

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

Advice Letter Cover Sheet

Utility Name: NORTH GUALALA WATER COMPANY
Date Mailed to Service List: 04/29/20
District:
CPUC Utility #: WTC – 38
Protest Deadline (20th Day): 05/19/20
Advice Letter #: 123
Review Deadline (30th Day): 05/29/20
Tier: 1 2 3 Compliance
Requested Effective Date: 04/29/20
Authorization: D. 19-07-015
Rate Impact: \$0
Description: Updates Customer Protections and activates CEMA due to COVID-19 Pandemic. 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: David Bower

Phone: (707) 884-3579

Email: office@ngwco.com

Utility Contact: Marino Rodriguez

Phone: (831) 809-2074

Email: marinorod@aol.com

DWA Contact: Tariff Unit

Phone: (415) 703-1133

Email: Water.Division@cpuc.ca.gov

DWA USE ONLY

DATE

STAFF

COMMENTS

| <u>DATE</u> | <u>STAFF</u> | <u>COMMENTS</u> |
|-------------|--------------|-----------------|
| _____ | _____ | _____ |
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APPROVED

WITHDRAWN

REJECTED

Signature: _____

Comments: _____

Date: _____

NORTH GUALALA WATER COMPANY, INC.
Mendocino County

April 29, 2020

ADVICE LETTER No. 123

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

NORTH GUALALA WATER COMPANY (NGWC) hereby transmits for filing one original and one copy each of the following tariffs schedules which are attached hereto:

The present rates of NGWC became effective on November 20, 2019, pursuant to Advice Letter No. 121, which authorized NGWC a CPI increase of \$21,629 or 1.9% for year 2018. The last general rate increase became effective on June 25, 2015, pursuant to Resolution W-5045, which authorized a general rate increase of \$190,390 or 20.77% and a return on rate of margin of 20.21%.

Summary

This advice letter is filed to inform the California Public Utilities Commission of NGWC's policy in response to the COVID-19 Pandemic and request to activate the Catastrophic Event Memorandum Account (CEMA).

Background

On March 4, 2019 the Governor of California issued a State of Emergency due to the COVID-19 Pandemic. NGWC received an email on April 29, 2020 to file a Tier 1 advice letter reporting on all customer protection measures they implement in response to COVID-19 as soon as they are implemented and to activate its CEMA.

To protect the Public Health, NGWC has implemented customer protections including suspending disconnection of water service for customers who have been economically affected as a result of the COVID-19 Pandemic State of Emergency. These customer protections will be retroactively applied to March 4, 2020. Additionally, NGWC requests to activate its CEMA to track any costs related to COVID-19.

Enclosed as Attachment A is a copy of the customer precautions and policies that NGWC has put into place and notified its customers by phone message and email starting on March 20, 2020. This information is also available through the water company website. Also attached as Attachment B is the memo to NGWC employees updating business practices in response to the COVID-19 Pandemic.

This filing is made under the provisions of General Order No 96-B.

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

Requested Effective Date

Advice Letter 123 is a Tier 1 advice letter and is effective the date of filing. NGWC respectfully requests that Advice Letter No. 123 be effective April 29, 2020.

Notice

In compliance with Section 4.3 of General Order 96-B, a copy of this advice letter has been mailed to all parties listed on the enclosed service list. In conformance with Ordering Paragraph No. 3 of Resolution No.W-4664, NGWC will provide notice to its customers of the increase in dollar and percentage terms with the first bill that includes the increase.

Response or Protest

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
E-Mail: water_division@cpuc.ca.gov

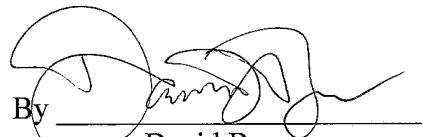
On the same day the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy of the protest by mail or e-mail to us, addressed to:

North Gualala Water Company
P.O. Box 1000
Gualala, CA 95445
Fax No. (707) 884-1620

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.

North Gualala Water Company

By 
David Bower
President

Attachments

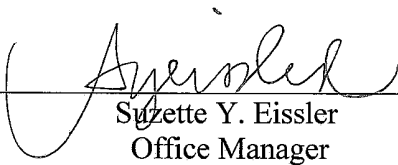
NORTH GUALALA WATER COMPANY, INC.

**P.O. Box 1000
Gualala, CA 95445**

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy via email and via first class United States mail of the following document, North Gualala Water Company, Advice Letter No. 123, 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 first class United States Mail of the following document, North Gualala Water Company, Advice Letter No. 123, without attachments, upon all additional parties of record as shown on the Service List attached hereto, a copy thereof properly addressed to each party.

Executed in Gualala, California on the 29th day of April 2020.



Suzette Y. Eissler
Office Manager

NORTH GUALALA WATER COMPANY, INC.

