

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

Advice Letter Cover Sheet

Utility Name: CA Utilities Service (SWR)	Date Mailed to Service List: 05/15/20
District: N/A	
CPUC Utility #: SWR 418	Protest Deadline (20th Day): 06/04/20
Advice Letter #: 77	Review Deadline (30th Day): 06/14/20
Tier <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input checked="" type="checkbox"/> Compliance	Requested Effective Date: 03/04/20
Compliance with Executive Director March 26, 2020	
Authorization Instructions	
	Rate Impact: \$N/A N/A%
Description: COVID-19 Applicable Emergency Disaster Customer Protections	

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: Thomas R. Adcock
Phone: (831) 424-0441
Email: tom@alcowater.com

Utility Contact 2:
Phone 2:
RECEIVED Email 2:

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

MAY 19 2020

PUBLIC UTILITIES COMMISSION
WATER DIVISION

DWA USE ONLY

<u>DATE</u>	<u>STAFF</u>	<u>COMMENTS</u>
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APPROVED WITHDRAWN REJECTED

Signature: _____

Comments: _____

Date: _____

CALIFORNIA UTILITIES SERVICE, INC.

A California Corporation

Thomas R. Adcock
President
(831) 424 - 0442 Phone

P.O. Box 5100
Salinas, CA 93915
(831) 424 - 0611 Fax

May 14, 2020

ADVICE LETTER NO. 77

CALIFORNIA UTILITIES SERVICE, INC (U 418-S)

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

California Utilities Service, Inc. ("CUS") hereby transmits for filing its informational Advice Letter No. 77 ("AL 77").

Summary

CUS, Utility #SWR-418, a Class C sewer system company, hereby submits this informational advice letter to notify the California Public Utilities Commission ("CPUC" or "Commission") that CUS has already voluntarily implemented certain customer protections and is complying with the May 7, 2020 letter from Bruce DeBerry, CPUC Water Division Manager, to all Class C and D water and sewer utilities to provide applicable "*Customer Protections directed in D.19-07-015 and D.19-08-025 in response to the declared state of emergency cause (sic) by the COVID-19 pandemic and activation of the Catastrophic (Event) Memorandum Account (CEMA)*".

Background and Timeline

CPUC Decision 19-07-015 states, in pertinent part,

Conclusions of Law...

2. The water and sewer corporations under this Commission's jurisdiction that are covered under this Decision are: all Class-A water utilities (California Water Service Company, California American Water Company, Golden State Water Company, Great Oaks Water Company, Liberty Utilities (Apple Valley Ranchos Water, and Park Water), San Jose Water Company, San Gabriel Valley Water Company, and Suburban Water Systems; and all Class-B water utilities (Fruitridge Vista Water Company, Bakman Water Company, Del Oro Water Company, East Pasadena Water Company, Santa Catalina Island Water (a division of Southern California Edison Company), and Alco Water Service).

3. It is reasonable to require the electric and natural gas utilities, as identified in Conclusion of Law 1, and the water, and sewer utilities, as identified in Conclusion of Law 2, to provide

emergency customer protections when the governor of California or the president of the United States declares a state of emergency where the state of emergency has disrupted the delivery or receipt of utility service and/or the degradation of the quality of utility service to utility residential and small business 146 customers... ..

6. It is reasonable to define, for the water and sewer utilities as identified in Conclusion of Law 2, that "delivery or receipt" of water utility service should be considered "disrupted" when a disaster(s): that is the subject of a qualifying emergency proclamation results in a temporary or permanent interruption in the customer's receipt of, or ability to benefit from, utility service at the service address. Disruption may occur, but is not limited to, when a disaster(s) has resulted in the destruction of, or damage to, either a structure where a customer receives utility service or the utility's infrastructure or equipment that delivers service, such that utility service is disrupted voluntarily or involuntarily due to safety concerns or reconstruction activities to address the damage from a declared state of emergency event, including but not limited to evacuation orders prohibiting customers from returning to their home and/or business .

7. It is reasonable to define, for the water and sewer utilities as identified in Conclusion of Law 2, "quality of utility service" as "degraded" when a disaster has affected water quality or delivery such that a customer's usage must change... ..

9. It is reasonable to require the electric and natural gas utilities, as identified in Conclusion of Law 1, and the water, and sewer utilities, as identified in Conclusion of Law 2, to provide the mandated customer protections to residential and small business customers upon the commencement of the governor of California or president of the United States' state of emergency declaration.

On March 4, 2020, Governor Gavin Newsom proclaimed a State of Emergency in response to the COVID-19 pandemic.

On March 12, 2020, Governor Gavin Newsom issued Executive Order N-25-20 to try and control the spread of the COVID-19 virus and ordered all residents of the State to heed any orders and guidance of state and local public health officials.

On March 13, 2020, President Trump declared a National Emergency in response to the COVID-19 pandemic.

On March 16, 2020, Governor Gavin Newsom issued Executive Order N-28-20 in which he recognized that utilities, including sewer utilities, are vital in combating COVID-19, recognized that utilities had voluntarily announced moratoriums on service disconnections and requested the CPUC to monitor the measures undertaken by public and private utility providers to implement customer service protections.

On March 17, 2020 the CPUC Water Division sent CUS an email requesting information about what measures CUS had taken in addressing the COVID-19 health crisis.

On March 20, 2020, CUS invoked its Catastrophic Event Memorandum Account (CEMA) starting to track costs, starting March 4, 2020, incurred by CUS in response to a catastrophic event that has been officially declared a disaster or state of emergency by government authorities. (See copy of CUS's CEMA invocation letter to CPUC Executive Director Alice Stebbins and Water Division Manager Bruce DeBerry, attached hereto).

Also, on March 20, 2020, CUS provided a letter to Bruce DeBerry, CPUC Water Division Manager responding to the Water Division's March 17, 2020 email and identifying CUS's "COVID-19 Measures and Consumer Protections". (See copy of CUS's "COVID-19 Measures and Consumer Protections" letter, attached hereto). That letter described the applicable consumer protections and actions that CUS had already voluntarily implemented in response to the Governor's and Presidents declarations of the COVID-19 State of Emergency. In summary, CUS has/is:

- Activated its Catastrophic Event Memorandum Account (CEMA) starting March 4, 2020 and notified the Executive Director of the CPUC and Water Division.
- Temporarily suspended discontinuation of service for non-payment of sewer bills.
- Offered extended payment plan options to customers.
- Working cooperatively with customers to resolve unpaid bills.
- Expedited start/end of service requests.
- Waived the deposit requirements for customers directly affected by the COVID-19 health crisis.
- Notified customers via bill insert / direct mailer to contact CUS in the event that they are having difficulty paying their sewer bill due to financial hardships that they may be experiencing as a result of the COVID-19 health crisis.
- Notified local governments and local elected officials of CUS's actions.
- Issuing press release(s) about our actions.

On March 26, 2020 Alice Stebbins, CPUC Executive Director, sent a letter to all Class C and D Water and Sewer Utilities requesting "*information on the customer protections measures taken by Class C and D Water and Sewer Utilities to protect customers by continuing water and services to residential customers who are unable to pay their bills because of the coronavirus health crisis.*".

On April 1, 2020, CUS responded to the March 26, 2020 Alice Stebbins letter and provided information regarding the applicable customer protection measures voluntarily taken by CUS thus far to protect customers by continuing sewer service to residential customers who are unable to pay their bills because of the COVID-19 State of Emergency. (See copy of CUS's "Emergency Customer Protections to Support Customers Affected by the COVID-19 State of Emergency" letter, attached hereto). That letter described additional steps taken by CUS to keep its customers and workforce healthy. Some of these actions include:

- Increasing frequency and intensity of cleanings and disinfection of facilities and equipment.
- Limiting meeting sizes.
- Providing soap, hand sanitizers, disinfecting wipes, gloves, masks and other safety equipment and materials in all common areas and field trucks.
- Frequently communicating with employees on developments, company updates, social distancing measures and personal hygiene best practices.
- Reminding employees to stay home if sick.
- Working with local health officials and emergency personnel to advise CUS and ensure the utility takes all appropriate steps to support a healthy workforce and community.

On May 7, 2020 Bruce DeBerry, CPUC Water Division Manager, sent a letter to all Class C and D water and sewer utilities requesting them to file a Tier 1 advice letter “to provide Customer Protections directed in D.19-07-015 and D.19-08-025 in response to the declared state of emergency cause (sic) by the COVID-19 pandemic and activation of the Catastrophic (Event) Memorandum Account (CEMA)”.

Discussion

CUS is a Class C sewer utility and is not one the water or sewer corporations covered under the Commission’s Decision 19-07-015 or Decision 19-08-025; see Conclusion of Law 2 from Decision 19-07-015 above. The COVID-19 State of Emergency declared by both the Governor of California on March 4, 2020 and by the President of the United States on March 13, 2020, has not “*disrupted the delivery or receipt of utility service and/or the degradation of the quality of utility service*” to any of CUS’s customers. CUS has not experienced any loss, disruption, or degradation of the sewer service that it provides to its customers due to the COVID-19 state of emergency.

Although the customer protection measures adopted in CPUC Decision 19-07-015 and Decision 19-08-025 do not apply to Class C water or sewer utilities, and although there has been no loss, disruption, or degradation of CUS’s service provided to its customers, CUS has voluntarily taken certain actions and implemented certain applicable customer protections to assist its customers in response to the COVID-19 State of Emergency Declarations. CUS has previously informed the CPUC’s Water Division by letters dated March 20, 2020 and April 1, 2020 of such actions and applicable customer protections.

With this Tier 1 information only advice letter filing, CUS is confirming these voluntary actions and voluntarily implemented applicable customer protections taken by CUS as described in the previous letters from CUS to the Commission. Further, CUS states that such applicable customer protections will continue during the pendency of the COVID-19 State of Emergency.

