

# Sereno Del Mar Water Company

P.O. Box 457 • Forestville, CA 95436-0457  
Phone (707) 887-7735 • Fax (707) 887-9445

March 19, 2021

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

## **Advice Letter 53-W Sereno del Mar Water Company to the California Public Utilities Regarding Implementation of Emergency Customer Protections**

Sereno del Mar Water Company (SDM) transmits this Tier 1 Advice Letter in compliance with the Commission Executive Director Rachel Peterson's letter dated March 17, 2021 to extend the Emergency Customer Protections and keep the Catastrophic Event Memorandum Account open until June 30, 2021.

### Background and Compliance

On March 26, 2020, Executive Director Stebbins issued a letter to all Class C, D Water and Sewer utilities in which she indicated that the Commission expects the utilities to extend customer protections to customers affected by the COVID-19 pandemic.

### Other Actions by Sereno del Mar Water Company

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

SDM customer service representatives shall work with customers who contact SDM 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 Rachel Peterson's March 17, 2020 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 Sereno del Mar Water Company, after the 20-day comment period expires. The address for mailing or delivering a Protest or Response is:

Tariff Unit, Water Division, 3<sup>rd</sup> floor, California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, CA 94102, [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 address to:

Stephanie Voet  
Sereno del Mar Water Company  
PO Box 457, Forestville, CA 95436  
Tel: 707-887-7735  
Fax: 707-887-9445  
[rwater@sonic.net](mailto:rwater@sonic.net)

SERENO DEL MAR WATER COMPANY  
Stephanie Voet

**Certificate of Service**

I hereby certify that I have this day served a copy of Advice Letter 53-W on the parties listed on the following Distribution List by mailing a properly addressed copy by first class mail with postage prepaid or by email to those marked with an asterisk (\*).


Carmet-by-the-Sea Water Company\*  
Attn: George Flores, *snorkel10@gmail.com*  
Attn: Jim Heneghan, *jimheneghan64@yahoo.com*  
Attn: John Pitcl, *pitclx3@me.com*  
PO Box 683  
Bodega Bay, CA 94923  
707-280-2715  
707-239-0216

Sonoma County DTPW CSA 41\*  
Attn: Johannes Hovertsz, *Johannes.Hovertsz@sonoma-county.org*  
2300 County Center Drive #8100  
Santa Rosa, CA 95403  
707-565-2231

I hereby certify that the above service list has been served a copy of Advice Letter 53-W on March 19, 2021.

Executed in Sonoma County, California on the 19<sup>th</sup> of March, 2021.

Sereno Del Mar Water Company

By:   
Stephanie Voet  
Office Manager

Sereno Del Mar Water Company

Advice Letter 53-W

**EMERGENCY CUSTOMER PROTECTIONS**

Sereno del Mar Water Company's Emergency Customer Protections provide protections for customers due to the COVID-19 pandemic.

Sereno del Mar Water Company 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 Sereno del Mar Water Company's Emergency Customer Protections, please contact Customer Service at 707-887-7735.

# CALIFORNIA PUBLIC UTILITIES COMMISSION WATER DIVISION

## Advice Letter Cover Sheet

**Utility Name:** SERENO DEL MAR WATER CO. **Date Mailed to Service List:** 03/19/2020  
**District:** N/A  
**CPUC Utility #:** U-128-W **Protest Deadline (20<sup>th</sup> Day):** 04/08/2020  
**Advice Letter #:** 53-W **Review Deadline (30<sup>th</sup> Day):** 04/18/2020  
**Tier:**  1  2  3  Compliance **Requested Effective Date:** 04/01/2020  
 Compliance with Executive  
 Director March 17, 2020  
**Authorization:** Instructions **Rate Impact:** N/A  
**Description:** Emergency Disaster Customer Protections – COVID19 N/A

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:** STEPHANIE VOET  
**Phone:** 707-887-7735  
**Email:** [rwater@sonic.net](mailto:rwater@sonic.net)

**Utility Contact:**  
**Phone:**  
**Email:**

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

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

APPROVED  WITHDRAWN  REJECTED

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

**Comments:** \_\_\_\_\_  
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