

PureSource Water, Inc.

PO Box 1958, Aptos, CA 95001

Telephone 831-688-8476

accounts@psh2o.com

June 25, 2021

California Public Utilities Commission

Water Division

505 Van Ness Avenue, Third Floor

San Francisco, CA 94102-3298

Advice Letter No. 38

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

PureSource Water, Inc. (PureSource) transmits this Tier 1 advice letter (AL) filing in compliance with California Public Utilities Commission (Commission) Water Division Director Terrence Shia's June 16, 2021 Letter to Class A, B, C, and D Water and Sewer Utilities directing all such utilities to extend the previously requested Emergency Customer Protections to September 30, 2021 and keep the Catastrophic Event Memorandum Account (CEMA-COVID-19) open until September 30, 2021.

Background

On March 26, 2020, Executive Director Stebbins 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.

On March 17, 2021, Executive Director Rachel Peterson issued a letter to all Class C, D Water and Sewer utilities directing all such utilities to extend Emergency Customer Protections to June 30, 2021 and keep the CEMA-Covid-19 open until June 30, 2021.

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

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As this Advice Letter is for compliance with Director Shia's June 16, 2021 letter, no additional notice to customers is required.

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, 3rd Floor
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Email Address:

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

PureSource Water, Inc.

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CERTIFICATE OF SERVICE

I hereby certify that I have this day, June 25, 2021, served a copy of Advice Letter No. 38 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

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SERVICE LIST

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ADVICE LETTER NO. 38

EMERGENCY CUSTOMER PROTECTIONS (EXTENDED)

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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