Again, these voluntary actions and voluntarily implemented applicable customer protections are as follows:

With the March 20, 2020 letters to the Commission, CUS described the applicable consumer protections and actions that it had already voluntarily implemented in response to the Governor's and Presidents declarations of the COVID-19 State of Emergency, as follows:

CUS has/is:

- Activated its Catastrophic Event Memorandum Account (CEMA) starting March 4, 2020 and notified the Executive Director of the CPUC and Water Division.
- Temporarily suspended discontinuation of service for non-payment of sewer bills.
- Offered extended payment plan options to customers.
- Working cooperatively with customers to resolve unpaid bills.
- Expedited start/end of service requests.
- Waived the deposit requirements for customers directly affected by the COVID-19 health crisis.
- Notified customers via bill insert / direct mailer to contact CUS in the event that they are having difficulty paying their sewer bill due to financial hardships that they may be experiencing as a result of the COVID-19 health crisis.
- Notified local governments and local elected officials of CUS's actions.
- Issuing press release(s) about our actions.

Further, with the April 1, 2020 letter to the Commission, CUS described additional steps taken by CUS to keep its customers and workforce healthy, some of which include:

- Increasing frequency and intensity of cleanings and disinfection of facilities and equipment.
- Limiting meeting sizes.
- Providing soap, hand sanitizers, disinfecting wipes, gloves, masks and other safety equipment and materials in all common areas and field trucks.
- Frequently communicating with employees on developments, company updates, social distancing measures and personal hygiene best practices.
- Reminding employees to stay home if sick.
- Working with local health officials and emergency personnel to advise CUS and ensure the utility takes all appropriate steps to support a healthy workforce and community.

Effect on Service

This filing is made under the provisions of General Order No. 96-B and as directed by the Commission's May 7, 2020 letter of instruction to Class C & D water and sewer utilities.

This filing will not cause withdrawal of service nor conflict with any other schedule or rule.

Tier Designation and Requested Effective Date

This filing is an information-only Tier 1 Advice Letter pursuant to General Order 96-B General Rules 3.9, 6.1, 6.2, and in compliance with the Commission's Executive Director's March 26, 2020 instructions. CUS respectfully requests that the effective date of this informational advice letter filing be March 4, 2020, as directed by the Commission's Executive Director's March 26, 2020 instructions.

Notice

In compliance with Section 4.3 of General Order No. 96-B, a copy of this advice letter has been mailed to all parties listed on the enclosed service list. As this advice letter is for compliance with directed by the Commission's May 7, 2020 letter of instruction to Class C & D water and sewer utilities and 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. 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
water_division@cpuc.ca.gov

On the same date 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:

California Utilities Service, Inc.
249 Williams Road
Salinas, CA 93905
Fax: (831) 424-0611

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.

California Utilities Service, Inc.

By: /s/ Thomas R. Adcock
Thomas R. Adcock
President

Attachments

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy via first class United States mail and via E-mail of the following document, California Utilities Service, Inc. Advice Letter No. 77, 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 United States mail of the following document, California Utilities Service, Inc. Advice Letter No. 77, upon all additional parties as shown on the Service List attached hereto, a copy thereof properly addressed to each party.

Executed in Salinas, California, on the 15th day of May 2020.

/s/ Andrea Schmitz
Andrea Schmitz, Executive Assistant

CALIFORNIA UTILITIES SERVICE, INC.
ADVICE LETTER NO. 77
SERVICE LIST
(AS PER SECTION 7.2 OF GENERAL ORDER NO. 96-B) LIST

Via First Class United States Mail and Via
E-mail:

Bruce DeBerry
Water Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102
water_division@cpuc.ca.gov

Via United States Mail, w/out attachments:

California-American Water Company
4701 Beloit Drive
Sacramento, CA 95838-2434

County Clerk
County Administrative Office
168 West Alisal Street, 1st Floor
Salinas, CA 93901

CALIFORNIA UTILITIES SERVICE, INC.

A California Corporation

Thomas R. Adcock
President
(831) 424 - 0442 Phone

P.O. Box 5100
Salinas, CA 93915
(831) 424 - 0611 Fax

March 20, 2020

Alice Stebbins
Executive Director
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Bruce DeBerry
Program Manager
Water Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

**RE: Catastrophic Event Memorandum (“CEMA”) Account
COVID-19 California State of Emergency and US National Emergency
Proclamations**

Dear Ms. Stebbins and Mr. DeBerry,

Pursuant to Resolution E-3238, California Utilities Service, Inc. (“CUS”, or “Utility”) is providing notification that it has invoked its Catastrophic Event Memorandum Account (“CEMA”) to track costs incurred by CUS in response to a catastrophic event that has been officially declared a disaster or state of emergency by government authorities. At this time, this catastrophic event has not resulted in the loss, disruption of the delivery, or receipt of, utility service to customers or in the degradation of the quality of sewer service provided by the Utility.

This letter is being provided to notify the California Public Utilities Commission (“CPUC”) of CUS’s activation of its CEMA in response to COVID-19, in accordance with Section G.2 of the Preliminary Statement of CUS’s Tariff Book, which states that the Utility will, if possible, inform the Executive Director and the Water Division of the Commission that the Utility has started booking costs to the CEMA, as well as to provide the Commission with 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.

Catastrophic Event Declared – 2020 COVID-19

On March 4, 2020, Governor Gavin Newsom proclaimed a State of Emergency in response to the COVID-19 pandemic. Governor Newsom stated,

NOW, THEREFORE, I, GAVIN NEWSOM, Governor of the State of California, in accordance with the authority vested in me by the State Constitution and statutes, including the California Emergency Services Act, and in particular, Government Code section 8625, HEREBY PROCLAIM A STATE OF EMERGENCY to exist in California.

The Governor recognized in this proclamation the urgent need to minimize the spread of COVID-19, stating the following:

WHEREAS it is imperative to prepare for and respond to suspected or confirmed COVID-19 cases in California, to implement measures to mitigate the spread of COVID-19,...

WHEREAS if COVID-19 spreads in California at a rate comparable to the rate of spread in other countries, the number of persons requiring medical care may exceed locally available resources, and controlling outbreaks minimizes the risk to the public, maintains the health and safety of the people of California, and limits the spread of infection in our communities and within the healthcare delivery system; and

WHEREAS state and local health departments must use all available preventative measures to combat the spread of COVID-19, which will require access to services, personnel, equipment, facilities, and other resources, potentially including resources beyond those currently available, to prepare for and respond to any potential cases and the spread of the virus; and

WHEREAS I find that conditions of Government Code section 8558(b), relating to the declaration of a State of Emergency, have been met; and

WHEREAS under the provisions of Government Code section 8571, I find that strict compliance with various statutes and regulations specified in this order would prevent, hinder, or delay appropriate actions to prevent and mitigate the effects of the COVID-19.

Further, on March 12, 2020, the Governor issued an Executive Order in which he stated, in part:

EXECUTIVE ORDER N-25-20

WHEREAS on March 4, 2020, I proclaimed a State of Emergency to exist in California as a result of the threat of COVID-19; and

WHEREAS despite sustained efforts, the virus remains a threat, and further efforts to control the spread of the virus to reduce and minimize the risk of infection are needed; and

WHEREAS the State of California and local governments, in collaboration with the Federal government, continue sustained efforts to minimize the spread and mitigate the effects of COVID-19; and

WHEREAS individuals exposed to COVID-19 may be temporarily unable to report to work due to illness caused by COVID-19 or quarantines related to COVID-19 and individuals directly affected by COVID-19 may experience potential loss of income, health care and medical coverage, and ability to pay for housing and basic needs, thereby placing increased demands on already strained regional and local health and safety resources such as shelters and food banks; and

WHEREAS in the interest of public health and safety, it is necessary to exercise my authority under the Emergency Services Act, specifically Government Code section 8572, to ensure adequate facilities exist to address the impacts of COVID-19; and

WHEREAS under the provisions of Government Code section 8571, I find that strict compliance with various statutes and regulations specified in this order would prevent, hinder, or delay appropriate actions to prevent and mitigate the effects of the COVID-19 pandemic.

NOW, THEREFORE, I, GAVIN NEWSOM, Governor of the State of California, in accordance with the authority vested in me by the State Constitution and statutes of the State of California, and in particular, Government Code sections 8567, 8571 and 8572, do hereby issue the following order to become effective immediately:

IT IS HEREBY ORDERED THAT:

1. All residents are to heed any orders and guidance of state and local public health officials, including but not limited to the imposition of social distancing measures, to control the spread of COVID-19.

On March 13, 2020, the President of the United States proclaimed a National Emergency in response to the COVID-19 pandemic, stating;

NOW, THEREFORE, I, DONALD J. TRUMP, President of the United States, by the authority vested in me by the Constitution and the laws of the United States of America, including sections 201 and 301 of the National Emergencies Act (50 U.S.C. 1601 et seq.) and consistent with section 1135 of the Social Security Act (SSA), as amended (42 U.S.C. 1320b-5), do hereby find and proclaim that the COVID-19 outbreak in the United States constitutes a national emergency, beginning March 1, 2020.

In his proclamation, the President states that:

The Federal Government, along with State and local governments, has taken preventive and proactive measures to slow the spread of the virus and treat those affected.

In all of these proclamations, declarations and orders of the California Governor and the United States President, the actions being taken are for the purpose of slowing and or stopping the spread of the COVID-19 virus throughout the population.

The United States Department of Homeland Security identifies the wastewater industry as an essential critical infrastructure and further identifies as an “essential critical infrastructure workforce” those “(e)mployees needed to operate and maintain ... wastewater/drainage infrastructure, including: Operational staff at wastewater treatment facilities, Workers repairing ... wastewater conveyances and performing required sampling or monitoring, Operational staff at wastewater collection facilities, Operational staff and technical support for SCADA Control systems, Chemical disinfectant suppliers for wastewater and personnel protection, Workers that maintain digital systems infrastructure supporting ... wastewater operations”.

