

**CALIFORNIA PUBLIC UTILITIES COMMISSION
DIVISION OF WATER AND AUDITS**

Advice Letter Cover Sheet

Utility Name: Rogina Water Company Inc.

Date Mailed to Service List: 05/28/21

District:

CPUC Utility #: WTC - 41

Protest Deadline (20th Day): 06/17/21

Advice Letter #: 83

Review Deadline (30th Day): 06/27/21

Tier 1 2 3 Compliance

Requested Effective Date: ASAP

Authorization PU Code 755

Rate Impact: None

Description: Requests process of payments using credit or debit card or ACH/e-check and establish a Payment Processing Costs Memorandum Account

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: Daniel D. Rogina

Utility Contact: Marino Rodriguez

Phone: (707) 462-4056

Phone: (831) 809-2074

Email: drogina@pacific.net

Email: marinorod@aol.com

DWA Contact: Tariff Unit

Phone: (415) 703-1133

Email: Water.Division@cpuc.ca.gov

DWA USE ONLY

DATE

STAFF

COMMENTS

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

APPROVED

WITHDRAWN

REJECTED

Signature: _____

Comments: _____

Date: _____

ROGINA WATER COMPANY, INC.

**P.O. Box 310
Talmage, CA 95481
(707) 462-4056
drogina@pacific.net**

May 28, 2021

ADVICE LETTER No. 83

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA (CPUC)

ROGINA WATER COMPANY, INC. (RWC) hereby transmits for filing one original and one copy each of the following tariffs schedules which are enclosed:

<u>CPUC SHEET No.</u>	<u>TITLE OF SHEET</u>	<u>CANCELING CPUC SHEET No.</u>
505-W	Preliminary Statement	396-W
506-W – 508-W	Rule No. 9 Rendering and Payment of Bills	153-W, 154-W, 367-W
509-W	Table of Contents	504-W

The present rates of RWC became effective on August 22, 2018 through Advice Letter No. 74, through which the Commission authorized RWC a CPI Increase of \$5,822 or 0.71% for year 2017. The last general rate increase was effective on July 14, 2016 pursuant to Resolution W-5094, which authorized an increase of \$87,071 or 11.88% for test year 2016.

Summary

Rogina Water Company is filing this Advice Letter seeking CPUC authorization to offer its customers the option of paying its water bills using a credit or debit card, by Automatic Clearing House (ACH) or electronic check through a third party.

Background

Through Advice Letter No. 83 RWC requests similar treatment as was given to Valencia Water Company in Resolution (Res.) W-4908 dated April 19, 2012, Apple Valley Ranchos Water Company in Res. W-4935 dated January 10, 2013, Great Oaks Water Company in Res. W-4979 dated October 16, 2014, Bakman Water Company in Res. W-5018 dated January 29, 2015 pursuant to Industry Rule 8.2 (Request for Similar Treatment) of General Order 96-B and PU Code 755.

RWC seeks Commission authorization to:

- (a) Offer its customers the option of paying their water bills using a credit card or debit card, by Automatic Clearing House (ACH) or electronic check through a third-party;
- (b) Open a memorandum account to track expenses associated with the proposed payment options.
- (c) Allow customers to receive water bills and most legally mandated notices electronically.

RWC is offering this service in response to numerous requests from customers and not as a cost savings measure and will not improve profitability. RWC will not receive any revenue from the service; customers not utilizing this service will not incur any fee or other expenses; and water service and rates will not be affected by the proposed payment options.

Customers who choose to use this service may pay their water bills using one of these payment options in person; via telephone; through a provided internet/web-based system; or through a Customer Service Representative-assisted system. The convenience fee of \$3.95 for credit or debit card is charged directly to the customer by the third party vendor, and this will produce no revenue for RWC. The third party vendor also allows for e-check payments which would be free for the customer.

RWC required the third party vendor to satisfy the following criteria: (1) revenue-neutral credit card, debit card, and ACH/electronic check payment processing with no revenue generated or cost to RWC; (2) a web-based payment option; (3) ability for customers to make payments after hours and on weekends; (4) ability for RWC to receive payment notifications at nearly real-time or within 24 to 48 hours (maximum); (5) RWC to have the ability to customize the implementation and management of any web-based payment option, and (6) ability for customers to make payments over the telephone with an assigned automated toll free number.

