

CALIFORNIA PUBLIC UTILITIES COMMISSION
Water Division
Advice Letter Cover Sheet

Utility Name: Twin Valley Inc. **Date Mailed to Service List:** n/a
District: NA
CPUC Utility #: WTD-409 **Protest Deadline (20th Day):** n/a
Advice Letter #: 51-W **Review Deadline (30th Day):** n/a
Tier: X1 2 3 Compliance **Requested Effective Date:** 4/1/2021
Compliance with Executive
Director March 17, 2021
Authorization: Instructions **Rate Impact:** n/a
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: Marlene F. Demery **Utility Contact:**
Phone: (707) 479-8880 **Phone:**
Email: marlene@demeryandassoc.com **Email:**

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

DWA USE ONLY

<u>DATE</u>	<u>STAFF</u>	<u>COMMENTS</u>

[] APPROVED [] WITHDRAWN []
REJECTED

Signature: _____ Comments: _____

Date: _____

April 7, 2021

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

**Advice Letter 51-W
Twin Valley Inc. to the California Public Utilities Regarding Implementation of
Emergency Customer Protections**

Twin Valley Inc. 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.

Other Actions by Twin Valley Inc.

Twin Valley Inc. has activated its CEMA – COVID-19 in response to the COVID-19 emergency.

Twin Valley Inc. customer service representative shall work with customers who contact Twin Valley Inc. 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. However, notice was provided via email to:

General Manager
Santa Clara County Water District
Via email: info@valleywater.org

State Water Resources Control Board
Division of Drinking Water
Eric Lacy, District Manager
Via email: Eric.Lacy@waterboards.ca.gov

Santa Clara County Department of Environmental Health
Via email: dehweb@deh.sccgov.org

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

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 Marlene F. Demery, Twin Valley Inc. P.O. Box 615 Castroville, CA 95012 email: marlene@demeryandassoc.com.

Twin Valley Inc.

A handwritten signature in blue ink that reads "Marlene F. Demery". The signature is written in a cursive style and is positioned above the printed name.

Marlene F. Demery

Certificate of Service

I hereby certify that I have this day served a copy of Advice Letter AL 51-W on the parties listed on the above Distribution List by email..

Twin Valley Inc.
Advice Letter 51

Emergency Customer Protections

Twin Valley Inc.

EMERGENCY CUSTOMER PROTECTIONS

Twin Valley Inc.'s Emergency Customer Protections provide protections for customers due to the COVID-19 pandemic.

Twin Valley Inc. 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 707 479-8880.