The Centers for Disease Control and Prevention (“CDC”), on its webpage on the “Coronavirus Disease 2019 (COVID-19)”, under the heading “Steps To Prevent Illness”, guidance as to how to use water in protecting against COVID-19 and mitigating the virus’ spread, as follows:

Clean your hands often

- *Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.*
- *Avoid touching your eyes, nose, and mouth with unwashed hands.*

Clean and disinfect

- *Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.*
- *If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.*

Similarly, the California Department of Public Health (“CDPH”) has provided the public with information on its “COVID-19 Updates” page on its website. At this page, the State provides guidance regarding the use of water as a method of protection from COVID-19, which emphasizes the need for the basic necessity of having running water. CDPH states:

How can people protect themselves?

- *Washing hands with soap and water.*
- *Clean and disinfect frequently touched surfaces daily. If surfaces are dirty, clean them using detergent or soap and water prior to disinfection.*
- *Avoiding touching eyes, nose or mouth with unwashed hands.*

Maintaining a wastewater collection and treatment system at this time when the public will be practicing increased hygiene measures to prevent the spread of COVID-19 (which will mean increased, frequent hand-washing, cleaning and disinfecting using running water) is vital in order to facilitate the discharge of the water used for such practices. With CUS ensuring the smooth operation of its wastewater collection and treatment system CUS's customers will be able to perform the necessary frequent hand-washing required to help prevent the spread of COVID-19, to perform the necessary cleaning and sanitizing of their household and environment, and to flush toilets and discharge the wastewater from cleaning, sanitizing, laundering and showering.

CUS recognizes that, during this National and State emergency, it is even more critical to provide all of its customers with a safe and continuous wastewater collection and treatment service.

Because water is essential to perform the preventative measures to avoid contracting COVID-19 (and such water will be discharged via an operational wastewater collection system) and because many people may experience financial hardships as a result of this pandemic, CUS has decided to assist its residential customers by suspending discontinuance of wastewater service due to nonpayment to customers as long as necessary during the State of Emergency. This action will assure that CUS's customers will have uninterrupted wastewater service to their homes so that they can follow all of the Federal and State health guidelines that are recommended to protect themselves against COVID-19. By doing this, CUS hopes to make it easier for its customers to participate in the critical action of protecting the public health. CUS urges its customers to follow all guidelines provided by qualified health professionals in regards to cleaning and sanitizing themselves and their environments and assures them that the necessary wastewater collection system is in place and operational to handle of the wastewater discharged from their homes.

In fact, Governor Newsom, in another Executive Order dated March 16, 2020, recognized that utilities, including sewer utilities, are vital in combating COVID-19 in his statements:

WHEREAS in addition to these public health benefits, state and local policies to promote social distancing, self-quarantine, and self-isolation require that people be able to access basic utilities-including water, gas, electricity, and telecommunications-at their homes, so that Californians can work from home, receive public health information, and otherwise adhere to policies of social distancing, self-quarantine, and self-isolation, if needed; and

WHEREAS many utility providers, public and private, covering electricity, gas, water, and sewer, have voluntarily announced moratoriums on service disconnections and late fees for non-payment in response to COVID-19; and

Background

CUS established a Catastrophic Event Memorandum Account ("CEMA") by the authority granted in Public Utilities ("PU") Code 454.9 and Ordering Paragraph Number 1 of CPUC Resolution E-3238. CUS is authorized to activate its CEMA when the California

Governor or U.S. President (or other appropriate Authorities) has declared a disaster or a state of emergency. When such emergency declaration occurs, CUS will, if possible, inform the Executive Director and the Water Division of the CPUC by letter within 30 days after the Catastrophic Event that the Utility has started booking costs to the CEMA.

The purpose of this present letter is to notify the Executive Director and the Water Division of the CPUC that CUS has started booking costs to the CEMA per the declaration of a State of Emergency by governmental authorities, starting as of March 4, 2020. The location of the emergency is the entire State of California, which includes all of CUS's certificated service areas. At this time, this catastrophic event has not resulted in the loss, disruption of, or receipt of, CUS's service to its customers or in the degradation of the quality of wastewater collection and treatment service provided by CUS.

CUS is also providing the Executive Director and the Water Division of the CPUC information concerning the catastrophic event including the impact on the Utility, its provision of service to its customers, and the ongoing maintenance and operation of its facilities in providing a continuous wastewater collection and treatment service to its customers. As far as an estimate of costs to CUS of the State of Emergency, it is indeterminable at this time; there is simply no way of determining the potential financial impacts that the COVID-19 pandemic will have on CUS and its customers and how this will translate into a dollar amount. Depending upon the length of time this pandemic lasts, it is possible that the final amount of costs to CUS could be in the hundreds of thousands of dollars.

Most importantly, the costs to CUS will include expenses related to compliance with governmental authorities in connection with COVID-19. Other costs will include expenses related to ongoing operation and maintenance of the wastewater collection and treatment system in order to maintain a continuous wastewater collection service to customers, an interruption of the financial well-being of customers which will impact their ability to pay for their wastewater service, as well as other potential and unforeseen (at this time) impacts COVID-19 may have on CUS.

Impact on the Utility, its Service to Customers, and Facilities

As a result of the COVID-19 pandemic and Federal and State of California State of Emergencies, CUS anticipates that it will incur additional expenses related to the provision of a safe and continuous wastewater service to its customers, and that it will also experience a drastic decrease in its payments from customers due to financial hardships caused by the need to maintain social distancing and adhere to shelter-in-place guidelines mandated by local authorities. The Utility will become increasingly vulnerable due to these financial hardships, especially since it has also, as many other utilities have, temporarily suspended discontinuance of residential customers' wastewater service due to nonpayment so that customers may sufficiently protect themselves against the spread of COVID-19 with the use of water to clean and disinfect and be able to discharge that water into the Utility's wastewater collection system.

Some of the consequences of the drastic reduction in payments to the Utility for services that it has provided to its customers include, but are certainly not limited to, the following:

- Payroll does not get paid and wastewater company employees get laid off causing financial hardships to the employees and causing lack of labor to supply wastewater services to customers, resulting in no discharge of wastewater by the Utility's customers (i.e., sewers backing up and the creation of unsanitary sewage conditions).
- Power bills do not get paid and wastewater companies' power gets shut off making wastewater collection and treatment impossible resulting in no discharge of wastewater by the Utility's customers (i.e., sewers backing up and the creation of unsanitary sewage conditions).
- Wastewater companies' outstanding debt (loans, leases, etc.) do not get paid, resulting in default or foreclosure and, ultimately, no wastewater service to customers.
- Routine wastewater influent and effluent quality monitoring does not get performed, resulting in unknown wastewater quality (or wastewater effluent quality degradation) and potential failure of compliance to wastewater discharge quality standards.
- Routine operation and maintenance (repair of wastewater collection piping leaks, repair of pumping (lift stations) and wastewater storage and treatments facilities, refueling of vehicles and equipment, etc.) does not get performed, resulting in the inability to provide wastewater service to customers.
- Wastewater companies' insurance policies (including health insurance, workers' compensation, liability, etc.) do not get paid, resulting in potential fines, loss of medical services available to employees, and vulnerability for liability issues for the wastewater companies.
- Property taxes for wastewater companies' properties are paid late or not paid at all, resulting in significant financial penalties and, ultimately, foreclosure or possible sale of wastewater companies' properties for taxes.
- Regulatory agencies (i.e., Commission fees, State Water Resources Control Board (SWRCB), etc.) do not get paid and significant financial penalties are assessed by these agencies.

Because of the severity of these consequences to the Utility and its ability to continue providing a safe and continuous wastewater service to its customers during this State of Emergency, and thereafter, CUS must to be able to seek recovery of amounts recorded in its CEMA account and obtain such recovery in an expedited manner in order to keep the Utility in operation providing its essential critical service to its customers.

Any assistance and leadership that the CPUC can provide, while it may even be beyond the limitations of this present CEMA account invocation, will be crucial in helping all utilities to fight the spread of COVID-19 throughout their customer base and will have the larger impact of protecting the public health in all of California and the Nation. Some of this potential assistance to wastewater companies by the CPUC include the following:

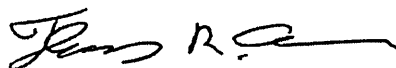
- Ensure that CPUC regulated wastewater companies are eligible for ALL funding available, both State and Federal, including FEMA and/or any and all emergency cash infusions.
- Support, lobby and fight for, both at the State and Federal levels, relief for wastewater companies.
- Work with other CPUC regulated industries (i.e., power, gas, telecommunications, etc.) to ensure that these entities' services continue to be provided to wastewater companies

even if these wastewater companies are unable to pay their bills. For example, the CPUC should require PG&E to continue to supply wastewater utilities with the electricity and gas required by wastewater companies to operate, even if the wastewater companies are unable to pay their power bills during the concurrent time period (and the recovery period thereafter) that the wastewater companies are required to suspend discontinuance of service to their own customers.

