

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

Advice Letter Cover Sheet

Utility Name: [Canada Woods Water Company](#)

Dated Mailed to Service List: [4/1/2021](#)

District: [N/A](#)

CPUC Utility #: [WTD-433](#)

Protest Deadline (20th Day): [4/21/2021](#)

Advice Letter #: [25-W](#)

Review Deadline (30th Day): [5/1/2021](#)

Tier: 1 2 3 Compliance

Requested Effective Date: [4/1/2021](#)

Authorization: [Compliance with Executive Director
March 17, 2021 instructions](#)

Rate Impact: [n/a](#)

Description: [Extension of emergency disaster customer
protections - 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: [Jacqui Zischke](#)

Utility Contact: [Christian L. Aldinger](#)

Phone: [831-761-8714](#)

Phone: [714-536-4418](#)

Email: jzischkelaw@charter.net

Email: chris@paocpas.com

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WITHDRAWN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: _____

Cañada Woods Water Company, LLC

P.O. BOX 221850
CARMEL, CALIFORNIA 93922
Telephone: 831-624-3179
Email: brian@carmellahaina.com

April 1, 2021

Advice Letter No. 25

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Canada Woods Water Company (WTD-433) (“CWWC”) hereby submits this Advice Letter as a Tier 1 compliance filing in order to provide required notification to the California Public Utilities Commission (“Commission”).

CWWC transmits this Tier 1 advice letter filing in compliance with California Public Utilities Commission (Commission) Executive Director Rachel Peterson March 17, 2021 Letter to Class C, D Water and Sewer utilities directing all Class C and D water and sewer utilities to extend the Emergency Customer Protections to June 30, 2021 and keep the Catastrophic Event Memorandum Account (CEMA - COVID -19) open until June 30, 2021.

Background and Compliance with Executive Director Stebbins’ Instructions

On March 26, 2020, the previous Executive Director issued a letter to all Class C and D Water and Sewer utilities stating that the Commission expects the utilities to extend customer protections to customers affected by the COVID-19 pandemic. This Emergency Customer Protections apply to customers for up to one year from April 16, 2020.

Other Actions by CWWC

CWWC has activated its CEMA – COVID-19 in response to the COVID-19 emergency.

CWWC customer service representatives shall work with customers who contact CWWC 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 Peterson’s March 17, 2021 letter, no additional notice to customers is required.

RESPONSE OR PROTEST

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 may be based on the following:

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 may not rely on policy to an advice letter where the relief requested in the advice letter follows rules or directions established by statute or Commission order applicable to the utility. A protest shall provide citations or proofs where available to allow staff to properly consider the protest. The Water Division must receive a response or protest via email (or postal mail) within 20 days of the date of the advice letter is filed.

The address for mailing or delivering a response or protest is:

Email Address:
Water_Division@cpuc.ca.gov

Mailing Address:
Tariff Unit, Water Division, 3rd Floor
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

On the same day the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy of the protest to CWWC at:

Email Address:
jzischkelaw@charter.net
brian@carmellahaina.com

Mailing Address:
Canada Woods Water Company
P.O. Box 221850
Carmel, CA 93922

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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. Any reply must be received by the Water Division within five business days after the end of the protest period and shall be served on the same day on each person who file the protest or response to the advice letter.

Should there be any questions or concerns, please contact CWWC's office at (831) 624-3179.

Best Regards,

CANADA WOODS WATER COMPANY, LLC

/S/ R. Alan Williams

R. Alan Williams
Manager

CWWC

ADVICE LETTER 25-W

EMERGENCY CUSTOMER PROTECTIONS

CWWC
EMERGENCY CUSTOMER PROTECTIONS

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

CWWC 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 CWWC's Emergency Customer Protections, please contact Customer Service at 831-624-3179.