

Approved
4/12/2021

CALIFORNIA PUBLIC UTILITIES COMMISSION
Water Division
Advice Letter Cover Sheet

Utility Name: Pierpoint Springs Water Co.

Date Mailed to Service List APR 16 2021

District: NA

CPUC Utility #: U-257-W

Protest Deadline (20th Day):

Advice Letter #: 127

Review Deadline (30th Day):

Tier X1 2 3 Compliance

Requested Effective Date: 4/1/21

Compliance with Executive Director March 26, 2020

Authorization Instructions

Rate Impact: \$NA
NA%

Description: 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: Ben & Michelle M. Ray

Utility Contact:

Phone: (559) 542-2551

Phone:

Email: [handwritten]

Email:

DWA Contact: Tariff Unit

Phone: (415) 703-1133

Email: Water.Division@cpuc.ca.gov

DWA USE ONLY

DATE	STAFF	COMMENTS
4/12/21	RHED	EFF. 4/1/21

APPROVED WITHDRAWN REJECTED

Signature: [Signature] **Comments:** _____
Date: 4/12/21

April 6, 2021

Approved
4/12/2021

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

**Advice Letter 27
to the California Public Utilities Regarding Implementation of Emergency
Customer Protections**

Pierpoint Springs Water Co
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, 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 *Pierpoint Springs Water Co*

Pierpoint Springs Water Co

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

Pierpoint Springs Water Co

Customer service representatives shall work with customers who contact *letter* and advise that, due to COVID-19, they are having difficulty paying their bills.

Pierpoint Springs

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.

Protests and Responses

Anyone may protest and respond to this Advice Letter. A Response supports the filing and may contain information that proves useful to the Commission in evaluating the Advice Letter. A Protest objects to the Advice Letter in whole or in part and must set forth specific grounds on which it is based.

These grounds may be based upon the following:

- (1) The utility did not properly serve or give notice of the Advice Letter; or
- (2) The relief requested in the Advice Letter would violate a statute or Commission order, or is not authorized by statute or Commission order on which the utility relies; or
- (3) The analysis, calculations, or data in the Advice Letter contain material error or omissions; or
- (4) The relief requested in the Advice Letter is pending before the Commission in a formal proceeding; or
- (5) The relief requested in the Advice Letter requires consideration in a formal hearing, or is otherwise inappropriate for the Advice Letter process; or
- (6) The relief requested in the Advice Letter is unjust, unreasonable, or discriminatory (provided that such a Protest may not be made where it would require re-litigating a prior order of the Commission).

Any Protest or Response must be made in writing or by electronic mail and must be received by the Water Division of the Commission within 20 days of the date this Advice Letter is filed. The Advice Letter process does not provide for any Protests, Responses, or other comments, except for a reply by Utility Name, after the 20-day comment period expires. The e-mail address for e-mailing, mailing, or delivering a Protest or Response is:

Tariff Unit, Water Division, 3rd floor, California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, CA 94102. Via e-mail at water.division@cpuc.ca.gov

On the same date any Protest or Response is submitted to the Water Division, the protesting or responding person, entity or party must serve a copy of the Protest or Response on Utility addressed to

*Michelle Ray Pierpoint Springs Water Co, 1720 Nelson Dr #167
Springville, CA 93265-9158
Pierpoint Spring Water Co
Michelle Ray co-owner
April 6, 2021*

Pierpont Springs Water Co
Advice Letter 27W

Emergency Customer Protections

Pierpoint Springs Water Co

EMERGENCY CUSTOMER PROTECTIONS

Pierpoint Springs
Water Co

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

Pierpoint Springs
Water Co 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 Utility's Emergency Customer Protections, please contact Customer Service at 539-542-2551