- Waive, reduce, or at least defer, all User Fee Payments to the CPUC, without late fee penalties, during the concurrent time period (and the recovery period thereafter) that the wastewater companies are required to suspend discontinuance of service to their own customers.
- The CPUC should work with, and lobby, SWRCB, to waive, reduce, or at least defer, the fees of that agency to the wastewater companies during the concurrent time period (and the recovery period thereafter) that the wastewater companies are required to suspend discontinuance of service to their own customers.
- Allow wastewater companies to rapidly and easily obtain financing of 12 months or greater for all financial needs, including but not limited to operating expenses. This should be accomplished by waiving the CPUC's requirements of a Tier 3 advice letter filing or a formal application for wastewater companies to borrow monies, and utilize them for all expenses, including operating expenses, related to COVID-19. During this crisis, such authority to borrow monies should be available to wastewater companies immediately as need arises (A Tier 3 advice letter filing requires a substantial length of time, as the Water Division must write a Resolution authorizing the financing and formal CPUC approval of such Resolution. Similarly, a formal application needs to go to hearings in front of an ALJ and, ultimately, the CPUC's approval of a Draft Decision written by the ALJ. These methods of authorization to borrow monies could potentially take anywhere from 6 months to years for approval and, if this time protocol is adhered to, the financial damage to the utility would be dramatic and, in some cases, irreparable).
- The CPUC needs to allow wastewater companies to obtain reimbursement from the State and/or Federal government (or, if funding is not available from them, then through the wastewater companies' customers through a surcharge that would be authorized by a Tier 1 advice letter filing) for all the wastewater companies' uncollectibles during this State and National Emergency.
- The CPUC should take all necessary actions to protect wastewater companies against any and all liability or damages as a result of, or any matter or thing done by the Utility in response to the current COVID-19 pandemic so that the Utility may continue to provide a safe and continuous wastewater service to its customers.

If you have any questions or require additional information, please do not hesitate to contact me at (831) 424-0441.

Sincerely,



Thomas R. Adcock
President

TRA/ams

CALIFORNIA UTILITIES SERVICE, INC.

A California Corporation

Thomas R. Adcock
President
(831) 424 - 0442 Phone

P.O. Box 5100
Salinas, CA 93915
(831) 424 - 0611 Fax

March 20, 2020

Bruce DeBerry
Program Manager
Water Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

RE: COVID-19 Measures and Consumer Protections

Dear Mr. DeBerry,

California Utilities Service, Inc. (CUS), Utility #SWR-418, a class C sewer system company, received the email dated March 17, 2020 from Water Division in which Water Division requests to know the measures that CUS has taken in addressing the COVID-19 health crisis. The health and safety of CUS employees and its customers are of utmost importance and, as such, CUS has implemented a number of actions during the COVID-19 crisis. CUS has/is:

- Activated its Catastrophic Event Memorandum Account (CEMA) and notified the Executive Director of the CPUC and Water Division.
- Temporarily suspended discontinuation of service for non-payment of sewer bills.
- Offered extended payment plan options to customers.
- Working cooperatively with customers to resolve unpaid bills.
- Expedited start/end of service requests.
- Waived the deposit requirements for customers directly affected by the COVID-19 health crisis.
- Notified customers via bill insert to contact CUS in the event that they are affected by the COVID-19 health crisis.
- Notified local governments and local elected officials of CUS's actions.
- Issuing press release(s) about our actions.

Additionally, CUS has taken a number of additional steps to keep our customers and workforce healthy. Some of these actions include:

- Increasing frequency and intensity of cleanings and disinfection of facilities and equipment.
- Limiting meeting sizes.
- Providing soap, hand sanitizers, disinfecting wipes, gloves, masks and other safety equipment and materials in all common areas and field trucks.

- Frequently communicating with employees on developments, company updates, social distancing measures and personal hygiene best practices.
- Reminding employees to stay home if sick.
- Working with local health officials and emergency personnel to advise CUS and ensure the utility takes all appropriate steps to support a healthy workforce and community.

As the situation continues to evolve, CUS will adapt and adjust as needed to meet the needs of our customers, employees and regulators. Should you have any additional questions, please do not hesitate to contact me at (831) 424-0441.

Sincerely,



Thomas R. Adcock
President

CALIFORNIA UTILITIES SERVICE, INC.

A California Corporation

Thomas R. Adcock
President
(831) 424 - 0442 Phone

P.O. Box 5100
Salinas, CA 93915
(831) 424 - 0611 Fax

April 1, 2020

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

RE: Emergency Customer Protections to Support Customers Affected by the COVID-19 State of Emergency

Dear Water Division,

Pursuant to a letter dated March 26, 2020 from California Public Utilities Commission ("CPUC" or "Commission") Executive Director Alice Stebbins to Class C and D Water and Sewer Utilities, California Utilities Service (CUS), Utility #SWR-418, a Class C sewer system company, is providing information to Water Division on the customer protection measures taken by CUS thus far to protect customers by continuing sewer service to residential customers who are unable to pay their bills because of the COVID-19 State of Emergency.

Although the customer protection measures adopted in Commission Decisions D.19-07-015 and D.19-08-025 do not apply to Class C water or sewer systems, and although there has been no loss, disruption, or degradation of CUS's sewer service provided to its customers, CUS has taken certain actions to assist its customers as much as practicable during this COVID-19 State of Emergency.

Please note that CUS has already provided the Commission its "COVID-19 Measures and Consumer Protections" in a letter dated March 20, 2020 to Bruce DeBerry, see copy of that letter attached hereto. That letter described a number of actions that CUS had already implemented in response to the Governor's and Presidents declarations of the COVID-19 State of Emergency. In summary, CUS has/is:

- Activated its Catastrophic Event Memorandum Account (CEMA) and notified the Executive Director of the CPUC and Water Division.
- Temporarily suspended discontinuation of service for non-payment of sewer bills.
- Offered extended payment plan options to customers.
- Working cooperatively with customers to resolve unpaid bills.
- Expedited start/end of service requests.

- Waived the deposit requirements for customers directly affected by the COVID-19 health crisis.
- Notified customers via bill insert / direct mailer to contact CUS in the event that they are having difficulty paying their sewer bill due to financial hardships that they may be experiencing as a result of the COVID-19 health crisis.
- Notified local governments and local elected officials of CUS's actions.
- Issuing press release(s) about our actions.

Additionally, CUS has taken a number of additional steps to keep our customers and workforce healthy. Some of these actions include:

- Increasing frequency and intensity of cleanings and disinfection of facilities and equipment.
- Limiting meeting sizes.
- Providing soap, hand sanitizers, disinfecting wipes, gloves, masks and other safety equipment and materials in all common areas and field trucks.
- Frequently communicating with employees on developments, company updates, social distancing measures and personal hygiene best practices.
- Reminding employees to stay home if sick.
- Working with local health officials and emergency personnel to advise CUS and ensure the utility takes all appropriate steps to support a healthy workforce and community.

As the situation continues to evolve, CUS will adapt and adjust as needed to meet the needs of our customers, employees and regulators. Should you have any additional questions, please do not hesitate to contact me at (831) 424-0441.

California Utilities Service, Inc.
(U SWR-418)

By: /s/ Thomas R. Adcock
Thomas R. Adcock
President

Attachments:

Notice of Customer Assistance Due to the COVID-19 State of Emergency (flier to customers)
Prevent Sewer Blockages (flier to customers)
Letter to Local Government Officials Regarding CUS's Customer Assistanances due to COVID-19
Press Release Regarding CUS's Customer Assistanances due to COVID-19

CALIFORNIA UTILITIES SERVICE, INC.

A California Corporation

Thomas R. Adcock
President
(831) 424 - 0442 Phone

P.O. Box 5100
Salinas, CA 93915
(831) 424 - 0611 Fax

March 20, 2020

Bruce DeBerry
Program Manager
Water Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

RE: COVID-19 Measures and Consumer Protections

Dear Mr. DeBerry,

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- Reminding employees to stay home if sick.
- Working with local health officials and emergency personnel to advise CUS and ensure the utility takes all appropriate steps to support a healthy workforce and community.

As the situation continues to evolve, CUS will adapt and adjust as needed to meet the needs of our customers, employees and regulators. Should you have any additional questions, please do not hesitate to contact me at (831) 424-0441.

Sincerely,



Thomas R. Adcock
President

NOTICE OF CUSTOMER ASSISTANCE DUE TO THE COVID-19 STATE OF EMERGENCY

The Governor of California proclaimed a statewide State of Emergency on March 4, 2020 and the President of the United States declared a National Emergency on March 13, 2020 due to the COVID-19 pandemic. The purpose of this notice is to let you know that CUS is concerned about the health and safety of its customers and its employees and will continue to do its best to provide you with the critical service of sewer collection and treatment.

To assist its customers during the pendency of the COVID-19 State of Emergency, CUS has voluntarily temporarily suspended "discontinuance of sewer service due to nonpayment" for residential customers. By providing an uninterrupted sewer collection and treatment service, CUS is helping its customers to follow proper health and safety protocols to protect themselves from COVID-19, which include: 1) *Washing hands OFTEN with soap and water for at least 20 seconds, especially after you have been in a public place or after blowing your nose, coughing, or sneezing;* 2) *Cleaning and disinfecting frequently touched surfaces daily. If surfaces are dirty, clean them using detergent or soap and water prior to disinfection. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks;* 3) *Avoiding touching your eyes, nose or mouth with unwashed hands.* The water that you use for such activities, which are critical during this pandemic, is usually discharged via your plumbing into CUS's sewer collection and treatment system, so it is vital that CUS continue providing its essential sewer service so that you may continue to protect yourself against COVID-19. In addition to the voluntary suspension of discontinuation of service during the COVID-19 State of Emergency, CUS will also assist its customers by: 1) offering extended payment plan options; 2) working cooperatively with customers to resolve unpaid bills; 3) expediting start/end of service requests; 4) waive deposit requirements for customers directly affected by the COVID-19 health crisis; 5) protecting customers and CUS employees by maintaining social distancing requirements (when customers and employees are in the physical presence of each other) and providing its employees with protective gear (masks, gloves, sanitizer, etc.); 6) protecting the public health and safety by increasing the frequency and intensity of cleanings and disinfection of facilities and equipment.

Because CUS is continuing to provide its customers with sewer service during the pendency of the COVID-19 State of Emergency, it is important to remind customers that CUS is also billing for such sewer service pursuant to its tariff rates and charges as authorized by the CPUC. All customers are responsible for paying their sewer service bills in a timely manner; however, if you are having difficulty paying your sewer bill due to financial hardships that you may be experiencing as a result of the COVID-19 health crisis, please contact CUS's office before the Due Date on your bill by telephone at (831) 424-0441, by email at mail@calutilities.com, or by facsimile at (831) 424-0611.

