontinuance shall further include:

- (9) The date on which service will be discontinued.
- (10) What the users are required to do in order to prevent the discontinuance or to reestablish service.
- (11) The estimated monthly cost of service.
- (12) The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist the users.

(To be inserted by utility)

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Resolution No. CSD-5

Rule No. 10

DISPUTED BILLS

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, Room 203, San Francisco, CA 94102, the amount of the bill claimed by the utility to be due.

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 at its office in 505 Van Ness Avenue, Consumer Affairs Branch, Room 2003, San Francisco, California 94102, the amount claimed by the utility to be due.
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.

(D)

(continued)

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Lassen County

SUSAN RIVER PARK WATER CO.
30 SOUTH ROOP
SUSANVILLE, CA
96130

Cancelling _____
1



2/ 1/19

Acct:
\$ 100.44

DATE	DESCRIPTION	REF#	AMOUNT
	PREVIOUS BALANCE		\$ 106.96
1/31/19	PAYMENT FOR WATER SERVICE	1	120.00 CR
2/ 1/19	FEBRUARY SERVICE	3	113.48

AMOUNT DUE WITHIN 30 DAYS TO AVOID FINANCE
CHARGES OF 0.0% PER MONTH, 0.0% PER YEAR

SUSAN RIVER PARK WATER COMPANY BALANCE DUE \$ 100.44

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 your bill or have a question about your service, please call Susan River Park Water Company's customer support at (530) 249-7253.

If you are not satisfied with Susan River Park 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:

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, Room 2003
San Francisco, CA 94102

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.

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	Spanish	1-800-855-3000
From or to Speech-to- Speech	English & Spanish	1-800-854-7784

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TABLE OF CONTENTS

The following listed tariff sheets contain all effective rates and rules affecting the charges and services of the utility, together with other pertinent information

SUBJECT MATTER OF SHEET

P.U.C. SHEET

Title Page	100-W	
Table of Contents	186-W, 187-W	(T)
Preliminary Statements	174-W, 175-W, 101-W, 102-W	
Service Area Map	7-W	
Rate Schedules:		
Schedule No. 2R – Monthly Residential Flat Rate Service	177-W	
Schedule No. F – Facilities Fee	178-W	
Schedule No. LC – Late Payment Charge	160-W	
Schedule No. UF – PUC Reimbursement Fee	172-W	
Rules:		
No. 1 – Definitions	105-W, 106-W	
No. 2 – Description of Service	10-W	
No. 3 – Application for Service	11-W	
No. 4 – Contracts	12-W	
No. 5 – Special Information Required on Forms	180-W – 183-W	(T)
No. 6 – Establishment and Re-establishment of Credit	15-W	
No. 7 – Deposits	16-W, 17-W	
No. 8 – Notices	110-W, 111-W	
No. 9 – Rendering and Payment of Bills	161-W, 162-W	
No. 10 – Disputed Bills	184-W, 113-W	(T)
No. 11 – Discontinuance and Restoration of Service	163-W – 170-W	
No. 12 – Information Available to Public	26-W, 27-W	
No. 13 – Temporary Service	28-W, 29-W	
No. 14 – Continuity of Service	30-W	
No. 15 – Main Extensions	122-W - 134-W	
No. 16 – Service Connections, Meters, & Customer’s Facilities	135-W – 141-W	
No. 17 – Standards for Measurements of Service	142-W	
No. 18 – Meter Tests & Adjustment of Bills for Meter Error	49-W – 51-W	
No. 19 – Service to Separate Premises & Multiple Units and Resale of Water	143-W	
No. 20 – Water Conservation	144-W	
No. 21 – Fire Protection	145-W	

(continued)

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Advice Letter No. 10-W

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Decision No. _____

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Effective _____

Resolution No. CSD-5

TABLE OF CONTENTS

(continued)

SUBJECT MATTER OF SHEET

P.U.C. SHEET NO.

Sample Forms::

No. 1 – Application for Service	146-W	
No. 2 – Customer’s Deposit Receipt	147-W	
No. 3 – Bill for Service	148-W, 185-W	(C)
No. 4 – Main Extension Contract - Individual	149-W	
No. 5 – Main Extension Contract – Form A	150-W	
No. 6 – Main Extension Contract – Form B	151-W	
No. 7 – Main Extension Contract – Form C	152-W	
No. 8 – Main Extension Contract – Form D	153-W	
No. 9 – Main Extension Contract – Form E	154-W	
No. 10 – Main Extension Contract – Special Facilities	155-W	
No. 11 – Uniform Fire Hydrant Service	156-W	
No. 12 – Correction Fee Data Form	157-W	

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