

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

**Advice Letter Cover Sheet**

**Utility Name:** CA Utilities (SWR) **Date Mailed to Service List:** 06/07/19  
**District:** n/a  
**CPUC Utility #:** SWR 418 **Protest Deadline (20<sup>th</sup> Day):** 06/27/19  
**Advice Letter #:** 73 **Review Deadline (30<sup>th</sup> Day):** 07/8/19  
**Tier** 1 2 3  Compliance **Requested Effective Date:** 06/07/19  
**Authorization** GO96-B and Res. CSD-5 **Rate Impact:** \$-0-  
**Description:** Update Sample Form No. 3 -0%

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:** Thomas R. Adcock

**Phone:** (831) 424-0441

**Email:** [tom@alcowater.com](mailto:tom@alcowater.com)

**Utility Contact 2:** Marino Rodriguez

**Phone 2:** (831) 424-0441

**Email 2:** [marino@alcowater.com](mailto:marino@alcowater.com)

**DWA Contact:** Tariff Unit

**Phone:** (415) 703-1133

**Email:** [Water.Division@cpuc.ca.gov](mailto:Water.Division@cpuc.ca.gov)

**DWA USE ONLY**

DATE

STAFF

COMMENTS

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

APPROVED

WITHDRAWN

REJECTED

**Signature:** \_\_\_\_\_

**Comments:** \_\_\_\_\_

**Date:** \_\_\_\_\_

\_\_\_\_\_

# CALIFORNIA UTILITIES SERVICE, INC.

A California Corporation

Thomas R. Adcock  
President  
( 831 ) 424 - 0442 Phone

P.O. Box 5100  
Salinas, CA 93915  
( 831 ) 424 - 0611 Fax

June 7, 2019

ADVICE LETTER NO. 73

CALIFORNIA UTILITIES SERVICE, INC (U 418-S)

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

California Utilities Service, Inc. (CUS) hereby transmits for filing the following tariff schedules, which are attached hereto:

<u>CPUC SHEET NO.</u>	<u>TITLE OF SHEET</u>	<u>CANCELING CPUC SHEET NO.</u>
359-SS	Sample Form No. 3- Bill for Service (cont.)	317-SS
360-SS	Table of Contents	358-SS
361-SS	Table of Contents (continued)	319-SS

The present rates of California Utilities Service, Inc. (CUS) became effective on May 27, 2014, pursuant to Advice Letter No. 51, which adopted CPI offset of \$24,671 or 1.5% annually, due to the 2013 CPI-U of 1.5%. The last general rate increase became effective on August 18, 2010 pursuant to Resolution No.W-4837, which authorized a general rate increase of \$723,777 or 88.4%, and a return based on a rate of margin of 21.7%.

## Summary

CUS is filing this Advice Letter to update Sample Form No. 3 - Bill for Service to include revised contact information for the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB). This filing is made in accordance with Resolution CSD-5, ordering paragraphs 1, 2 and 3.

## Background

On August 2, 2018, CUS received an email from Nick Zanjani, Director, Consumer Protection and Enforcement Division of the CPUC CAB requesting Alco to update the language on its bills for service and any other information in which CPUC CAB's contact information is published or used. On August 31, 2018, CUS submitted a "Compliance Plan for Billing Statements" to the CPUC CAB which identified Tariff Rule 5, Tariff Rule 10, Sample Form 3 as being affected by the changes requested by CPUC CAB. On November 2, 2018 CUS filed advice letter 66 to make the necessary changes to Tariff Rule 5 and Tariff Rule 10. Per the exemption granted in

Resolution CSD-5, CUS exhausted its existing stock of bill forms and is now filing for changes to Sample Form 3.

This filing is made under the provisions of General Order No. 96-B, Water Industry Rules 7.3.1(2).

This filing will not cause withdrawal of service nor conflict with any other schedule or rule.

**Requested Effective Date**

This filing is a Tier 1 advice letter per General Order 96-B, Water Industry Rule 7.3.1(2). CUS respectfully requests an effective date of June 7, 2019 for advice letter 73.

**Notice**

In compliance with Section 4.3 of General Order No. 96-B, a copy of this advice letter has been mailed to all parties listed on the enclosed service list.

**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 error 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](mailto:water_division@cpuc.ca.gov)

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

California Utilities Service, Inc.  
249 Williams Road  
Salinas, CA 93905  
Fax: (831) 424-0611

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.

Replies: The utility shall reply to each protest and may reply to any response. Each reply must be received by the Division of Water and Audits within five 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.

California Utilities Service, Inc.