RWC reviewed and selected the proposal from Invoice Cloud Inc. as its third-party vendor, to provide the proposed services. Invoice Cloud was selected due to its ability to satisfy the above criteria, its ability to work seamlessly with their current billing Software Company, and its low convenience fee to the water customers. The convenience fee will be \$3.95 for every credit or debit card payment up to \$400 and an additional \$3.95 fee will be assessed for every additional \$400 or less payment. All e-check payments will be free for the customer. The same convenience fees apply to payments made that require assistance from the automated toll free number. A copy of the Invoice Cloud Service Fee structure is included as Attachment A.

Requested Effective Date

This filing is a Tier 3 advice letter per General Order 96-B, Water Industry Rule 8.1 (3). RWC respectfully requests expedited handling of this advice letter and requests Commission approval through a Resolution as soon as possible.

Notice

In compliance with Section 4.3 of General Order 96-B, a copy of this advice letter has been mailed to all parties listed on the enclosed service list.

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

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

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:

Rogina Water Company, Inc.
P.O. Box 310
Talmage, CA 95481-0310
Phone No. (707) 462-4056

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.

Rogina Water Company, Inc.

By Wayne Rogina
Wayne Rogina
Assistant Vice-President

Attachments

PRELIMINARY STATEMENT
(continued)

- 2. Catastrophic Event Memorandum Account (CEMA), Resolution E-3238, dated July 24, 1991 and PU Code 454.9. Note: Should a disaster or emergency occur, the utility will inform the Division of Water and Audits of the CPUC, within 30 days after the catastrophic event, that the utility has started booking costs to its CEMA.
- 3. Infrastructure Act Memorandum Account (IAMA), Decision 06-05-041, dated May 25, 2006 and PU Code 789. Note: This account is established to track gains on real property.
- 4. Water Contamination Litigation Expense Memorandum Account, Resolution W-4094, dated March 26, 1998.
- 5. Payment Processing Costs Memorandum Account (N)

I. Balancing Accounts

The company has established the following balancing accounts. The purpose of these accounts is to track changes in costs for the named expense category. The balance in these accounts will be recovered in rates after CPUC review and audit of the costs recorded therein. The accounts are listed with the authorizing CPUC Resolution, Decision or Public Utilities Code (PU Code).

- 1. Purchased Power, Resolution W-4467, April 22, 2004.
- 2. Purchased Water, Resolution W-4467, April 22, 2004.
- 3. Pump Tax, Resolution W-4467, April 22, 2004.
- 4. Payroll, Resolution W-4467, April 22, 2004.
- 5. Payroll Taxes, Resolution W-4467, April 22, 2004.
- 6. Contract Labor, Resolution W-4467, April 22, 2004. Note: Restricted to the Operational and Maintenance portion of contract labor.
- 7. Water Quality Balancing Account (WQBA), Resolution W-4698, July 31, 2008.
- 8. California Department of Public Health User Fees Balancing Account (UFBA), Resolution W-4698, July 31, 2008. Note: Pertains to fees that are billed under Section 4019.10, superseded by Sections 116590 and 116595 of the California Health and Safety Code.

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 83

Daniel D. Rogina

Date Filed _____

Decision No. _____

Name
President
Title

Effective _____

Resolution No. _____

Rule No. 9

RENDERING AND PAYMENT OF BILLS

A. Rendering of Bills

Bills for service will be rendered each customer on a monthly or bimonthly basis at the option of the utility, unless otherwise provided in the rate schedules.

At the customer's request, the utility may be requested to provide either paper or electronic bills for rendered service, but not both. (N)

The customer may elect to receive and view regular bills for service and other legal and mandated notices electronically and to no longer receive paper bills and legal and mandated notices. Customers requesting this option may be required to complete additional forms and agreements. Legal and mandated notices shall be included with the utility's electronic means of bill deliver; except however, all notices of termination of service shall be in accordance with Rule No. 8. The customer may discontinue electronic billing upon 30 days prescribed notice. (N)

1. Metered Service

- a. Meters will be read at regular intervals for the preparations of periodic bills and as required for the preparation of opening bills, closing bills and special bills.
- b. The opening bill for metered service will not be less than the established monthly minimum or readiness to serve charge for the service. Any amount paid in excess of the prorated charges otherwise applicable to the opening period will be credited against the charge for the succeeding regular billing period except that no such credit shall accrue of the total period of service is less than one month.
- c. It may not always be practicable to read meters at intervals which will result in billing periods of equal numbers of days.
 - (1) Should a monthly billing period contain less than 27 days or more than 33 days, a pro rata correction in the amount of the bill will be made.
 - (2) The charge for metered service for a bimonthly period will be computed by doubling the monthly minimum or readiness to serve charge and the number of cubic feet to which each block rate is applicable on a monthly basis.
 - (3) For billing periods other than monthly or bimonthly, adjustments will be made proportionate to that for a monthly billing period.

