

**CALIFORNIA PUBLIC UTILITIES COMMISSION
WATER DIVISION**

Advice Letter Cover Sheet

Utility Name: WEST WATER COMPANY **Date Mailed to Service List:** 05/26/2020
District: N/A
CPUC Utility #: U-127-W **Protest Deadline (20th Day):** 06/15/2020
Advice Letter #: 18-W **Review Deadline (30th Day):** 06/25/2020
Tier 1 2 3 Compliance **Requested Effective Date:** 03/04/2020
Compliance with Executive
Director March 26, 2020
Authorization Instructions **Rate Impact:** N/A
Description: Emergency Disaster Customer Protections – N/A
COVID19

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: STEPHANIE VOET
Phone: 707-887-7735
Email: rruwater@sonic.net

Utility Contact:
Phone:
Email:

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WITHDRAWN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: _____

TABLE OF CONTENTS

The following listed tariff sheets contain all effective rates and rules affecting the charges and services of the utility, together with other pertinent information.

<u>SUBJECT MATTER OF SHEET</u>	<u>P.U.C. SHEET NO.</u>
Title Page	138-W
Table of Contents	407-W, 211-W (T)
Preliminary Statements	66-W, 190-W, 210-W (N)
Service Area Map	31-W
 Rate Schedules:	
Schedule No. 1, General Metered Service	207-W
Schedule No. 2\$, Residential Flat Rate Service	208-W
Schedule No. UF – PUC Reimbursement Fee	205-W
Schedule No. F – Facilities Fee	196-W
 Rules:	
No. 1 – Definitions	141-W – 142-W
No. 2 – Description of Service	70-W
No. 3 – Application for Service	71-W
No. 4 – Contracts	72-W
No. 5 – Information Required on Forms	116-W – 118-W
No. 6 – Establishment and Re-establishment of Credit	75-W
No. 7 – Deposits	76-W, 77-W
No. 8 – Notices	119-W – 120-W
No. 9 – Rendering and Payment of Bills	79-W – 81-W
No. 10 – Disputed Bills	143-W – 144-W
No. 11 – Discontinuance and Restoration of Service	121-W – 128-W
No. 12 – Information Available to Public	86-W – 87-W
No. 13 – Temporary Service	88-W – 89-W
No. 14 – Continuity of Service	90-W
No. 14.1 – Water Conservation & Rationing Plan	197-W – 204-W
No. 15 – Main Extensions	145-W – 157-W
No. 16 – Service Connections, Meters, & Customer’s Facilities	158-W – 164-W
No. 17 – Standards for Measurements of Service	96-W
No. 18 – Meter Tests & Adjustment of Bills for Meter Error	165-W – 167-W
No. 19 – Service to Separate Premises & Multiple Units and Resale of Water	168-W
No. 20 – Water Conservation	169-W

(To be inserted by utility)

Advice Letter No. 18-W
Decision No. _____

Issued By: 
TOM JOHNSON

Owner

(To be inserted by P.U.C.)

Date Filed _____
Effective _____
Resolution No. _____

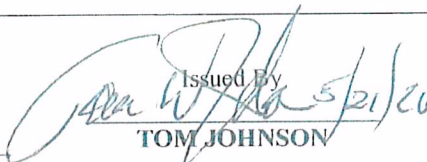
PRELIMINARY STATEMENT
(Continued)

G. Catastrophic Event Memorandum Account (CEMA), Resolution E-3238, dated July 24, 1991 and PU Code 454.9. (N)

Note: Should a disaster or emergency occur, the utility will inform the Water Division of the CPUC within 30 days after the catastrophic event, that the utility has started booking costs to its CEMA. (N)

(To be inserted by utility)

Advice Letter No. 18-W _____
Decision No. _____

Issued By

TOM JOHNSON
PRESIDENT

(To be inserted by P.U.C.)

Date Filed _____
Effective _____
Resolution No. _____

**WEST WATER COMPANY
32084 MCCRAY ROAD
CLOVERDALE, CA 95425**

May 26, 2020

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

**Advice Letter 18-W
West Water Company to the California Public Utilities Commission
Regarding Implementation of Emergency Customer Protections and
Establish the Catastrophic Event Memorandum Account (CEMA)**

West Water Company (127) hereby transmits for filing one original and one copy of this advice letter (AL) and the following tariff sheets which are enclosed:

<u>NEW SHEET #</u>	<u>TITLE</u>	<u>CANCELLING SHEET #</u>
210-W	Preliminary Statement	New
211-W	Table of Contents	209-W

REQUEST

To establish the Catastrophic Event Memorandum Account (CEMA) pursuant to Resolution E-3238 and Public Utilities Code Section 454.9.

To comply with the 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 West Water Company

West Water Company's customer service representatives shall work with customers who contact the 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.

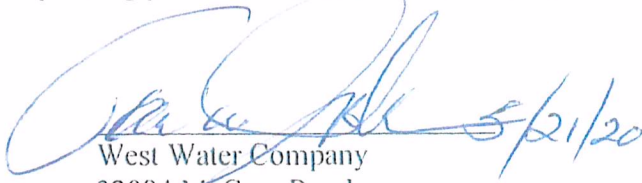
These grounds may be based upon the following:

- (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 West Water Company, 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.

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 address to:


West Water Company
32084 McCray Road
Cloverdale, CA 95425

**WEST WATER COMPANY
ADVICE LETTER 18-W
SERVICE LIST**

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of Advice Letter 18-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 (*).

By Mail:

Utilities Department
City of Cloverdale
124 N. Cloverdale Blvd.
Cloverdale, CA 95425

By Email:

Gary Chan, P.E.
SWRCB – Division of Financial Assistance
Gary.Chan@waterboards.ca.gov

Mike Ferrick
Ferrickwoodfloors@yahoo.com

Jennifer Capitolo, Executive Director
California Water Association
jcapitolo@calwaterassn.com

I hereby certify that the above service list has been served a copy of Advice Letter 18-W on May 26, 2020.

Executed in Sonoma County, California on the 26th of May, 2020.

West Water Company

By: 
Thomas Johnson

WEST WATER COMPANY
ADVICE LETTER 18-W
EMERGENCY CUSTOMER PROTECTIONS

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

West Water Company 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 West Water Company's Emergency Customer Protections, please contact Thomas Johnson at 707-332-9373.