PLEASE BE AWARE THAT YOU SHOULD ONLY FLUSH TOILET PAPER AND NO OTHER TYPE OF PERSONAL HYGIENE WIPES! An informational flier has been included with this mailing regarding what is SAFE and what is NOT SAFE to discharge into your plumbing, (which is then discharged into CUS's sewer collection and treatment system). CUS NEEDS YOUR HELP TO ASSURE THAT ITS SEWER COLLECTION AND TREATMENT FACILITIES OPERATE EFFICIENTLY, WITH NO BACKUPS OR OVERFLOWS!

AVISO DE ASISTENCIA AL CLIENTE DEBIDO AL ESTADO DE EMERGENCIA DE COVID-19

El Gobernador de California proclamó un Estado de Emergencia estatal el 4 de marzo de 2020 y el Presidente de los Estados Unidos retrasó una Emergencia Nacional el 13 de marzo de 2020 debido a la pandemia de COVID-19. El propósito de este aviso es hacerle saber que CUS está preocupado por la salud y la seguridad de sus clientes y sus empleados y continuará haciendo todo lo posible para brindarle el servicio crítico de recolección y tratamiento de alcantarillado.

Para ayudar a sus clientes durante la pendencia del estado de emergencia de COVID-19, CUS ha suspendido voluntariamente temporalmente "la interrupción del servicio de alcantarillado por falta de pago" para clientes residenciales. Al proporcionar un servicio ininterrumpido de recolección y tratamiento de alcantarillado, CUS está ayudando a sus clientes a seguir protocolos adecuados de salud y seguridad para protegerse del COVID-19, que incluyen: 1) Lavarse las manos A MENUDO con jabón y agua durante al menos 20 segundos, especialmente después de haber estado en un lugar público o después de sonarse la nariz, toser o estornudar; 2) Limpieza y desinfección de superficies frecuentemente tocadas diariamente. Si las superficies están sucias, límpielas con detergente o agua y jabón antes de la desinfección. Esto incluye mesas, pomos de puertas, interruptores de luz, encimeras, manijas, escritorios, teléfonos, teclados, inodoros, grifos y lavabos; 3) Evite tocarse los ojos, la nariz o la boca con las manos sin lavar. El agua que utiliza para tales actividades, que son críticas durante esta pandemia, generalmente se descarga a través de su tubería en el sistema de recolección y tratamiento de alcantarillado de CUS, por lo que es vital que CUS continúe brindando su servicio esencial de alcantarillado para que pueda continuar protegiéndose contra COVID-19. Además de la suspensión voluntaria de la interrupción del servicio durante el estado de emergencia de COVID-19, CUS también ayudará a sus clientes a: 1) ofrecer opciones de planes de pago extendidos; 2) trabajar cooperativamente con los clientes para resolver facturas impagas; 3) acelerar las solicitudes de inicio / fin del servicio; 4) renunciar a los requisitos de depósito para los clientes directamente afectados por la crisis de salud de COVID-19; 5) proteger a los clientes y a los empleados de CUS manteniendo los requisitos de distanciamiento social (cuando los clientes y los empleados se encuentran en presencia física) y proporcionando a sus empleados equipo de protección (máscaras, guantes, desinfectante, etc.); 6) proteger la salud y seguridad públicas aumentando la frecuencia e intensidad de las limpiezas y desinfección de instalaciones y equipos.

Debido a que CUS continúa brindando a sus clientes servicio de alcantarillado durante la pendencia del Estado de Emergencia COVID-19, es importante recordar a los clientes que CUS también está facturando por dicho servicio de alcantarillado de acuerdo con sus tarifas y cargos autorizados por la CPUC. Todos los clientes son responsables de pagar sus facturas de servicio de alcantarillado de manera oportuna; sin embargo, si tiene dificultades para pagar su factura de alcantarillado debido a dificultades financieras que pueda estar experimentando como resultado de la crisis de salud de COVID-19, comuníquese con la oficina de CUS antes de la fecha de vencimiento de su factura por teléfono al (831) 424- 0441, por correo electrónico a mail@calutilities.com, o por fax al (831) 424-0611.

¡TENGA EN CUENTA QUE SOLO DEBE ENJUAGAR EL PAPEL DEL INODORO Y NINGÚN OTRO TIPO DE TOALLAS DE HIGIENE PERSONALES! Se ha incluido un volante informativo con este envío sobre lo que es SEGURO y lo que NO ES SEGURO descargar en su plomería (que luego se descarga en el sistema de recolección y tratamiento de alcantarillado de CUS). CUS NECESITA SU AYUDA PARA ASEGURARSE DE QUE SUS INSTALACIONES DE TRATAMIENTO Y TRATAMIENTO DE ALCANTARILLAS FUNCIONAN EFICIENTEMENTE, SIN RESPALDOS O DESBORDES.

COVID-19紧急状态下的客户协助通知

由于 COVID-19 大流行，加利福尼亚州州长于 2020 年 3 月 4 日宣布全州为紧急状态，美国总统于 2020 年 3 月 13 日宣布为国家紧急状态。本通知的目的是让您知道 CUS 关注其客户及其员工的健康和安全，并将继续尽最大努力为您提供污水收集和处理的關鍵服务。

为了在 COVID-19 紧急状态未决期间为客户提供帮助，CUS 自愿为居民客户临时暂停了“由于未付款而导致下水道服务中断”。通过提供不间断的下水道收集和维修服务，CUS 帮助客户遵循适当的健康和安全规程以保护自己免受 COVID-19 的侵害。这些规程包括：1) 经常用肥皂和水洗手至少 20 秒钟，尤其是在您去过公共场所或 blowing 鼻、咳嗽或打喷嚏后；2) 每天清洁和消毒经常接触的表面。如果表面变脏，请在消毒之前使用清洁剂或肥皂和水清洁表面。其中包括桌子、门把手、电灯开关、台面、把手、书桌、电话、键盘、卫生间、水龙头和水槽；3) 避免用未洗的手触摸眼睛、鼻子或嘴巴。用于此类活动的水在大流行期间很重要。通常通过您的管道排入 CUS 的下水道收集和污水处理系统，因此 CUS 继续提供其重要的下水道服务至关重要，以便您可以继续保护自己针对 COVID-19。除了在 COVID-19 紧急状态期间自愿中止服务中断外，CUS 还将通过以下方式为客户提供帮助：1) 提供扩展的付款计划选项；2) 与客户合作解决未付款账单；3) 加快服务请求的开始/结束；4) 对直接受 COVID-19 健康危机影响的客户免收存款要求；5) 通过保持社交距离要求（当客户和雇员彼此同在场时）并为其员工提供防护装备（口罩、手套、消毒剂等）来保护客户和 CUS 员工；6) 通过增加设施清洁和消毒的频率和强度来保护公众健康和安。

由于 CUS 会在 COVID-19 紧急状态期间继续为客户提供下水道服务，因此重要的是提醒客户 CUS 还将根据 CPUC 批准的费率 and 收费为这类下水道服务计费。所有客户都有责任及时支付下水道账单；但是，如果您由于 COVID-19 健康危机而可能遇到的经济困难难以支付下水道账单，请在账单上的到期日之前通过 (831) 424-通过电话与 CUS 办公室联系。0441, 发电子邮件至 mail@calutilities.com 或传真至 (831) 424-0611。

请注意，您只应冲厕所纸，而不能使用其他类型的个人卫生用品！该部件中随附了一份信息传单，内容是什么是安全的，什么是不安全的，以及排入您的管道（然后排入 CUS 的下水道收集和污水处理系统）。CUS 需要您的帮助，以确保其污水收集和污水处理设施能够有效运行，且没有备份或流量过大！

PAUNAWA NG CUSTOMER ASSISTANCE DUE SA COVID-19 ESTATE ng EMERGENCY

Ang Gobernador ng California ay nagproklama ng isang statewide State of Emergency noong Marso 4, 2020 at ang Pangulo ng Estados Unidos ay naghatid ng isang Pamahansang Kagipitan noong Marso 13, 2020 dahil sa pandemikang COVID-19. Ang layunin ng pamamagitan ay ipalitan sa iyo na ang CUS ay nag-alala tungkol sa kahusgan at kaligtasan ng mga customer nito at mga empleyado nito at magpapatuloy na gawin ang panakamamang upang mabigyan ka ng kritikal na serbisyo ng koleksyon at paggamot ng sewer.

