

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



August 19, 2020

TO: CLASS C, D, WATER AND SEWER UTILITIES

This is to remind you that your company has not complied with the requirements of D.19-07-015 and D.19-08-025 in response to the declared state of emergency caused by the COVID-19 pandemic.

To assist you in filing the required emergency customer protections, including moratorium on service disconnections for customers who are economically affected by the COVID-19 pandemic, and the activation of your Catastrophic Memorandum Account (CEMA), see enclosed sample Tier 1 Advice Letter that you can use or adopt. The effective date is retroactive to March 4, 2020.

If you have any question or requires assistance in preparing the Advice Letter, please contact Ramon Go at (415) 703-1350 or by email at [rhg@cpuc.ca.gov](mailto:rhg@cpuc.ca.gov).

Please give this matter immediate priority.

Sincerely,

A handwritten signature in black ink, appearing to read "Bruce DeBerry".

Bruce DeBerry, Manager  
Water Division

Enclosure

**CALIFORNIA PUBLIC UTILITIES COMMISSION**  
**Water Division**  
**Advice Letter Cover Sheet**

**Utility Name:** Utility Name CALIFORNIA HOT SPRINGS **Date Mailed to Service List:** date 11-5-20  
**District:** NA  
**CPUC Utility #:** U-XXX-W 240 **Protest Deadline (20<sup>th</sup> Day):** date 11-25-20  
**Advice Letter #:** XX-W W-17 **Review Deadline (30<sup>th</sup> Day):** date 12-5-20  
**Tier**  1  2  3  Compliance  
**Requested Effective Date:** 3/4/2020  
Compliance with Executive  
Director March 26, 2020  
**Authorization** Instructions  
**Description:** Emergency Disaster Customer Protections – COVID19  
**Rate Impact:** \$NA  
NA%

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:** name CALIFORNIA HOT SPRINGS **Utility Contact:** RONALD W. GILBERT  
**Phone:** number 661-548-6582 **Phone:** 661-548-6582  
**Email:** email NO HE **Email:** NO HE

**DWA Contact:** Tariff Unit  
**Phone:** (415) 703-1133  
**Email:** [Water.Division@cpuc.ca.gov](mailto:Water.Division@cpuc.ca.gov)

**DWA USE ONLY**

<u>DATE</u>	<u>STAFF</u>	<u>COMMENTS</u>

APPROVED  WITHDRAWN  REJECTED

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

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

California Public Utilities Commission  
Water Division  
505 Van Ness Avenue, Third Floor  
San Francisco, CA 94102-3298

**Advice Letter XXX-W W-17**

**Utility Name to the California Public Utilities Regarding Implementation of Emergency  
Customer Protections**

EA. HOT SPRINGS

Utility Name (Utility) transmits this Tier 1 advice letter filing showing compliance with California Public Utilities Commission (Commission) Executive Director Stebbins March 26, 2020 Letter to Class C, D Water and Sewer utilities.

Background and Compliance with Executive Director Stebbins' Instructions

On March 26, 2020, Executive Director Stebbins issued a letter to all Class C, D Water and Sewer utilities in which she indicated that the Commission expects the utilities to extend customer protections to customers affected by the COVID-19 pandemic.

Other Actions by Utility Name

Utility has activated its Catastrophic Event Memorandum Account (CEMA) in response to the COVID-19 emergency.

Utility customer service representatives shall work with customers who contact Utility and advise that, due to COVID-19, they are having difficulty paying their bills.

No Effect on Water Service

This Advice Letter filing will not cause the withdrawal of service, nor conflict with other schedules or rules.

Tier Designation

This is a Tier 1 Advice Letter pursuant to General Order 96-B and Water Industry Rule 7.3.1(3) (Compliance with mandatory statute, decision, or resolution).

Notice and Service

As this Advice Letter is for compliance with Executive Director Stebbins' March 26, 2020 letter, no additional notice to customers is required.

Protests and Responses

Anyone may protest and respond to 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 specific grounds on which it is based.

These grounds may be based upon the following:

- (1) The utility did not properly serve or give notice of the Advice Letter; or
- (2) The relief requested in the Advice Letter would violate a statute or Commission order, or is not authorized by statute or Commission order on which the utility relies; or
- (3) The analysis, calculations, or data in the Advice Letter contain material error or omissions; or
- (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 re-litigating a prior order of the Commission).

Any Protest or Response must be made in writing or by electronic mail and must be received by the Water Division of the Commission within 20 days of the date this Advice Letter is filed. The Advice Letter process does not provide for any Protests, Responses or other comments, except for a reply by Utility Name, after the 20-day comment period expires. The address for mailing or delivering a Protest or Response 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 any Protest or Response is submitted to the Water Division, the protesting or responding person, entity or party must serve a copy of the Protest or Response on Utility addressed to Name, Utility Name, Address, Phone, Fax (fax), email: Email Address.

Utility Name CALIFORNIA HOT SPRINGS  
/s/NAME  
Name

**Certificate of Service**

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I hereby certify that I have this day served a copy of Advice Letter XXX-W on the parties listed on the following Distribution List by mailing a properly addressed copy by first class mail with postage prepaid or by email to those marked with an asterisk (\*).

PAYMENT RELIEF OPTION MAILED 11-5-20  
AS PART OF WATER & SEWER BILLING  
TO 24 CUSTOMERS ON CURRENT ACTIVE LIST.

Ronald W. Gilman

Utility Name  
CALIFORNIA HOT SPRINGS

## **EMERGENCY CUSTOMER PROTECTIONS**

Utility's Emergency Customer Protections provide protections for customers due to the COVID-19 pandemic.

Utility shall:

1. Suspend disconnections of water service for delinquent accounts.
2. Work cooperatively with affected customers to resolve unpaid bills and minimize disconnections for non-payment.
3. Waive reconnection or facilities fees for affected customers and suspend deposits for affected customers who must reconnect to the system.
4. Provide reasonable payment options to affected customers.

To learn more about Utility's Emergency Customer Protections, please contact Customer Service at phone number.