**P.O. Box 1000
Gualala, CA 95445**

**NORTH GUALALA WATER COMPANY
ADVICE LETTER No. 123
SERVICE LIST
(AS PER SECTION 4.3 OF GENERAL ORDER No. 96-B)**

Via E-mail & First Class U.S. Mail:

Bruce DeBerry, Program Manager
Division of Water and Audits
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Via First Class U.S. Mail (Without Attachments):

Point Arena Water Works
P.O. Box 205
Point Arena, CA 95468-0205

Sea Ranch Water Company
P.O. Box 16
The Sea Ranch, CA 95497-0016

March 19, 2020
Call Notify message
COVID-19 Precautions and Policies

North Gualala Water Company is calling to inform its customers of some important precautions and policies put into place due to the COVID-19 virus situation.

1. The office is closed to the public. Customers should call the office with inquiries or to schedule an in-person appointment with the staff.
2. Water operators will continue working their regular hours: 8 am through 4:30 pm and weekends by a designated on-call operator.
3. There are many payment methods available to water customers that do not require them to come to the office. These options are on the website, Facebook page, and posted on the front door. NGWC strongly encourages customers to make payments online or over the phone.
4. Customers now have the option of scheduling payment pick-ups from their residence if they are unable or unwilling to use one of the existing payment options. Customers who wish to learn more or to schedule a payment pick up should call the office during working hours, 8:30 am to 4:30 pm Monday through Thursday. The office is closed Fridays.
5. There will be no service turn offs for non-payment for the next sixty (60) days or until further notice. Customers are still responsible for paying their full bills each month.
6. Customers are informed that there is no evidence that COVID-19 virus survives the disinfection process for drinking water. Californians can continue to use and drink water from their tap as usual.

NORTH GUALALA WATER COMPANY

March 20, 2020

MEMO TO EMPLOYEES—COVID-19 Office Operations

North Gualala Water Company would like to inform all employees of the following:

1. The office will remain locked during business hours. A sign has been posted informing customers that they should either call the office with inquiries or knock on the door and someone will come to the door to assist them.
2. Water operators will continue working their regular hours: 8 am through 4:30 pm and Saturday/Sunday by a designated on-call operator.
3. NGWC has multiple payment methods available to water customers. These options are repeated on the website, Facebook page, and posted on the front door to our office. NGWC is strongly encouraging customers to make payments online or over the phone.
4. Customers now have the option of scheduling payment pick-ups from their residence if they are unable or unwilling to use one of the existing payment options. Cash or check payments can be collected at 10:30 am or 3:30 pm by pre-arrangement only. Water operators will pick up the payments. Customers will need to inform the office of the location of their payment and ensure that it is kept dry by placing it in a weather-proof container such as a clean zippered plastic bag or clean lidded plastic container. Customers will be informed that water operators will not carry change for cash payments and that receipts will be left in the same location as the payments. Customers will receive notice of this new payment option via Call Notify as well as the website, email listserv, Facebook page, and posting on the office door.
5. Customers who themselves have tested positive to COVID-19 or have come in contact with someone who has tested positive for COVID-19 call the office to make arrangements to pay their bill electronically so there will not be a transfer of virus on any form of payment paperwork.
6. There will be no service turn offs for non-payment for at least the next sixty (60) days of the date of this notice. Customers are still responsible for paying their full bills each month.
7. All employees must adhere to the health policies from the March 17, 2020 memo. All employees must read and sign the memo and submit it to the office immediately.
8. All employees must adhere to the Order of the Health Officer of Mendocino County dated March 18, 2020 and any subsequent orders and recommendations. Current orders and recommendations can be found at: <https://www.mendocinocounty.org/community/novel-coronavirus>

9. Employees are encouraged to minimize their presence in the office during this time. Please make use of texting/sending photos via text/radio/phone/email to converse with office or other employees.
10. Employees must maintain social distancing requirements as required by Mendocino County Order of the Health Officer dated March 18, 2020: "maintaining at least six feet social distancing from other individuals, washing hands with soap and water for at least twenty seconds as frequently as possible or using hand sanitizer, covering coughs or sneezes (into the sleeve or elbow, not hands), regularly cleaning high-touch surfaces, and not shaking hands." (Order Section 9n)
11. Employees must maintain excellent personal sanitation practices to minimize the spread of COVID-19 to or from themselves. This includes handwashing per CDC guidelines (see March 17, 2020 memo attachment).
12. Employees may not carpool in company vehicles in order to maintain social distancing requirements of the Mendocino County Order (see item 8 in this memo).
13. The office has implemented enhanced cleaning with disinfectant of commonly touched surfaces (knobs, keyboards and mice, light switches, toilet flush handles, phones, coffeemaker, fridge, microwave, faucets, etc.). Water operators are directed to clean such surfaces with disinfectant at the non-office sites (The Mains, Top of Pacific Woods, The Wells, etc.).
14. North Gualala Water Company is still under Mandatory Conservation and water operators will continue their system patrols for water waste. Citations will still be issued. Shut off for gross waste and /or not fixing of leaks may still occur.
15. The California Division of Drinking Water issued a statement that "Currently there is no evidence that the COVID-19 virus survives the disinfection process for drinking water and wastewater. Californians can continue to use and drink water from their tap as usual."