Upang matulungan ang mga customer nito sa panahon ng pagdaan ng COVID-19 State of Emergency, ang CUS ay kusang pansamantalang sinusipinde ang "hindi pagtigil sa serbisyo ng alkantariya dahil sa hindi pagbabayad" para sa mga residente ng tirahan. Sa pamamagitan ng pagbibigay ng isang walong tigil na koleksyon ng panahi at serbisyo ng paggamot, nitutulungan ng CUS ang mga customer nito na sundin ang wastong mga protocol sa kahusgan at kaligtasan upang maprotektahan ang kanitang sarili mula sa COVID-19, na kasama ang: 1) Ang paghuhugas ng kamay ng OFTEN ng sabon at tubig nang hindi bababa sa 20 segundo, lalo na pagkatapos napunta ka sa isang pampublikong lugar o pagkatapos ng pumumulaklak ng iyong ilong, pag-uubo, o paghahing; 2) Ang paglilinis at pagdidisimpeksa ay madalas na nangitig sa ibabaw ng lawak ng mga ibabaw, counter tops, marumi, lusinang ang mga ito gamit ang paglilinis o sabon at tubig bago ang pagdidisimpeksa. Kasama dito ang mga talabanyan, mga doorknob, light switch, counter tops, humahawak, mesa, telepono, mga keyboard, banyo, gripo, at mga lababo; 3) Pag-iwas sa pagpindot sa iyong mga mata, ilong o buong kamay, ilang o buong kamay na hindi pa tinatangal. Ang tubig na ginagamit mo para sa mga naturang akribidad, na kritikal sa panahon ng pandemya na ito, ay karaniwang pinapalabas sa pamamagitan ng iyong pagtutubero sa koleksyon ng alkantariya at paggamot ng CUS, kaya't mahalaga na magpatuloy ang CUS magbigay ng mahalagang serbisyo sa sewer upang magiintal mo ng patuloy na protektahan ang iyong sarili laban sa COVID-19. Bilang karagdagan sa kusang pagpapatuloy ng pagpapahinto ng serbisyo sa panahon ng COVID-19 State of Emergency, nitutulungan din ng CUS ang mga customer nito sa pamamagitan ng: 1) na nag-alok ng panalawig na mga pagpipilian sa plano sa pagbabayad; 2) nagtatrabaho sa kooperatiba sa mga customer upang malutas ang hindi bayad na mga bayarin; 3) mapabilis na pagstimula / pagtatapos ng mga kahalutigan sa serbisyo; 4) ihaharap ang mga kinakailangan sa deposito para sa mga customer na direktang apektado ng krisis sa kalusugan ng COVID-19; 5) pagproteksa sa mga customer at empleyado ng CUS sa pamamagitan ng pagpapantili ng mga kinakailangang panlipunan sa paghigpit (kapag ang mga customer at empleyado ay nasa pisikal na pagkakaroon ng bawat isa) at pagbibigay ng mga empleyado nito ng proteksiyon sa gear (mask, guwantes, sanitizer, atbp.); 6) pagproteksa sa kalusugan ng publiko at kaligtasan sa pamamagitan ng pagtas na pagtatag at kasidyan ng paglilinis at pagdidisimpeksa ng mga pasilidad at kagamitan.

Dahil ang CUS ay patuloy na nagbibigay ng serbisyo sa alkantariya sa panahon ng pag-asa ng COVID-19 State of Emergency, mahalagang paalalahanan ang mga customer na ang CUS ay nagsusumite na para sa naturang serbisyo ng alkantariya sinusund sa mga rate ng taripa at singil tulad ng awtorisado ng CPUC. Ang lahat ng mga customer ay may pamamagitan sa pagbabayad ng kanitang mga bill ng serbisyo ng panahi sa isang napapanahong paraan, gayunpaman, kung nahuhirapan kang magbayad ng iyong paninigil ng panahi dahil sa mga paghihirap sa pananalipin na masari mong nararaman bilang resulta ng krisis sa kalusugan ng COVID-19, mangyaring makipag-ugnay sa tanggapan ng CUS bago ang Tekang Peta sa iyong bayarin sa pamamagitan ng telepono sa (831) 424- 0441, sa pamamagitan ng email sa mail@calutilities.com, o sa pamamagitan ng facsimile sa (831) 424-0611.

MANGYARING MAGING GUSTO NA KAYO AY MAAARI LANG NA MAG-ISIP NG PAPER AT WALANG IBAT IBANG TYPE NG PERSONAL HYGIENE WIPES! Ang isang impormasyon na flyer ay kasama kasama ang mail na ito patungkol sa kung ano ang SAFE at kung ano ang HINDI Ligas na ilabas sa iyong pagtutubero, (na pagkatapos ay pinalabas sa koleksyon ng koleksyon at sistema ng paggamot ng sewer ng CUS) GUSTO NG CUS ANG IYONG TUNGKOL SA ASSURE NA NITONG NILALIM NG KOLEKSYO AT PANGSUSULIT NG PAGKAKITA NG PAGKATUTURO NG PAGKATAPOS, NA WALANG BALIK O O BULHA!

THÔNG BÁO VỀ H ASS TRỢ CỦA KHÁCH HÀNG ĐẾN KHAI THÁC COVID-19

Thông báo California tuyên bố tình trạng khẩn cấp toàn quốc vào ngày 4 tháng 3 năm 2020 và Tổng thống Hoa Kỳ đã hủy bỏ tình trạng khẩn cấp quốc gia vào ngày 13 tháng 3 năm 2020 do dịch COVID-19. Mục đích của thông báo này là để cho bạn biết rằng CUS quan tâm đến sức khỏe và sự an toàn của khách hàng và nhân viên của mình và sẽ tiếp tục làm hết sức mình để cung cấp cho bạn dịch vụ quan trọng về thu gom và xử lý công.

Để hỗ trợ khách hàng của mình trong tình trạng khẩn cấp COVID-19, CUS đã tự nguyện tạm thời ngừng cung cấp dịch vụ thoát nước do không trả tiền cho khách hàng dẫn cư. Bằng cách cung cấp dịch vụ thu gom và xử lý nước thải không bị gián đoạn, CUS đang giúp khách hàng của mình tuân thủ các quy trình an toàn và sức khỏe phù hợp để bảo vệ bản thân khỏi COVID-19, bao gồm: 1) Rửa tay OFTEN bằng xà phòng và nước trong ít nhất 20 giây, đặc biệt là sau bạn đã ở nơi công cộng hoặc sau khi đi mua, hoặc đi ăn; 2) Làm sạch và khử trùng bề mặt thường xuyên chạm vào hàng ngày. Nếu bề mặt bị bẩn, làm sạch chúng bằng chất tẩy rửa hoặc xà phòng và nước trước khi khử trùng. Điều này bao gồm bàn, tay nắm cửa, công tắc đèn, mặt bàn, tay cầm, bàn, điện thoại, bàn phím, nhà vệ sinh, và bồn rửa; 3) Tránh chạm vào mắt, mũi hoặc miệng bằng tay không rửa sạch. Nước mà bạn sử dụng cho các hoạt động như vậy, rất quan trọng trong đại dịch này, thường được xả qua hệ thống ống nước của bạn vào hệ thống thu gom và xử lý công của CUS, vì vậy điều quan trọng là CUS tiếp tục cung cấp dịch vụ thoát nước thiết yếu để bạn có thể tiếp tục bảo vệ chính mình chống lại COVID-19. Ngoài việc tự nguyện ngừng cung cấp dịch vụ trong tình trạng khẩn cấp COVID-19, CUS cũng sẽ hỗ trợ khách hàng của mình bằng cách: 1) cung cấp các tùy chọn gói thanh toán mới; 2) làm việc hợp tác với khách hàng để giải quyết các hóa đơn chưa thanh toán; 3) tiến hành bắt đầu / kết thúc yêu cầu dịch vụ; 4) từ bỏ các yêu cầu dịch vụ cho khách hàng bị ảnh hưởng trực tiếp bởi cuộc khủng hoảng sức khỏe COVID-19; 5) bảo vệ khách hàng và nhân viên CUS bằng cách duy trì các yêu cầu xa cách xã hội (khu khách hàng và nhân viên có sự hiện diện của nhau) và cung cấp cho nhân viên của họ các thiết bị bảo vệ (khẩu trang, găng tay, chất khử trùng, v.v.); 6) bảo vệ sức khỏe và an toàn công cộng bằng cách tăng tần suất và cường độ làm sạch và khử trùng các thiết bị và thiết bị.

Do CUS đang tiếp tục cung cấp cho khách hàng của mình dịch vụ thoát nước trong tình trạng khẩn cấp COVID-19, điều quan trọng là phải nhắc nhở khách hàng rằng CUS cũng đang thanh toán cho dịch vụ thoát nước đó theo thuế suất và phí theo ủy quyền của CPUC. Tất cả khách hàng có trách nhiệm thanh toán hóa đơn dịch vụ thoát nước kịp thời, tuy nhiên, nếu bạn gặp khó khăn trong việc thanh toán hóa đơn thoát nước do khó khăn tài chính mà bạn có thể gặp phải do khủng hoảng sức khỏe COVID-19, vui lòng liên hệ với văn phòng của CUS trước Ngày đáo hạn trên hóa đơn của bạn qua số điện thoại (831) 424- 0441, qua email tại mail@calutilities.com hoặc bằng fax tại (831) 424-0611.

VUI LÒNG TUYỆT VỜI R YOUNG BAN NÊN CHỈ CẦN GIẤY VỆ SINH VÀ KHÔNG CỘ LOẠI WIPES HYGIENE CÁ NHÂN! Một thông tin đã được gửi kèm theo thư này liên quan đến những gì AN TOÀN và những gì KHÔNG AN TOÀN để xả vào hệ thống ống nước của bạn (sau đó đổ xả vào hệ thống thu gom và xử lý công theo đúng CUS) CUS CẦN GIÚP BAN ĐỀ DẠM BẢO RÀNG R SE RÀNG THU THẬP VÀ CỐ SỞ ĐIỀU TRỊ HOẠT ĐỘNG HIỆU QUẢ, KHÔNG CÓ BACKUPS HOẶC QUẢ TUYỆT VỜI!

COVID-19 긴급 상황으로 인한 고객 지원 통지

델리노아 주지사는 2020년 3월 4일에 주 전체 비상 사태를 선포했으며, 미국 대통령은 COVID-19 전염병으로 인해 2020년 3월 13일에 국가 비상 사태를 선언했습니다. 이 통지의 목적은 CUS가 고객과 직원의 건강과 안전에 관심을 가지고 있으며 하수 수집 및 처리의 중요한 서비스를 제공하기 위해 최선을 다할 것임을 알리기 위한 것입니다.

