

**CALIFORNIA PUBLIC UTILITIES COMMISSION  
WATER DIVISION**

**Advice Letter Cover Sheet**

**Utility Name:** PureSource Water, Inc. **Date Mailed to Service List:** 03/30/2021  
**CPUC Utility #:** WTD 158 **Protest Deadline (20<sup>th</sup> Day):** 04/19/2021  
**Advice Letter #:** 37 **Review Deadline (30<sup>th</sup> Day):** 04/29/2021  
**Tier:**  1  2  3  Compliance **Requested Effective Date:** 04/01/2021  
**Authorization:** Compliance with Executive Director  
March 17, 2021 Instructions **Rate Impact:** \$0 %0  
**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:** Martin Mills **Utility Contact 2:** Jennifer Young  
**Phone:** 831-688-8476 **Phone 2:** 831-688-8476  
**Email:** Martin@psh2o.com **Email 2:** Jennifer@psh2o.com

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

DWA USE ONLY		
<u>DATE</u>	<u>STAFF</u>	<u>COMMENTS</u>

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[ ] APPROVED [ ] WITHDRAWN [ ] REJECTED

**Signature:** \_\_\_\_\_ **Comments:** \_\_\_\_\_  
**Date:** \_\_\_\_\_ \_\_\_\_\_

# PureSource Water, Inc.

PO Box 1958, Aptos, CA 95001

Telephone 831-688-8476

accounts@psh2o.com

March 30, 2021

California Public Utilities Commission

Water Division

505 Van Ness Avenue, Third Floor

San Francisco, CA 94102-3298

## **Advice Letter No. 37**

### **PURESOURCE WATER, INC. TO THE CALIFORNIA PUBLIC UTILITIES COMMISSION REGARDING IMPLEMENTATION OF EMERGENCY CUSTOMER PROTECTIONS**

PureSource Water, Inc. (PureSource) transmits this Tier 1 advice letter (AL) 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 PureSource**

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

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

### **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.

# PureSource Water, Inc.

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accounts@psh2o.com

## **Protests and Responses**

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

These grounds may be based upon the following:

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

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

The addresses for mailing, e-mailing, or delivering a Protest or Response is:

**Mailing Address:**

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

**Email Address:**

[Water.Division@cpuc.ca.gov](mailto:Water.Division@cpuc.ca.gov)

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

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

Phone: 831-688-8476

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

PureSource Water, Inc.

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Martin Mills

# PureSource Water, Inc.

PO Box 1958, Aptos, CA 95001

Telephone 831-688-8476

accounts@psh2o.com

## CERTIFICATE OF SERVICE

I hereby certify that I have this day, March 30, 2021, served a copy of Advice Letter No. 37 on the parties listed on the following Service List by mailing a properly addressed copy by first class mail with postage prepaid or by email to those marked with an asterisk (\*).

PureSource Water, Inc.

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

# PureSource Water, Inc.

PO Box 1958, Aptos, CA 95001

Telephone 831-688-8476

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

## SERVICE LIST

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

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

\*Trout Gulch Mutual Water Company  
90 Victoria Lane  
Aptos, CA 95003  
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\*Cathedral Hills Mutual Water Company  
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\*Environmental Health Services  
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\*Holger Blech and Sandy Clay  
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Chris Borger  
3263 Redwood Drive  
Aptos, CA 95003

# **PureSource Water, Inc.**

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**PURESOURCE WATER, INC.**

**ADVICE LETTER NO. 37**

## **EMERGENCY CUSTOMER PROTECTIONS (EXTENDED)**

# PureSource Water, Inc.

PO Box 1958, Aptos, CA 95001

Telephone 831-688-8476

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## **EMERGENCY CUSTOMER PROTECTIONS (EXTENDED)**

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

PureSource Water shall:

1. Suspend disconnections of water service for delinquent accounts
2. Work cooperatively with affected customers to resolve unpaid bills and minimize disconnections for non-payment.
3. Waive reconnection or facilities fees for affected customers and suspend deposits for affected customers who must reconnect to the system.
4. Provide reasonable payment options to affected customers.

To learn more about PureSource's Emergency Customer Protections, please contact PureSource at 831-688-8476