

NORTH GUALALA WATER COMPANY, INC.
Mendocino County

March 30, 2021

ADVICE LETTER No. 128

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

NORTH GUALALA WATER COMPANY (NGWC) hereby transmits for filing one original and one copy each of the following tariffs schedules which are attached hereto:

Summary

North Gualala Water Company transmits this Tier 1 Advice Letter filing in compliance with California Public Utilities Commission (CPUC) 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

North Gualala Water Company has activated its CEMA – COVID-19 in response to the COVID-19 emergency.

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

This filing is made under the provisions of General Order No 96-B.

This filing will not cause withdrawal of service nor conflict with any other schedule or rule.

Requested Effective Date

Advice Letter 128 is a Tier 1 Advice Letter pursuant to General Order 96-B and Water Industry Rule 7.3.1(3). NGWC respectfully requests that Advice Letter No. 128 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.

Response or Protest

Anyone may respond to or protest 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 the specific grounds on which it is based.

These grounds are:

- (1) The utility did not properly serve or give notice of the Advice Letter;
- (2) The relief requested in the Advice Letter 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 Advice Letter contain material error or omissions;
- (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 relitigating a prior order of the Commission).

A protest shall provide citations or proofs where available to allow staff to properly consider the protest.

A response or protest must be made in writing or by electronic mail and must be received by the Water Division within 20 days of the date this Advice Letter is filed. The address for mailing or delivering a protest is:

Tariff Unit, Water Division, 3rd Floor
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102
E-Mail: water_division@cpuc.ca.gov

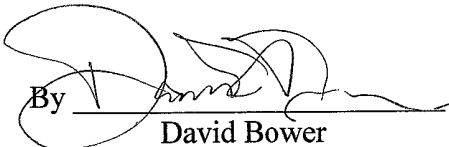
On the same day the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy of the protest by mail or e-mail to us, addressed to:

North Gualala Water Company
P.O. Box 1000
Gualala, CA 95445
Phone No. (707) 884-3579
Fax: (707) 884-1620
Email: office@ngwco.com

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform the Water Division, 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. Each reply must be received by the Division of Water and Audits within five business days after the end of the protest period, and shall be served on the same day to the person who filed the protest or response.

North Gualala Water Company

By 
David Bower
President

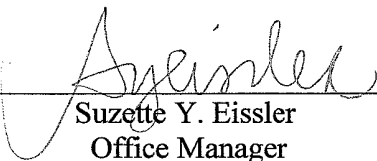
Attachments

NORTH GUALALA WATER COMPANY, INC.
P.O. Box 1000
Gualala, CA 95445

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy via email and via first class United States mail of the following document, North Gualala Water Company, Advice Letter No. 128, upon the California Public Utilities Commission as shown on the Service List attached hereto, a copy thereof properly addressed to each party. Additionally, I hereby certify that I have this day served a true copy via first class United States Mail of the following document, North Gualala Water Company, Advice Letter No. 128, without attachments, upon all additional parties of record as shown on the Service List attached hereto, a copy thereof properly addressed to each party.

Executed in Gualala, California on the 30th day of March 2021.



Suzette Y. Eissler
Office Manager

NORTH GUALALA WATER COMPANY, INC.

**P.O. Box 1000
Gualala, CA 95445**

**NORTH GUALALA WATER COMPANY
ADVICE LETTER No. 128
SERVICE LIST
(AS PER SECTION 4.3 OF GENERAL ORDER No. 96-B)**

Via E-mail & First Class U.S. Mail:

Bruce DeBerry, Program Manager
Division of Water and Audits
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Via First Class U.S. Mail (Without Attachments):

Point Arena Water Works
P.O. Box 205
Point Arena, CA 95468-0205

Sea Ranch Water Company
P.O. Box 16
The Sea Ranch, CA 95497-0016

NORTH GUALALA WATER COMPANY, INC.

**P.O. Box 1000
Gualala, CA 95445**

EMERGENCY CUSTOMER PROTECTIONS

NGWC Emergency Customer Protections provide protections for customers due to the COVID-19 pandemic.

NGWC shall:

1. Suspend disconnection 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) 884-3579.