COVID-19 비상 사태가 지속되는 동안 고객을 지원하기 위해 CUS는 자발적으로 임시 거주 고객에 대한 "저렴료 인한 하수구 서비스 중단"을 임시 중지했습니다. CUS는 중단없는 하수도 수거 및 처리 서비스를 제공함으로써 고객이 다음을 포함하여 COVID-19로부터 자신을 보호하기 위해 직권한 건강 및 안전 프로토콜을 준수하도록 돕고 있습니다. 1) 약히 20 초 이상 비누와 물로 손을 씻는 공공 장소에 있거나 코란 옮기거나 기침 또는 재채기를 한 후, 2) 자주 접촉하는 표면을 매일 청소하고 소독합니다. 표면이 더러우면 손으로 전체 내비누와 물로 닦아주세요. 여기에는 테이블, 손잡이, 전동 스위치, 코리더, 손잡이, 책상, 전화기, 키보드, 화장실, 수도꼭지 및 싱크대가 포함됩니다. 3) 깨끗한 손으로 눈, 코 또는 입을 만지지 마십시오. 이러한 유행성 질병 중 중요한 이러한 관중에 사용하는 것은 일반적으로 배관을 통해 CUS의 하수구 수거 및 처리 시스템으로 배출되므로 CUS가 계속해서 자신을 보호 할 수 있도록 필수적인 하수도 서비스 제공하는 것이 중요합니다 COVID-19에 대하여, COVID-19 비상 사태 동안 자발적으로 서비스 중단이 중단되는 것 외에도 CUS는 다음을 통해 고객을 지원할 것입니다. 1) 연장 된 지불 계획 옵션 제공; 2) 미결제 청구서를 해결하기 위해 고객과 협력하는 것; 3) 신속한 서비스 시작 / 종료 요청; 4) COVID-19 긴장 위기에 직접 영향받은 고객에 대한 보충금 요구 견제; 5) 사회적 거리를 유지하면서 (고객과 직원이 서로 존재하는 경우) 고객에게 보호 장비 (마스크, 장갑, 소독제 등)를 제공하여 고객과 CUS 직원을 보호합니다. 6) 시설 및 장비의 세척 및 소독 빈도와 강도를 증가시켜 광중보 및 안전 보호.

CUS는 COVID-19 비상 사태가 지속되는 동안 고객에게 하수도 서비스만 계속 제공하기 때문에 CPUC가 승인 한 관세와 및 요금에 따라 CUS가 이러한 하수도 서비스에 대해 청구하고 있음을 고객에게 상기시키는 것이 중요합니다. 모든 고객은 하수도 서비스 요금을 적시에 지불해야 합니다. 그러나 COVID-19 긴장 위기로 인해 발생할 수 있는 재정적 어려움으로 인해 하수도 요금을 지불하는 데 어려움이 있는 경우, (831) 424- 0441, mail@calutilities.com으로 전자 여원을 보내거나 (831) 424-0611로 팩스할 보내십시오.

당신은 종이를 분리시켜야하며 다른 종류의 개인 위생 외의 것은 사용하지 않아야 합니다. 이 우편물에는 SAFE가 무엇인지, 배관으로 배출하기에 안전하지 않은 것에 관한 정보 전달자가 포함되어 있습니다 (CUS의 하수도 수거 및 처리 시스템으로 배출됨) CUS는 배편 또는 오비 종료 후 하수 수집 및 처리 시설이 효율적으로 작동하는지 확인하는 데 도움이 필요합니다!

УВЕДОМЛЕНИЕ О ПОМОЩИ ЗАКАЗЧИКА В СВЯЗИ С АВАРИЙНЫМ ГОСУДАРСТВОМ COVID-19


Губернатор штата Калифорния объявил чрезвычайное положение штата 4 марта 2020 года, а президент Соединенных Штатов объявил чрезвычайное положение страны 13 марта 2020 года в связи с пандемией COVID-19. Цель этого уведомления - сообщить вам, что CUS обеспокоена здоровьем и безопасностью своих клиентов и своих сотрудников и будет продолжать делать все возможное, чтобы предоставить вам критически важные услуги по сбору и обработке канализационных коллекторов.

Чтобы помочь своим клиентам в период действия чрезвычайного положения COVID-19, CUS добровольно временно приостановил «прекращение обслуживания канализационных стоков за неплатежи» для частных клиентов. Предоставляя безбедные услуги по сбору и обработке канализационных стоков, CUS помогает своим клиентам соблюдать надлежащие протоколы по охране труда и технике безопасности, чтобы защитить себя от COVID-19, которые включают в себя: 1) мытье рук OFTEN с мылом и водой в течение не менее 20 секунд, особенно после Вы были в общественном месте или после того, как высморкались, кашляли или чихали; 2) Ежедневная очистка и дезинфекция часто затрагиваемых поверхностей. Если поверхности загрязнены, очистите их с помощью моющего средства или мыла и воды перед дезинфекцией. Это включает в себя столы, дверные ручки, выключатели, столовые приборы, ручки, столы, телефоны, клавиатуры, туалеты, смесители и раковины; 3) Избегать прикосновения к глазам, носу или рту немытыми руками. Вода, которую вы используете для таких действий, которые имеют решающее значение во время этой пандемии, обычно сбрасывается через ваш водопровод в систему сбора и очистки канализационных коллекторов CUS, поэтому очень важно, чтобы CUS продолжал предоставлять свои основные канализационные услуги, чтобы вы могли продолжать защищать себя против COVID-19. В дополнение к добровольному приостановлению прекращения обслуживания во время чрезвычайного положения COVID-19, CUS также будет помогать своим клиентам: 1) предлагать расширенные варианты плана платежей; 2) совместная работа с клиентами по разрешению неисплаченных счетов; 3) ускорение начала / окончания счетов; 4) отменить депозитные требования для клиентов, непосредственно пострадавших от кризиса со здоровьем COVID-19; 5) защита клиентов и сотрудников CUS путем соблюдения требований социального дистанцирования (когда клиенты и сотрудники находятся в физическом присутствии друг друга) и обеспечения своих сотрудников защитными средствами (маски, перчатки, дезинфицирующее средство и т. Д.); 6) защита здоровья и безопасности населения путем увеличения частоты и интенсивности очистки и дезинфекции помещений и оборудования.

Поскольку CUS продолжает предоставлять своим клиентам канализационные услуги в период оживания чрезвычайного положения COVID-19, важно напомнить клиентам, что CUS также выставляет счета за такие канализационные услуги в соответствии со своими тарифами и расходами, как это разрешено CPUC. Все клиенты несут ответственность за своевременную оплату счетов за канализационные услуги, однако, если у вас возникли трудности с оплатой счета за канализацию из-за финансовых трудностей, которые могут возникнуть в результате кризиса со здоровьем COVID-19, пожалуйста, свяжитесь с офисом CUS до срока оплаты вашего счета по телефону (831) 424- 0441, по электронной почте mail@calutilities.com или по факсу (831) 424-0611.

ПОЖАЛУЙСТА, ВНИМАНИЕ, ЧТО ВЫ ДОЛЖНЫ ТОЛЬКО ПРОМЫВАТЬ БУМАГУ В ТУАЛЕТЕ, И НИТ ДРУГИХ ТИПОВ ЛИЧНЫХ ГИГИЕНОВ! В эту рассылку был включен информационный листок о том, что БЕЗОПАСНО, а что НЕ БЕЗОПАСНО для сброса в ваш водопровод (который затем сбрасывается в систему сбора и обработки канализации CUS). CUS НУЖНА ВАША ПОМОЩЬ, ЧТОБЫ УБЕДИТЬСЯ, ЧТО ЕГО УСТАНОВКА ДЛЯ СБОРА И ОБРАБОТКИ КАНАЛЛОВ РАБОТАЮТ ЭФФЕКТИВНО, БЕЗ РЕЗЕРВНОГО КОПИРОВАНИЯ ИЛИ ПЕРЕХОДОВ!

«FirstName» «LastName»
«Attention»
«StrNum» «StrName» «Apt»
«AddrLine2»
«City», «State» «ZIP5»



News Advisory

The Public Advised to *NOT* Flush Disinfecting Wipes, Paper Towels down Toilet – Throw Them Away instead

State's Wastewater Treatment Plants May get Overwhelmed, Consumers may face In-home Plumbing backups and Blockages

March 17, 2020

Contact: George Kostyrko

George.Kostyrko@waterboards.ca.gov

SACRAMENTO – While the State Water Board and other public agencies encourage Californians to follow the [Centers for Disease Control recommendations](#) to clean surfaces with disinfecting wipes to reduce the spread of COVID-19, **it is important to discard those items in the trash, not the toilet.**

Flushing wipes, paper towels and similar products down toilets will clog sewers and cause backups and overflows at wastewater treatment facilities, creating an additional public health risk in the midst of the coronavirus pandemic. Even wipes labeled "flushable" will clog pipes and interfere with sewage collection and treatment throughout the state.

Wastewater treatment facilities around the state already are reporting issues with their sewer management collection systems. These facilities are asking state residents to not discard wipes in the toilet, but instead to throw them in the trash to avoid backups and overflow. A majority of urban centers are on centralized sewage collection systems depend on gravity and enough water flow to move along human waste and biodegradable toilet paper. The systems were not designed for individual nylon wipes and paper towels. The wipes and paper towels do not break down like toilet paper, and therefore clog systems very quickly.


Wipes are among the leading causes of sewer system backups, impacting sewer system and treatment plant pumps and treatment systems. Many spills go to our lakes, rivers, and oceans where they have broad ranging impacts on public-health and the environment. Preventing sewer spills is important, especially during this COVID-19 emergency, for the protection of public health and the environment.

Please do not flush disinfectant wipes or paper towels down the toilet.

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CALIFORNIA ENVIRONMENTAL PROTECTION AGENCY
STATE WATER RESOURCES CONTROL BOARD

1001 I Street, Sacramento, CA 95814 • Mailing Address: P.O. Box 100, Sacramento, CA 95812-0100 • www.waterboards.ca.gov



PLEASE READ THE REVERSE SIDE OF THIS FLIER FOR MORE USEFUL INFORMATION ABOUT YOUR SEWER.