(continued)

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No 83

Daniel D. Rogina

Date Filed _____

Decision No. _____

Name
President
Title

Effective _____

Resolution No. _____

Rule No. 9

RENDERING AND PAYMENT OF BILLS

(Continued)

A. 1. d. Bills for metered service will show at least the reading of the meter at the end of (L)
The period for which the bill is rendered, the meter constant, if any, the number (L)
and kinds of units, and date of the current meter reading. (L)

e. Each meter on a customer's premises will be considered separately and the readings of two or more meters will not be combined except where combination of meter readings is specifically provided for in the applicable rate schedule, or where the utility's operating convenience or necessity may require the use of more than one meter or a battery of meters. In the latter case, the monthly minimum or readiness to serve charge will be prorated from the monthly minimum or readiness to serve charge of the applicable rate schedule upon the basis of a meter size equivalent in diameter to the total combined discharge areas of such meters.

2. Flat Rate Service

- a. Bills for flat rate service are payable in advance.
- b. The opening bill for flat rate service will be the established monthly charge for the service. Any amount paid in excess of the prorated charges otherwise applicable to the opening period will be credited against the charge for the succeeding regular billing period, except that no such credit shall accrue if the total period of service is less than one month.
- c. For billing periods other than monthly, the charge for flat rate service will be computed by multiplying the monthly charge by the number of months in the billing period.

3. Proration of Bills

- a. The charges applicable to opening periods, closing bills and bills rendered for periods corresponding to less than 27 days or more than 33 days for monthly billing periods will be computed as follows:

(1) Metered Service

The amount of the minimum charge (and the quantity allowed therefor) or the readiness to serve charge and the quantity in each of the several (L)

(continued)

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No 83

Daniel D. Rogina

Date Filed _____

Decision No. _____

Name
President
Title

Effective _____

Resolution No. _____

Rule No. 9

RENDERING AND PAYMENT OF BILLS
(Continued)

A. 3. Proration of Bills

a. (1) Metered Service

quantity rate blocks will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period. The measured quantity of usage will be applied to such prorated amounts and quantities.

(2) Flat Rate Service

The billing period charge will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period.

(3) Average Billing Period

The number of days in an average billing period is defined as 365 divided by the number of billing periods in a year. (It is 30.4 days for a monthly billing period.)

B. Payment of Bills

Bills for service are due and payable upon presentation and payment may be made at any commercial office of the utility or to any representative of the utility authorized to make collections. Collection of closing bills may be made at the time of presentation.

1. The utility may charge \$20.00 for any bad check or electronic fund transfer not honored by the customer's financial institution or a payment processor.

(N)

2. Credit/Debit Card Option

At the option of the customer a credit or debit card payment can be made through a third-party vendor. A non-refundable transaction fee of \$3.95 for every credit or debit card payment up to \$400 and an additional \$3.95 fee will be assessed for every additional \$400 or less payment. The transaction fee will be over and above the utility bill amount and may be charged to the customer by a third-party vendor for this service and will not be on the utility billing statement. For customers with more than one account, a separate transaction fee is necessary for each account. This payment option is not available to customers who have made fraudulent payments within the last 12 months. (N)

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No 83

Daniel D. Rogina

Date Filed _____

Decision No. _____

Name
President
Title

Effective _____

Resolution No. _____

TABLE OF CONTENTS

The following listed tariff sheets contain all effective rates and affecting rates and service of the utility, together with information relating thereto:

<u>Subject matter of sheet</u>	<u>Cal. P.U.C. Sheet No.</u>
Title Page	391-W
Table of Content	509-W, 475-W (T)
Preliminary Statement	36-W, 393-W-395-W, 505-W, 431-W-434-W (N)
Service Area Map	107-W
Rate Schedules:	
Schedule No. 1, General Metered Service	462-W, 455-W
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Schedule No. 4, Private fire Protection Service	464-W
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No. 1 Definitions	482-W, 483-W
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No. 3 Application for service	41-W, 262-W
No. 4 Contracts	42-W
No. 5 Special Information Required on Forms	484-W-486-W
No. 6 Establishment & Re-establishment of Credit	45-W
No. 7 Deposits	365-W, 366-W
No. 8 Notices	487-W -489-W
No. 9 Rendering and Payment of Bills	506-W-508-W (N)
No.10 Disputed Bills	490-W, 491-W
No.11 Discontinuance & Restoration of Service	492-W -501-W
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No.14 Continuity of Service	60-W
No.14.1 Water Conservation and Rationing Plan	424-W – 429-W
No.15 Main Extensions	211-W-223-W, 476-W
No.16 Service Connections, Meters, and Customer's Facilities	224-W-230-W
No.17 Measurement of Service	177-W
No.18 Meter Tests and Adjustment of Bills for Meter Error	80-W- 82-W
No.19 Service to Separate Premises and Multiple Units, and Resale of Water	178-W, 179-W
No.20 Water Conservation	240-W
No.21 Fire Protection	241-W