By:           /s/ Thomas R. Adcock            
Thomas R. Adcock  
President

Attachments

**Sample Form No. 3**

**BILL FOR SERVICE**

(N)

**MONTHLY BILL FOR SERVICE:**

THIS BILL IS DUE AND PAYABLE UPON DATE OF PRESENTATION. IT BECOMES PAST DUE IF NOT PAID WITHIN 19 DAYS FROM THE DATE OF MAILING UNLESS THE BILL ALREADY CONTAINS A PAST DUE AMOUNT, IN WHICH CASE IT IS CONSIDERED DELINQUENT AND IS DUE AND PAYABLE NO LATER THAN THE DUE DATE PRESENTED ON THE FRONT OF THE BILL. IF PAYMENT FOR THE CHARGES ON THIS BILL OR A PREVIOUS BILL HAVE NOT BEEN MADE BEFORE BECOMING DELINQUENT, A LATE PAYMENT CHARGE MAY BE ASSESSED, AND SERVICE MAY BE DISCONTINUED. IN THE EVENT OF DISCONTINUATION OF SERVICE, RESTORATION MAY NOT BE MADE UNTIL THE AMOUNT DUE HAS BEEN PAID IN FULL. IN ADDITION, A RECONNECTION CHARGE (PURSUANT TO THE UTILITY'S RULE NO. 11.C.1) AND A CASH DEPOSIT MAY BE REQUIRED TO RESTORE SERVICE.

**BILLING QUESTIONS:**

IF YOU BELIEVE THERE IS AN ERROR ON YOUR BILL OR HAVE A QUESTION ABOUT YOUR SERVICE, PLEASE CALL CALIFORNIA UTILITIES SERVICE, INC. CUSTOMER SUPPORT AT (831) 424-0442.

**DISPUTED BILLS:**

IF YOU ARE NOT SATISFIED WITH CALIFORNIA UTILITIES SERVICE, INC.'S RESPONSE, SUBMIT A COMPLAINT TO THE CALIFORNIA PUBLIC UTILITIES COMMISSION (CPUC) BY VISITING [HTTP://WWW.CPUC.CA.GOV/COMPLAINTS](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.

Type of Call	Language	Toll-free 800 Number
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

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 PENDING RESOLUTION OF YOUR CASE. HOWEVER, CAB WILL NOT ACCEPT AN IMPOUNDED AMOUNT 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 A UTILITY'S SERVICE, GENERAL LEVEL OF RATES, PENDING RATE APPLICATIONS, AND SOURCES OF FUEL OR POWER. YOU MUST CONTINUE TO PAY YOUR CURRENT CHARGES WHILE YOUR COMPLAINT IS UNDER REVIEW TO KEEP YOUR SERVICE TURNED ON.

**PUC REIMBURSEMENT SURCHARGE FEE:**

THE PUC REIMBURSEMENT SURCHARGE FEE IS MONEY THAT THE UTILITY COLLECTS FROM ITS CUSTOMERS TO FUND THE PUBLIC UTILITIES COMMISSION PER PUBLIC UTILITIES CODE SECTIONS 401-443. THIS REIMBURSEMENT SURCHARGE FEE IS CURRENTLY COLLECTED IN THE AMOUNT INDICATED ON THE FRONT OF THE BILL FOR ALL UTILITY CHARGES.

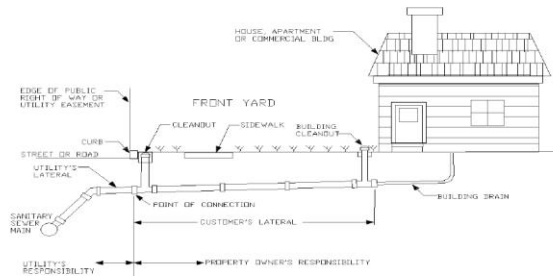
**EMERGENCY SERVICE:**

THE PROPERTY OWNER IS RESPONSIBLE FOR THE REPAIR, REPLACEMENT, OPERATION AND MAINTENANCE OF ALL WASTEWATER FACILITIES ON THEIR PROPERTY INCLUDING THEIR CUSTOMER SERVICE LATERAL TO THE POINT WHERE IT ENTERS THE PUBLIC RIGHT-OF-WAY AND CONNECTS WITH THE UTILITY'S SERVICE LATERAL.

IF YOU SEE ANY WASTEWATER LEAKING FROM A PIPE OR A MANHOLE IN THE PUBLIC RIGHT-OF-WAY, INCLUDING THE STREETS OR ROADWAYS, PLEASE CONTACT THE UTILITY AT THE NUMBER LISTED BELOW.

FOR EMERGENCY SERVICE, CALL (831) 424-0442, 24 HOURS A DAY, 7 DAYS A WEEK.

IN CASE OF PROBLEMS WITH WASTEWATER FACILITIES PLEASE REFER TO THE FIGURE BELOW. CALIFORNIA UTILITIES SERVICE IS NOT RESPONSIBLE FOR PROBLEMS WITH WASTEWATER FACILITIES BEYOND THE POINT OF CONNECTION BETWEEN THE UTILITY'S LATERAL AND THE CUSTOMER'S LATERAL.



