

**CALIFORNIA PUBLIC UTILITIES COMMISSION  
WATER DIVISION**

**Advice Letter Cover Sheet**

**Utility Name:** Havasu Water Company

**Date Mailed to Service List:** Nov. 20, 2020

**District:**

**CPUC Utility #:** WTD 352

**Protest Deadline (20<sup>th</sup> Day):** Dec. 10, 2020

**Advice Letter #:** 47-W

**Review Deadline (30<sup>th</sup> Day):** Dec. 20, 2020

**Tier**    1    2    3     Compliance

**Requested Effective Date:** Nov. 20, 2020

Compliance with Executive  
Director March 26, 2020

**Authorization** Instructions

**Rate Impact:** \$###  
###%

**Description:** Emergency Disaster Customer Protections  
–COVID19; Activation of CEMA

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:** Diane Holley

**Utility Contact:** ###

**Phone:** (949) 523-0900

**Phone:** ###

**Email:** [diane@jhodgesoffice.com](mailto:diane@jhodgesoffice.com)

**Email:** ###

**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WITHDRAWN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:** \_\_\_\_\_

\_\_\_\_\_

# Havasu Water Company

2312 Park Ave., #152  
Tustin, California 92782  
Telephone (949) 523-0900

November 20, 2020

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

## **Advice Letter No. 47-W Havasu Water Company to the California Public Utilities Regarding Implementation of Emergency Customer Protections**

Havasu Water Company (HAVASU) 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 HAVASU

HAVASU would like to inform the Acting Executive Director Rachel Peterson and the Water Division that it is activating its Catastrophic Event Memorandum Account (CEMA) in response to the COVID-19 emergency. This is in accordance with HAVASU's Preliminary Statement which states the utility will, if possible, inform the Executive Director of the CPUC and the Water Division that the utility will start booking costs to the CEMA, as well as to provide the Commission with

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information concerning the impact of the catastrophic event on its facilities and an estimate of costs that have been or will be incurred in response to the catastrophic event.

HAVASU's customer service representatives shall work with customers who contact HAVASU 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:

# Havasu Water Company

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- (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 HAVASU, 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 to the Utility addressed to Diane Holley, HAVASU Water Company, 2312 Park Ave., #152, Tustin, California 92782, Telephone (949) 523-0900, email: [diane@jhodgesoffice.com](mailto:diane@jhodgesoffice.com)

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HAVASU Water Company

/s/ JENNIFER HODGES

Jennifer Hodges  
President

## Certificate of Service

I hereby certify that I have this day served a copy of Advice Letter #47-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 (\*).

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HAVASU Water Company  
Advice Letter #47-W

## EMERGENCY CUSTOMER PROTECTIONS

HAVASU Emergency Customer Protections provide protections for customers due to the COVID-19 pandemic.

HAVASU 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.
5. Others - if utility have other suggested protections in place.

To learn more about Utility's Emergency Customer Protections, please contact Customer Service at (949) 523-0900.

**HAVASU WATER COMPANY  
ADVICE LETTER 47-W  
SERVICE LIST**

<p>Sean McCarthy, P.E. CA Dept of Public Health DDWEM 464 W. Fourth St., Suite 437 San Bernardino, CA 92401 <a href="mailto:Sean.McCarthy@waterboards.ca.gov">Sean.McCarthy@waterboards.ca.gov</a></p>	<p>LAFCO 215 N. "D" Street, Suite 204 San Bernardino, CA 92415</p>	<p>Land Use Services San Bernardino County 385 N. Arrowhead Avenue San Bernardino, CA 92415</p>
<p>San Bernardino Fire Authority 620 South "E" Street San Bernardino, CA 92415</p>	<p>David G. Brownlee City of Needles 817 Third Street Needles, CA 92363</p>	<p>Colorado River Board of California 770 Fairmount Avenue Suite 100 Glendale, CA 91203-1068</p>
<p>Gary Chamberlain 1 Havasu Lake Road PO Box 1777 Havasu Lake, CA 92363</p>	<p>Bob and Robin Porter 12219 Parasol Drive PO Box 1701 Havasu Lake, CA 92363-1701</p>	<p>Sheldon and Debby Walker 1171 La Quinta Ct. Sparks, NV 89436</p>