(continued)

(To be inserted by Utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 83

Daniel D. Rogina

Date Filed _____

Decision No. _____

Name

President

Effective _____

Title

Resolution No. _____

Rogina Water Company, Inc
P.O. Box 310
Talmage, CA 95481

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of Advice Letter No. 83, upon all aparties of record as shown on the Service List attached hereto, a copy thereof properly addressed to each party.

Executed in Talmage, California on the 28th day of May, 2021.

Wayne Rogina

Wayne Rogina
Assistant Vice-President

Rogina Water Company, Inc
P.O. Box 310
Talmage, CA 95481

ROGINA WATER COMPANY, INC.
ADVICE LETTER No. 83
SERVICE LIST
(AS PER SECTION 4.3 OF GENERAL ORDER No. 96-B)

Via First Class U.S. Mail
Without Attachments

Millview County Water District
151 Laws Avenue
Ukiah, CA 95482

Willow County Water District
151 Laws Avenue
Ukiah, CA 95482

City of Ukiah
300 Seminary Avenue
Ukiah, CA 95482

ATTACHMENT A

Invoice Cloud Service Fee Structure

SALES INFORMATION			
IC Sales Rep	Gretchen Schmitt	Alias	
		Sales Partner	Creative Technologies
		Request Date	May 13 2021
		Effective Date	ASAP

BILLER INFORMATION			
BID#	2643	Invoice Type Name	Utility
Billor Name	Rogina Water Co	Pricing Model (Submitter or Non-Submitter)	Hybrid Model
City, State	Po Box 310 Talmage, CA 94581	F Non-Submitter: Interchange Paid By	
Contact Name	Kelly Saeturn		
Contact Title	Utility Billing Manager		
Telephone #	707-462-4056		

BILLER PRICING CHANGE REQUEST							
CURRENT PRICING				NEW PRICING			
Description	Interval	Cost Type	Cost	Description	Interval	Cost Type	Cost
Billor Portal Access Fee	Monthly	Fixed (\$)	125.00	Billor Portal Access Fee	Monthly	Fixed (\$)	\$195.00
IC Payment Transaction Fee - EFT	Per Item	Fixed (\$)	0.00	IC Payment Transaction Fee - EFT	Per Item	Fixed (\$)	\$0.65

NOTES/SPECIAL HANDLING

Two changes: Increase the Monthly Access Fee to \$195 Per Month. ALSO Rogina Water will ABSORB the IC Payment Transaction fee for EFT, their fee amount per unit is \$0.65 per unit

SERVICE FEE CHANGE REQUEST									
CURRENT SERVICE FEE STRUCTURE					NEW SERVICE FEE STRUCTURE				
Payment Source	Pymt Method	Min Fee (\$)	Cost Type	Fee Amt	Payment Source	Pymt Method	Min Fee (\$)	Cost Type	Fee Amt
All Payment Sources	Credit/Debit				All Payment Sources	Credit/Debit			
All Payment Sources	ACH/EFT	\$3.95	Fixed (\$)	\$3.95	All Payment Sources	ACH/EFT		Fixed (\$)	0.00
Autopay	ACH/EFT				Autopay	ACH/EFT			
IVR Surcharge	All Methods				IVR Surcharge	All Methods			
PAYMENT SOURCE EXCEPTIONS					PAYMENT SOURCE EXCEPTIONS				
					All Methods				

MAX PAYMENT CAP

CC Max (\$) ACH Max (\$)

NOTES/SPECIAL HANDLING

Two changes: Increase the Monthly Access Fee to \$195 Per Month. ALSO Rogina Water will ABSORB the IC Payment Transaction fee for EFT, their fee amount per unit is \$0.65 per unit

Accepted by Biller:

Kelly Saeturn
Corporate Officer

Kelly Saeturn
Printed Name

Utility Billing Manager
Title

Accepted by Invoice Cloud, Inc.

Thomas E. Griffin
Corporate Officer

Thomas Griffin
Printed Name

President
Title