

June 28, 2021

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

Advice Letter 80-W
**Big Basin Water Company to the California Public Utilities Commission Regarding Implementation of
Emergency Customer Protections**

Big Basin Water Company (Big Basin) transmits this Tier 1 advice letter filing in compliance with California Public Utilities Commission (Commission) Director Terence Shia's June 16, 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 September 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 Big Basin Water Company

Big Basin has activated its CEMA – COVID-19 in response to the COVID-19 emergency.

Big Basin customer service representatives shall work with customers who contact Big Basin 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.

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 Jim Moore, Big Basin Water Company, P.O. Box 197 Boulder Creek, CA 95006, (831) 338-2645, email: bbwater197@yahoo.com.

Big Basin Water Company

/s/ JIM MOORE

Jim Moore

Certificate of Service

I hereby certify that I have this day served a copy of Advice Letter 80-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 (*).

Big Basin Water Company, Inc.
P.O. Box 197 Boulder Creek, CA 95006
Telephone (831) 338-2645
AL #80-W Service List

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bbwater197@yahoo.com

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* Mr. and Mrs. Hicok
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**Big Basin Water Company
Advice Letter 80-W**

Emergency Customer Protections

Big Basin Water Company

EMERGENCY CUSTOMER PROTECTIONS

Big Basin's Emergency Customer Protections provide protections for customers due to the COVID-19 pandemic.

Big Basin 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 (831) 338-2645.