

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

Advice Letter Cover Sheet

Utility Name: Rogina Water Company Inc. **Date Mailed to Service List:** 04/30/20
District:
CPUC Utility #: WTC - 41 **Protest Deadline (20th Day):** 05/20/20
Advice Letter #: 80 **Review Deadline (30th Day):** 05/30/20
Tier 1 2 3 Compliance **Requested Effective Date:** 04/30/20
Authorization D. 19-07-015 **Rate Impact:** None
Description: Updates Customer Protections and
activates CEMA due to COVID-19 Pandemic.

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: Daniel D. Rogina **Utility Contact:** Marino Rodriguez
Phone: (707) 462-4056 **Phone:** (831) 809-2074
Email: **Email:** marinorod@aol.com

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APPROVED WITHDRAWN REJECTED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: _____ _____

ROGINA WATER COMPANY, INC.
Mendocino County

April 30, 2020

ADVICE LETTER No. 80

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

ROGINA WATER COMPANY, INC. (RWC) hereby transmits for filing one original and one copy each of the following tariffs schedules which are attached hereto:

The present rates of RWC became effective on August 22, 2018 through Advice Letter No. 74, through which the Commission authorized RWC a CPI Increase of \$5,822 or 0.71% for year 2017. The last general rate increase was effective on July 14, 2016 pursuant to Resolution W-5094, which authorized an increase of \$87,071 or 11.88% for test year 2016.

Summary

This advice letter is filed to inform the California Public Utilities Commission of RWC'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. RWC received an email on April 29, 2020, from the CPUC, 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, RWC has implemented customer protections including suspending disconnection of water service for customers as well as waiving late fees for bills due in March, April, and future months depending on the public health crisis at that point in time. These customer protections will be retroactively applied to March 4, 2020. Additionally, RWC requests to activate its CEMA to track any costs related to COVID-19.

Enclosed is a copy of the March 26, 2020 letter that RWC sent to Lee Palmer, Director of Safety and Enforcement Division at the CPUC informing them of the policies taken by RWC due to the COVID-19 Pandemic. RWC has posted new customer policies protections on its website at roginawater.com and a bill insert to all customers directing them to visit roginawater.com to inform them of the new customer policies and protections during the COVID-19 Pandemic.

Requested Effective Date

This filing is a Tier 1 advice letter. RWC respectfully requests an effective date of April 30, 2020 for Advice Letter No. 80.

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, RWC will provide notice to its customers of the increase in dollar and percentage terms with the first bill that includes the increase.

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

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 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:

Rogina Water Company, Inc.
P.O. Box 310
Talmage, CA95481-0310
Fax No. (707) 462-8534

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.

Rogina Water Company, Inc.

By 
Daniel D. Rogina
President

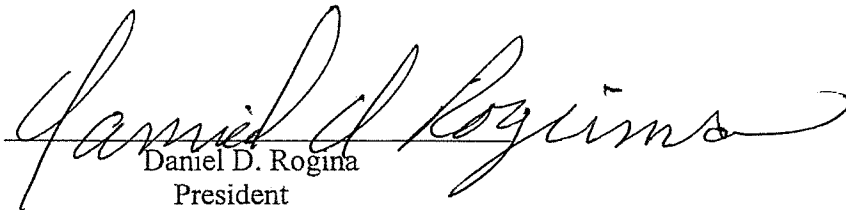
Attachments

Rogina Water Company, Inc
P.O. Box 310
Talmage, CA 95481

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy via First class U.S. mail and E-mail of the following document, Rogina Water Company, Inc. Advice Letter No. 80, 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 U.S. mail of the following document, Rogina Water Company, Inc. Advice Letter No. 80, 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 Talmage, California on the 30th day of April, 2020.


Daniel D. Rogina
President

Rogina Water Company, Inc
P.O. Box 310
Talmage, CA 95481

ROGINA WATER COMPANY, INC.
ADVICE LETTER No. 80
SERVICE LIST
(AS PER SECTION 4.3 OF GENERAL ORDER No. 96-B)

Via First Class U.S. Mail and E-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

Millview County Water District
3081 North State Street
Ukiah, CA 95482

Willow County Water District
151 Laws Avenue
Ukiah, CA 95482

City of Ukiah
300 Seminary Avenue
Ukiah, CA 95482

Rogina Water Company, Inc.
P.O. Box 310
Talmage, CA 95481
(707) 462-4056

March 26, 2020

Lee Palmer, Director of Safety and Enforcement Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102
Leslie.Palmer@cpuc.ca.gov

Re: Rogina Water Company, Inc. Business Continuity and COVID-19 (Novel Coronavirus)
Response Plans

Rogina Water Company, Inc. (RWC) policies for responding to and continuing operations through the current spread of COVID-19 are as follows:

- Safe working environments for our employees
 - Stay separated – one person to a truck
 - Rotating work schedules for water technicians
 - Low priority tasks may need to be postponed until time and resources are available
 - Only when absolutely essential work together (main break, etc.) and wear PPE
 - Observe 6 feet social distancing order from customer and employees
 - Procedures for customer service needs:
 - Call customer first to find out if issue can be resolved over phone
 - If issue cannot be resolved over phone ask customer the following 4 questions
 - Have you or anyone in your home been out of the country or traveled extensively in the last 30 days?
 - Is anyone in the home immune compromised?
 - Is anyone in the home running a fever?
 - Does anyone in the home have a cough?A “yes” answer to any of the questions signifies service should not be given to the customer at that time.
 - Follow up with customer in 10-14 days to see if anyone in the house has changed conditions.
 - Keep the office safe – service calls will be messaged or phoned to technicians
 - Office is minimally staffed with one employee and closed to customers
 - No employee gathering outside of work – stay separated and stay at your residence as the shelter in place order mandates
 - Disinfecting wipes provided for wiping down surfaces, hand sanitizer provided

