

**CALIFORNIA PUBLIC UTILITIES COMMISSION**  
**Water Division**  
**Advice Letter Cover Sheet**

**Utility Name:** Redwood Lodge Water Co.

**Date Mailed to Service List:** 4/9/21

**District:**

**CPUC Utility #:** WTD-439

**Protest Deadline (20<sup>th</sup> Day):** date

**Advice Letter #:** 11

**Review Deadline (30<sup>th</sup> Day):** date

**Tier**    X1    2    3    X Compliance

**Requested Effective Date:** 4/1/2021

Compliance with Executive  
 Director March 17, 2021

**Authorization** Instructions

**Rate Impact:** \$NA  
 NA%

**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:** Dominic Massetti

**Utility Contact:**

**Phone:** (408) 406-6315

**Phone:**

**Email:** nick@nmassetticonsulting.com

**Email:**

**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>

[ ] APPROVED

[ ] WITHDRAWN

[ ] REJECTED

Signature: \_\_\_\_\_ Comments: \_\_\_\_\_

Date: \_\_\_\_\_

April 9, 2021

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

**Advice Letter 11**  
**Implementation of Emergency Customer Protections**

Redwood Lodge 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.

Redwood Lodge Water Co. customer service representatives shall work with customers who contact Redwood Lodge Water Co. when 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.

## 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](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 Utility addressed to Dominic Massetti, email address: [nick@nmassetticonsulting.com](mailto:nick@nmassetticonsulting.com); telephone number: (408) 406-6315.

Redwood Lodge Water Co.



Dominic Massetti

**Redwood Lodge Water Co.**  
**Advice Letter 11**

**EMERGENCY CUSTOMER PROTECTIONS**

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

Redwood Lodge 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 (408) 406-6315.