(N)

(To be inserted by Utility)  
Advice Letter No. 73

**Issued by**  
Thomas R. Adcock  
NAME  
President  
TITLE

(To be inserted by Cal. P.U.C.)  
Date Filed \_\_\_\_\_

Decision No. \_\_\_\_\_

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_

**TABLE OF CONTENTS**

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

<u>Subject Matter of Sheet</u>	<u>Cal. P.U.C. Sheet No.</u>	
Title Page	211-SS	
Table of Contents	360-SS, 361-SS	(T)
Preliminary Statement	212-SS – 213-SS, 286-SS, 290-SS	
Service Area Map	4-SS	
Rate Schedules:		
Schedule No. 1, General Flat Rate Service	352-SS, 355-SS, 357-SS	
Schedule No. 2, General Inclusion Fees	353-SS, 337-SS	
Schedule No. UF, Surcharge to Fund PUC Reimbursement Fee	350-SS	
Schedule No. LC, Late Payment Charge	198-SS	
Summary List of Contracts and Deviations		
Rules:		
No. 1 Definitions	217-SS – 225-SS	
No. 2 Description of Service	226-SS	
No. 3 Applications for Service	11-SS, 160-SS	
No. 4 Contracts	12-SS	
No. 5 Special Information Required on Forms	341-SS – 343-SS	
No. 6 Establishment and Re-establishment of Credit	230-SS – 231-SS	
No. 7 Deposits	232-SS – 233-SS	
No. 8 Notices	234-SS – 235-SS	
No. 9 Rendering and Payment of Bills	236-SS – 239-SS, 289-SS	
No. 10 Disputed Bills	344-SS, 242-SS	
No. 11 Discontinuance and Restoration of Service	243-SS – 263-SS	
No. 12 Information Available to Public	26-SS, 27-SS	
No. 13 Temporary Service	264-SS – 265-SS	
No. 14 Continuity of Service	266-SS – 269-SS	
No. 15 Main Extension	131-SS thru 137-SS, 270-SS, 338-SS, 339-SS, 164-SS	
No. 16 Service Connections, Meters and Customer's Facilities	31-SS thru 34-SS	
No. 17 Measurement of Service	35-SS	
No. 18 Meter Tests and Adjustment of Bills for Meter Error	36-SS thru 38-SS	
No. 19 Service to Separate Premises and Multiple Units, and Resale of Sewer Service	39-SS	
No. 20 Limitation of Wastes Discharged into the Utility's Sewer System	272-SS – 274-SS	
No. 21 Commercial, Institutional and Industrial Wastes	275-SS – 276-SS	

(continued)

(To be inserted by Utility)  
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 (continued)

<u>Subject Matter of Sheet</u>	<u>Cal. P.U.C. Sheet No.</u>
Sample Forms:	
No. 1 Application for Sewer Service	277-SS
No. 2 Customer's Deposit Receipt	278-SS
No. 3 Bill for Service	316-SS, 359-SS (T)
No. 4 Amortization Agreement	280-SS
No. 5 Extension Agreement	281-SS
No. 6 Sewer System Loading Determination	282-SS – 283-SS
Form A Main Extension Contract for Individual Customers	140-SS
Form E Main Extension and/or Special Sewer Facilities Contract	141-SS

(To be inserted by Utility)  
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**Effective** \_\_\_\_\_

**Resolution No.** \_\_\_\_\_

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy via first class United States mail and via E-mail of the following document, California Utilities Service, Inc. Advice Letter No. 73, upon the California Public Utilities Commission as shown on the Service List attached hereto, a copy thereof properly addressed to each party. Additionally, I hereby certify that I have this day served a true copy via United States mail of the following document, California Utilities Service, Inc. Advice Letter No. 73, upon all additional parties as shown on the Service List attached hereto, a copy thereof properly addressed to each party.

Executed in Salinas, California, on the 7<sup>th</sup> day of June 2019.

/s/ Andrea Schmitz  
Andrea Schmitz, Executive Assistant



CALIFORNIA UTILITIES SERVICE, INC.  
ADVICE LETTER NO. 73  
SERVICE LIST  
(AS PER SECTION 7.2 OF GENERAL ORDER NO. 96-B)

Via First Class United States Mail and Via  
E-mail:

Bruce DeBerry  
Water Division  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102  
[water\\_division@cpuc.ca.gov](mailto:water_division@cpuc.ca.gov)

Via United States Mail, w/out attachments:

California-American Water Company  
4701 Beloit Drive  
Sacramento, CA 95838-2434

County Clerk  
County Administrative Office  
168 West Alisal Street, 1st Floor  
Salinas, CA 93901

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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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