

**CALIFORNIA PUBLIC UTILITIES COMMISSION
WATER DIVISION**

Advice Letter Cover Sheet

Utility Name: Sonoma Springs Water Company / Morton's Warm Springs PUC	Date Mailed to Service List: 03/19/2020
District: N/A	
CPUC Utility #: U-4900533-W	Protest Deadline (20th Day): 04/08/2020
Advice Letter #: 18-W	Review Deadline (30th Day): 04/18/2020
Tier <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> Compliance	Requested Effective Date: 04/01/2020
Authorization Compliance with Executive Director March 17, 2021 Instructions	
Description: Extension of Emergency Disaster Customer Protections – COVID19	Rate Impact: N/A 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: Sean Wadsworth
Phone: 805-459-9121
Email: sean@mortonswarmsprings.com

Utility Contact:
Phone:
Email:

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

DWA USE ONLY

DATE

STAFF

COMMENTS

APPROVED

WITHDRAWN

REJECTED

Signature: _____

Comments: _____

Date: _____

March 19, 2021

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

Advice Letter 18-W
Sonoma Springs Water Company / Morton's Warm Springs PUC to the California Public Utilities Regarding Implementation of Emergency Customer Protections

Sonoma Springs Water Company / Morton's Warm Springs PUC (SSWC/MWS) 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 SSWC/MWS

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

SSWC/MWS shall work with customers who contact SSWC/MWS 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, 2021, 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, 3rd floor, California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, CA 94102, 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 Sean Wadsworth, Sonoma Springs Water Company / Morton's Warm Springs PUC, 1651 Warm Springs Road Glen Ellen CA 95442, 805-459-9121, sean@mortonswarmsprings.com.

Sonoma Springs Water Company / Morton's Warm Springs PUC
Sean Wadsworth

Certificate of Service

I hereby certify that I have this day served a copy of Advice Letter 15-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 (*).

Sonoma Springs Water Company / Morton's Warm Springs PUC

Advice Letter 18-W

EMERGENCY CUSTOMER PROTECTIONS

Sonoma Springs Water Company / Morton's Warm Springs PUC's Emergency Customer Protections provide protections for customers due to the COVID-19 pandemic.

Sonoma Springs Water Company / Morton's Warm Springs PUC 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 Sonoma Springs Water Company / Morton's Warm Springs PUC's Emergency Customer Protections, please contact Sean Wadsworth at 805-459-9121.