

COLD SPRINGS WATER COMPANY

29820 Highway 108, Cold Springs, CA 95335, office@coldspringwater.com 209-965-3716

April 5, 2021

Advice Letter No. 78-W

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Cold Springs Water Company, Inc. (Cold Springs) hereby transmits for filing one digital copy of this Advice Letter (AL) 78-W.

REQUEST

Cold Springs 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

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 Cold Springs

Cold Springs has activated its CEMA – COVID-19 in response to the COVID-19 emergency.

Cold Springs customer service representatives shall work with customers who contact Cold Springs and advise that, due to COVID-19, they are having difficulty paying their bills.

Cold Springs

EMERGENCY CUSTOMER PROTECTIONS

Cold Springs' Emergency Customer Protections provide protections for customers due to the COVID-19 pandemic.

Cold Springs shall:

1. Suspend disconnections of water service for delinquent accounts.
2. Work cooperatively with affected customers to resolve unpaid bills and minimize

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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 209-965-3716.

TIER DESIGNATION AND REQUESTED EFFECTIVE DATE

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).¹ This Advice Letter shall be effective April 1, 2021.

NOTICE

As this Advice Letter is for compliance with Executive Director Peterson's March 17, 2021 letter, no additional notice to customers is required.

This Advice Letter filing will not cause the withdrawal of service, nor conflict with other schedules or rules.

RESPONSE OR PROTEST²

Anyone may respond to or protest this AL. A response supports the filing and may contain information that proves useful to the Commission in evaluating the AL. A protest objects to the AL in whole or in part and must set forth the specific grounds on which it is based. These grounds are:

1. The utility did not properly serve or give notice of the AL;
2. The relief requested in the AL would violate statute or Commission order, or is not authorized by statute or Commission order on which the utility relies;
3. The analysis, calculations, or data in the AL contain material error or omissions;
4. The relief requested in the AL is pending before the Commission in a formal proceeding;
or
5. The relief requested in the AL requires consideration in a formal hearing, or is otherwise inappropriate for the AL process; or
6. The relief requested in the AL 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.

¹ GO. 96-B, Water Industry Rule 7.3.1

² GO. 96-B, General Rule 7.4.1

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A protest may not rely on policy objections to an AL where the relief requested in the AL follows rules or directions established by statute or Commission order applicable to the utility.

A protest shall provide citations or proofs where available to allow staff to properly consider the protest. The Water Division must receive a response or protest via email (**or** postal mail) within 20 days of the date the AL is filed. The addresses for submitting a response or protest are:

Email Address:

Water.Division@cpuc.ca.gov

Mailing Address:

California Public Utilities Commission
Water Division, 3rd Floor
505 Van Ness Avenue
San Francisco, CA 94102

On the same day the response or protest is submitted to Water Division (WD), the respondent or protestant shall send a copy of the protest to Pete Kerns at: Cold Springs Water Company, Inc.

Email Address:

Office@coldspringwater.COM

Mailing Address:

Cold Springs Water Company
29820 Highway 108
Cold Springs, CA 95335

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform DWA, within the 20-day protest period, so that a late filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on.

REPLIES

The utility shall reply to each protest and may reply to any response. Any reply must be received by DWA within five business days after the end of the protest period, and shall be served on the same day on each person who filed the protest or response to the AL.³

³ GO. 96-B, General Rule 7.4.3

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SERVICE LIST

Recipient 1 Del Oro Water Company
Attn: Bob Fortino
robert@corporatecenter.us

Recipient 2 Bruce Ramsden, P.E.
Associate Sanitary Engineer
State Water Resources Control Board
Division of Drinking Water – Merced District (11)
(559) 447-3314 Bruce.Ramsden@waterboards.ca.gov

Recipient 3 Tuolumne Utilities District
Attn: Don Perkins
18885 Nugget Road
Sonora, CA 95370
don.perkins@tudwater.com

I hereby certify that the above service list has been served a copy of AL 78-W on Monday, April 5, 2021.

Executed in Santa Paula, California on April 5, 2021.

Cold Springs Water Company

By: /s/Frank Brommenschenkel
Pete Kerns
President

Enclosures