Rogina Water Company, Inc.
P.O. Box 310
Talmage, CA 95481
(707) 462-4056

- 1) The essential function that is performed remotely is tank level monitoring. All other tasks are manual including checking chlorination, meter reading, samples, service calls, etc. which is completed by one water technician to keep employees safe. RWC has one location with multiple well/tank sights which are accessed by vehicle.
- 2) RWC has assigned rotating schedules for water technicians to keep employees safe. If one water technician is unable to work, another water technician would work. If no water technicians are able to work – a neighboring water district would provide a water technician to complete necessary tasks. The backup office manager would work if the office manager is unable to work.
- 3) RWC is responding to shelter in place orders by abiding by the order and providing employees with guidelines to enable continuous operation. RWC is located in a shelter in place order County where “...individuals may leave their residence to provide any services or perform any work necessary to the operations and maintenance of ‘Essential Infrastructure’ including...water...provided that they carry out those services or that work in compliance with Social Distancing Requirements as defined..., to the extent possible.”
- 4) RWC continuity planning is the same for each event.
- 5) RWC has not activated the business continuity plan in response to COVID-19. If and when needed RWC will activate the business continuity plan.

The following communications have been made available for our customers:

Posted on office door:

NOTICE
OFFICE CLOSED
for Customer Entry

due to the mandated shelter in place order and to reduce the spread of the COVID-19 virus.

We do not expect any interruption to water services. There will be no interference with the quality of the water.

TO MAKE PAYMENTS

To find out your balance please call 707-462-4056 Mon-Fri 830am-1230pm

At this time we will only be accepting:

- Check
- Money Orders
- Cashier's Checks
- Sorry, NO CASH ACCEPTED at this time

Mail payments to P.O. Box 310 Talmage, CA 95481 or drop in the drop slot

Rogina Water Company, Inc.
P.O. Box 310
Talmage, CA 95481
(707) 462-4056

below.


During this health crisis:

****ALL LATE FEES WILL BE WAIVED****

****NO WATER SHUT OFFS WILL OCCUR DUE TO NON-PAYMENT****

Please visit roginawater.com for more information

NEWS

 COVID 19 Customer Update

ALL OTHER INQUIRIES or EMERGENCIES CALL 707-462-4056

Posted on roginawater.com:

COVID-19 (Coronavirus) update for Rogina Water Company Inc. Customers:

We understand this is a stressful time for our community and for the households we serve. Please know that we are here for you and are committed to taking all steps necessary to maintain safe, reliable water service.

Can I continue normal use of tap water?

Yes, you can continue normal use of tap water. Our water meets all current federal and state drinking water requirements.

- ○ The U.S. Environmental Protection Agency (EPA) recommends that Americans continue to use and drink tap water as usual.
- ○ COVID-19 has not been detected in drinking water supplies.
- ○ According to the U.S. Centers for Disease Control and Prevention (CDC): "Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19." The World Health Organization adds that the "presence of the COVID-19 virus has not been detected in drinking-water supplies and based on current evidence the risk to water supplies is low."
- ○ Handwashing using tap water is critical to preventing the spread of COVID-19. CDC and other health organizations recommend frequent handwashing for at least 20 seconds each time. Up-to-date information from EPA on COVID-19 and water can be found [here](#).
- ○ Remember that your toilet should not be used as a trash can. Do not treat other items like toilet paper. Please do not flush paper towels, "flushable" wipes, napkins, tampons, cotton balls, dental floss or other substances. Flushing nonbiodegradable items can result in backups and overflows.

Rogina Water Company, Inc.
P.O. Box 310
Talmage, CA 95481
(707) 462-4056

Is Rogina Water Company prepared to keep safe water flowing?

Yes, we are well-prepared to continue providing water service throughout this pandemic. We have staff and infrastructure in place to maintain water service around the clock to help keep families healthy, clean and hydrated. We have shared with our employees the preventative measures provided by the US Centers for Disease Control and Prevention (CDC) on how they can minimize the risk of catching COVID-19.

Will my water be shut off during the COVID-19 situation?

No, given the importance of hygiene and sanitation to prevent the spread of COVID-19, we are postponing water shutoffs.

Do I still need to pay my water bill?

Yes, customers will still be responsible for paying their water bills during the crisis, and once the current public health crisis has passed, normal procedures will be restored, including those for addressing nonpayment of accrued amounts owed for past services.

What if I can't pay my water bill because of financial hardships due to COVID-19?

Please contact our office at 707-462-4056 Monday - Friday 8:30am to 12:30pm to discuss payment extension and payment plan options that may be available to keep the account in good standing.

How do I pay my water bill?

Personal checks, money orders, and cashier's checks are the only form of payment currently accepted at this time. Please mail payments to P.O. Box 310 Talmage, CA 95481 or place them in the door drop at our office located at 1850 Talmage Rd. Ukiah, CA 95482.

Will there still be late fees since I can only pay by check?

Rogina Water Company has already waived bill payment late fees for bills due March 19, 2020 and will be waiving bill payment late fees for bills due April 20, 2020. Other future late fees may be waived depending on the public health crisis at that point in time.

Is the office open?

To keep our employees and customers safe our office is temporarily closed to the public. For any account inquiries or service issues please call 707-462-4056 during office hours Monday - Friday

Rogina Water Company, Inc.
P.O. Box 310
Talmage, CA 95481
(707) 462-4056

8:30am to 12:30pm. We have a 24/7 answering service that will forward any emergencies immediately and all other inquiries will be handled during regular office hours.

RWC current monthly bills also have a reference note printed on each bill to visit roginawater.com for COVID-19 info.

Sincerely,

Daniel Rogina
President