CALIFORNIA UTILITIES SERVICE
P.O. Box 5100 Salinas, CA 93915
Telephone (24Hrs): (831) 424-0441
Fax: (831) 424-0611
email: mail@calutilities.com

Help Prevent Sanitary Sewer Line Blockages

CUS asks that you **DO NOT FLUSH** DISINFECTANT OR SANITARY WIPES or PAPER TOWELS down the toilet. **Suggestion:** Keep a small trash can near your toilet so that you can throw all non-flushable discarded items in the proper place.

DO:

- Help avoid drain clogs by not letting hair build up in the shower, bathtub and washbasin drains.
- Put food waste from plates and pans into the garbage instead of putting food waste into a garbage disposal.
- Scrape and/or dry wipe grease from dishes and pans into the garbage before placing them in the sink or dishwasher.
- Pour cooking fat/grease into a small container to solidify or absorb with kitty litter before placing it into the garbage. Empty concentrated juice containers work well.
- Unclog drains naturally. Pour $\frac{1}{4}$ cup of baking soda down the drain followed by $\frac{1}{2}$ cup of white vinegar. Wait a few minutes and follow this with hot water. Pour hot water down the drains weekly to prevent clogs.
- Empty washing machine lint into a garbage bag to avoid the discharge of lint into the sewer line.

DO NOT:

- Do not pour grease of any kind down sinks, garbage disposals, or other drains. Grease is the major contributor of sewer blockages.
- Do not flush the following items down toilets:
 - Diapers
 - Sanitary napkins / tampons or applicators
 - Q-tips / cotton swabs
 - Baby and cleaning wipes / "flushable" wipes
 - Paper towels or facial tissues
 - Dental floss or whitening strips
 - Kitty litter
 - Condoms
 - Newspapers
 - Soiled rags
 - Hair
 - Band-aids / bandages
 - Medications
- Do not put used oil, oil-based paints, solvents or other chemicals down sewer lines, storm drains or into drainage ditches.

Helpful Tips

- Recycle used oil and antifreeze. Service stations and recycling centers will take used oil and old antifreeze. Just one quart of oil has the potential to contaminate two million gallons of water!
- Help prevent the occurrence of improper objects into sewer mains. The majority of backups are caused by debris, regardless of how many times the sewer lines are cleaned.
- The build-up of fats, oils and grease (FOG) is the main cause of sewer backups and overflows. Sewer blockages are not only messy; they can lead to serious health hazards. Raw sewage can back up into homes and businesses and flow onto streets and parking lots when sewer lines are blocked. Clean ups are difficult, costly and time-consuming. Fats, oils and grease can also cause deterioration of sewer pipes and adhere to Utility equipment. It is expensive to remove this material from sewage collection systems and wastewater treatment facilities, but even more expensive to replace. These additional maintenance and replacement costs are passed on to you and other CUS customers. Fats, oils and grease include meats, sauces, gravies, salad dressings, deep-fried dishes, cookies, pastries, cheese, butter and other food products. **Place all food scraps and solids into the garbage instead of the sink. Do the same with gravies, salad dressings and similar liquids that contain FOG.**

Note About Water Leaks

Check all water fixtures, sinks, toilets and showers for leaks. Leaks that remain undetected and are not repaired can overload the sewer collection system and may also increase water and sewer rates.

Questions?

Call CUS Customer Service at 831-424-0442

Monday through Friday

8 AM – 5 PM

OR, in an emergency AFTER HOURS,

call CUS's 24-hour answering service by dialing 831-424-0441

CALIFORNIA UTILITIES SERVICE, INC.

A California Corporation

Thomas R. Adcock
President
(831) 424 - 0442 Phone

P.O. Box 5100
Salinas, CA 93915
(831) 424 - 0611 Fax

March 31, 2020

TO:

MONTEREY COUNTY CLERK'S OFFICE
CHARLES MCKEE, County Administrator, Monterey County
MONTEREY COUNTY BOARD OF SUPERVISORS

Supervisor Luis Alejo, District 1
Supervisor John M. Phillips, District 2
Supervisor Chris Lopez, District 3
Supervisor Jane Parker, District 4
Supervisor Mary L. Adams, District 5

NOTICE TO GOVERNMENT OFFICIALS

CALIFORNIA UTILITIES SERVICE, INC.
CUSTOMER ASSISTANCES IMPLEMENTED DUE TO COVID-19 STATE OF
EMERGENCY

California Utilities Service, Inc. (CUS) is an investor owned wastewater treatment company serving customers along Highway 68 in the Toro Park, San Benancio and Corral de Tierra areas of Monterey County. CUS's 1,100 customers are comprised of mostly residential service connections, an elementary school, and several small business parks and office buildings. CUS operates a wastewater collection system, treatment facility, and storage and disposal facilities and is regulated by the California Public Utilities Commission (CPUC) as a Class C investor-owned public utility sewer system corporation.

By providing an uninterrupted wastewater collection and treatment service, CUS is helping its customers to follow proper health and safety protocols to protect themselves from COVID-19, which include: 1) *Washing hands OFTEN with soap and water for at least 20 seconds, especially after you have been in a public place or after blowing your nose, coughing, or sneezing;* 2) *Cleaning and disinfecting frequently touched surfaces daily. If surfaces are dirty, clean them using detergent or soap and water prior to disinfection. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.;* 3) *Avoiding touching your eyes, nose or mouth with unwashed hands.* The water that is used for such activities, which are critical during this pandemic, is usually discharged via customers' plumbing into CUS's wastewater collection and treatment system, so it is vital that CUS continue providing its essential sewer service so that its customers may continue to protect themselves against COVID-19. Because the health and safety of CUS's customers and employees are of utmost importance, CUS has taken certain actions to assist customers as much as practicable in response to the COVID-19 pandemic State of Emergency declared by the Governor of California and the President of the United States.

During the pendency of the State of Emergency, CUS is providing the following customer protection measures for those customers who are directly affected by the COVID-19 State of Emergency. CUS has / is:

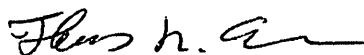
- Temporarily suspended discontinuation of service for non-payment of sewer bills.
- Offered extended payment plan options to customers.
- Working cooperatively with customers to resolve unpaid bills.
- Expedited start/end of service requests.
- Waived the deposit requirements for customers directly affected by the COVID-19 health crisis.
- Notified customers via bill insert / direct mailer to contact CUS in the event that they are having difficulty paying their sewer bill due to financial hardships that they may be experiencing as a result of the COVID-19 health crisis.
- Issuing press release(s) about our actions.

CUS has also taken a number of additional steps to keep our customers and workforce healthy. Some of these include:

- Protecting the public health and safety by increasing frequency and intensity of cleanings and disinfection of facilities and equipment.
- Limiting meeting sizes.
- Providing soap, hand sanitizers, disinfecting wipes, gloves, masks and other safety equipment and materials in all common areas and field trucks.
- Frequently communicating with employees on developments, company updates, social distancing measures and personal hygiene best practices.
- Reminding employees to stay home if sick.
- Working with health officials and emergency personnel to advise CUS and ensure the utility takes all appropriate steps to support a healthy workforce and community.
- Protecting customers and CUS employees by maintaining social distancing requirements (when customers and employees are in the physical presence of each other) and providing its employees with protective gear (masks, gloves, sanitizer, etc.).

As the situation continues to evolve, CUS will adapt and adjust as needed to meet the needs of our customers, employees and regulators. Should you have any additional questions, please do not hesitate to contact me at (831) 424-0441 or at tom@calutilities.com.

Sincerely,



Thomas R. Adcock
President

CALIFORNIA UTILITIES SERVICE, INC.

A California Corporation

Thomas R. Adcock
President
(831) 424 - 0442 Phone

P.O. Box 5100
Salinas, CA 93915
(831) 424 - 0611 Fax

PRESS RELEASE – April 1, 2020

CALIFORNIA UTILITIES SERVICE, INC. CUSTOMER ASSISTANCES IMPLEMENTED DUE TO COVID-19 STATE OF EMERGENCY

SALINAS

California Utilities Service, Inc. (CUS) is an investor owned wastewater treatment company serving customers along Highway 68 in the Toro Park, San Benancio and Corral de Tierra areas of Monterey County. CUS's 1,100 customers are comprised of mostly residential service connections, an elementary school, and several small business parks and office buildings. CUS operates a wastewater collection system, treatment facility, and storage and disposal facilities and is regulated by the California Public Utilities Commission (CPUC) as a Class C investor-owned public utility sewer system corporation.

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- Offered extended payment plan options to customers.
- Working cooperatively with customers to resolve unpaid bills.
- Expedited start/end of service requests.

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- Frequently communicating with employees on developments, company updates, social distancing measures and personal hygiene best practices.
- Reminding employees to stay home if sick.
- Working with health officials and emergency personnel to advise CUS and ensure the utility takes all appropriate steps to support a healthy workforce and community.
- Protecting customers and CUS employees by maintaining social distancing requirements (when customers and employees are in the physical presence of each other) and providing its employees with protective gear (masks, gloves, sanitizer, etc.).

CUS would like to remind its customers of the importance of following all health and safety guidelines such as frequently washing your hands and cleaning/sanitizing your environment with soap and water. To help CUS continue to provide an uninterrupted sewer service, CUS asks that you help protect the sewer system from blockages by NOT FLUSHING DISINFECTANT OR SANITARY WIPES or PAPER TOWELS or TISSUES down the toilet. **Suggestion:** Keep a small trash can near your toilet so that you can throw all non-flushable discarded items in the proper place.

If you are a CUS customer and are facing a financial hardship as a result of COVID-19, please visit our office at 249 Williams Road or contact our office by telephone at (831) 424-0441 to discuss payment arrangement options before your bill becomes past due.

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