

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

**Advice Letter Cover Sheet**

**Utility Name:** PureSource Water, Inc. **Date Mailed to Service List:** 05/15/2020  
**CPUC Utility #:** WTD 158 **Protest Deadline (20<sup>th</sup> Day):** 06/04/2020  
**Advice Letter #:** 35 **Review Deadline (30<sup>th</sup> Day):** 06/14/2020  
**Tier** 1 2 3  Compliance **Requested Effective Date:** 03/04/2020  
**Authorization** Compliance with Executive Director March 26, 2020 Instructions  
**Description:** Emergency Disaster Customer Protections – COVID19 **Rate Impact:** \$0 %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:** Martin Mills **Utility Contact 2:** Jennifer Young  
**Phone:** 831-688-8476 **Phone 2:** 831-688-8476  
**Email:** Martin@psh2o.com **Email 2:** Jennifer@psh2o.com

**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[ ] APPROVED [ ] WITHDRAWN [ ] REJECTED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:** \_\_\_\_\_

# PureSource Water, Inc.

PO Box 1958, Aptos, CA 95001

Telephone 831-688-8476

accounts@psh2o.com

May 15, 2020

Advice Letter No. 35

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, WATER DIVISION

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

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

## **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 PureSource**

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

PureSource staff shall work with customers who contact PureSource and advise that, due to COVID-19, they are having difficulty paying their bills.

## **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 respond to or protest this advice letter (AL). A response supports the filing and may contain information that proves useful to the Commission in evaluating the AL. A protest objects to the AL in whole or in part and must set forth the specific grounds on which it is based.

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These grounds may be based upon the following:

1. The utility did not properly serve or give notice of the AL; or
2. The relief requested in the AL would violate 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 AL contain material error or omissions; or
4. The relief requested in the AL is pending before the Commission in a formal proceeding; or
5. The relief requested in the AL requires consideration in a formal hearing, or is otherwise inappropriate for the AL process; or
6. The relief requested in the AL 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 AL is filed. The AL process does not provide for any Protests, Responses or other comments except for a reply by PureSource Water, Inc. after the 20-day comment period expires.

The addresses for mailing or delivering a Protest or Response:

**Mailing Address:**

Tariff Unit  
Water Division, 3<sup>rd</sup> Floor  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102

**Email Address:**

[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 PureSource, addressed to:

**Mailing Address:**

Martin Mills  
PureSource Water, Inc.  
PO Box 1958  
Aptos, CA 95001

**Phone:** 831-688-8476

**Email Address:**

[martin@psh2o.com](mailto:martin@psh2o.com)

PureSource Water, Inc.

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Martin Mills

# PureSource Water, Inc.

PO Box 1958, Aptos, CA 95001

Telephone 831-688-8476

accounts@psh2o.com

## CERTIFICATE OF SERVICE

I hereby certify that I have this day, May 15, 2020, served a copy of Advice Letter No. 35 on the parties listed on the following Service List by mailing a properly addressed copy by first class mail with postage prepaid or by email to those marked with an asterisk (\*).

PureSource Water, Inc.

By: \_\_\_\_\_  
Martin Mills

# PureSource Water, Inc.

PO Box 1958, Aptos, CA 95001

Telephone 831-688-8476

[accounts@psh2o.com](mailto:accounts@psh2o.com)

## SERVICE LIST

\*Soquel Creek Water District  
P.O. Box 1550  
Capitola, CA 95010  
[MelanieS@soquelcreekwater.org](mailto:MelanieS@soquelcreekwater.org)

\*Roger Henderson  
3728 Redwood Drive  
Aptos, CA 95003  
[ontbijtkaas@gmail.com](mailto:ontbijtkaas@gmail.com)

\*Central Water District  
400 Cox Road  
Aptos, CA 95003  
[cenwtr@yahoo.com](mailto:cenwtr@yahoo.com)

\*Kim Bierman  
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\*Trout Gulch Mutual Water Company  
90 Victoria Lane  
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\*Larry Johnson  
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\*Cathedral Hills Mutual Water Company  
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Chris Borger  
3263 Redwood Drive  
Aptos, CA 95003

# **PureSource Water, Inc.**

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**PURESOURCE WATER, INC.**

**ADVICE LETTER NO. 35**

## **EMERGENCY CUSTOMER PROTECTIONS**

# PureSource Water, Inc.

PO Box 1958, Aptos, CA 95001

Telephone 831-688-8476

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## **EMERGENCY CUSTOMER PROTECTIONS**

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

PureSource Water 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 PureSource's Emergency Customer Protections, please contact PureSource at 831-688-8476