
June 28, 2021

**ADVICE 126-W
(U 338-W)**

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
WATER DIVISION

SUBJECT: Extension of Emergency Customer Protections in Southern California Edison Company's Catalina Water Utility through September 30, 2021, pursuant to Executive Order N-08-01 and Water Division's June 16, 2021 Letter to Water and Sewer Utilities

PURPOSE

Pursuant to Governor Newsom's Executive Order N-08-21 and the Water Division's June 16, 2021 letter to Water and Sewer Utilities (Water Division's Letter), Southern California Edison Company (SCE) submits this advice letter to extend the emergency customer protections for water customers on Santa Catalina Island experiencing a financial crisis due to the novel coronavirus (COVID-19) implemented in Advice Letter (Advice) 118-W.

BACKGROUND AND DISCUSSION

On March 4, 2020, Governor Newsom declared a Statewide emergency due to an outbreak of a respiratory illness caused by COVID-19. In response, SCE suspended disconnections for nonpayment and implemented flexible payment plans for all residential and non-residential customers. These measures will remain in place until further notice.

On April 1, 2020, SCE submitted Advice 118-W, implementing an emergency disaster relief program to protect Catalina water customers experiencing financial hardship due to the COVID-19 pandemic pursuant to Ordering Paragraph (OP) 9 of Decision (D.)19-07-015 and the Executive Director's March 17, 2020 letter to water companies. The emergency customer protections were to remain in effect until March 4, 2021, unless otherwise ordered by the California Public Utilities Commission (Commission). Additionally, SCE modified its tariffs to address the emergency customer protections provided in Advice 118-W.

On June 11, 2021, Governor Newsom issued Executive Order N-08-21, ordering that certain provisions from prior Executive Orders relating to the COVID-19 pandemic remain in effect through September 20, 2021, upon which time they will expire. On June 16, 2021, Water Division issued a letter to Class A, B, C, and D water and sewer utilities, ordering them to submit a Tier 1 Advice Letter extending the emergency customer protections pursuant to Resolution M-4849 or the Executive Director's March 17, 2020 letter to water companies through September 30, 2021.

Emergency Customer Protections

Through this advice letter, SCE will extend the customer protections as described below for those who self-certify that they have been financially affected by COVID-19, effective March 4, 2020, and will remain in place until September 30, 2021 or until otherwise ordered by the Commission.

SCE customers who self-certify that they are experiencing economic hardship due to COVID-19 will have their accounts identified or flagged in SCE's billing system as eligible for billing and credit protections as extended by the Commission. SCE will provide the following billing and credit protections:

1. Suspend disconnections for affected customers

When a customer self-identifies to SCE as being affected by COVID-19, SCE will suspend disconnections activities for those customers.

2. Waive deposit requirements

When a customer self-identifies to SCE as affected by COVID-19, SCE will immediately confirm that the customer accounts are flagged and ensure that deposit requirements for reestablishment of credit are waived.

3. Implement flexible payment plan options

SCE will collaborate with affected customers to establish reasonable payment arrangements based upon the individual customer's needs. SCE may also recommend agency assistance and programs available to qualifying, affected customers. At a minimum, SCE will collaborate with customers who have prior arrearages to establish the following bill payment arrangements:

- Initial payment no greater than 20 percent of the amount due; and
- The remainder in equal installments over at least 12 billing cycles.

For those affected customers with utility service but who go into arrearage after March 4, 2020, SCE will establish the following bill payment arrangement:

- Initial payment no greater than 20 percent of the amount due; and
- The remainder in equal installments over at least 8 billing cycles.

SCE has trained its dedicated call center staff to inform and support customers to

determine if there are other programs available to provide financial assistance or determine if extended payment arrangements should be made.

Customer Communication and Qualification Plan

SCE has added a banner on www.sce.com to provide customers with valuable information regarding SCE's response to the COVID-19 pandemic and customer protections during the emergency. Detailed information on SCE's response to the COVID-19 emergency is available at www.sce.com/safety/coronavirus, including a video from Pedro Pizarro, President and CEO of Edison International, describing SCE's response to the COVID-19 emergency, including suspending service disconnections for non-payment and waiving late fees for residential and business customers. A link to SCE's Bill Assistance Programs webpage (www.sce.com/billhelp) is provided for customers impacted by the COVID-19 emergency. Additional information regarding planned power outages, SCE's telework program, CDC and WHO recommended precautions to avoid transmission of COVID-19, and warning customers of possible scams during the outbreak is also provided, along with links to the CDC and WHO.

SCE will continue to communicate with all customers to inform them about their eligibility for SCE's emergency disaster relief program through targeted messaging using the customers' preferred methods of contact to inform them of the eligibility for customer protections. In addition, SCE partners with its network of over 100 non-profit community and faith-based organizations across its vast service territory to assist customers in enrolling in income-qualified programs such as CARE.

Memorandum Account Tracking of Customer Protections Costs

When SCE submitted Advice 118-W, it did not have an appropriate memorandum account established to track and record costs associated with emergency customer protections for the Catalina water utility. Accordingly, on April 14, 2020, SCE submitted Advice 119-W, requesting authority to establish a Catastrophic Event Memorandum Account (CEMA) for its Catalina water utility. On April 28, 2021, SCE submitted Advice 119-W-A, supplementing Advice 119-W and requesting an effective date of March 4, 2020 to comply with the Executive Director's March 17, 2020 letter to water companies and OP 1 of Resolution M-4842. March 4, 2020 also corresponded to the effective date of the Governor's State of Emergency proclamation relating to the COVID-19 pandemic. Advice 119-W-A was approved on May 5, 2020.

SCE uses the CEMA to track incremental costs relating to the COVID-19 pandemic, including emergency customer protections as discussed above. SCE will continue to use the CEMA to track relevant costs relating to the COVID-19 pandemic and emergency customer protections as directed in Water Division's June 16, 2021 letter to water and sewer utilities.

TIER DESIGNATION

Pursuant to General Order 96-B, Water Industry Rule 7.3.1(3) and Water Division's June 16, 2021 letter to water and sewer utilities, this advice letter is submitted with a Tier 1 designation.

EFFECTIVE DATE

This advice letter will become effective on June 28, 2021, the same date as submitted.

NOTICE

Anyone wishing to protest this advice letter may do so by letter via U.S. Mail, facsimile, or electronically, any of which must be received no later than 20 days after the date of this advice letter. Protests should be submitted to:

Director, Water Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, California 94102
E-mail: water_division@cpuc.ca.gov
Facsimile: (415) 703-2200

In addition, protests and all other correspondence regarding this advice letter should also be sent by letter and transmitted via facsimile or electronically to the attention of:

Shinjini C. Menon
Managing Director, State Regulatory Operations
Southern California Edison Company
8631 Rush Street
Rosemead, California 91770
Facsimile: (626) 302-3377
Telephone: (626) 302-9645
E-mail: AdviceTariffManager@sce.com

Tara S. Kaushik
Managing Director, Regulatory Relations
c/o Karyn Gansecki
Southern California Edison Company
601 Van Ness Avenue, Suite 2030
San Francisco, California 94102
Facsimile: (415) 929-5544
E-mail: Karyn.Gansecki@sce.com

There are no restrictions on who may submit a protest, but the protest shall set forth specifically the grounds upon which it is based and shall be submitted expeditiously.

SCE is serving copies of this advice letter to the service list for interested parties shown on the attached GO 96-B service list in accordance with Water Industry Rule 4.1 of GO 96-B. Address change requests to the GO 96-B service list should be directed by electronic mail to AdviceTariffManager@sce.com or at (626) 302-3719. For changes to all other service lists, please contact the Commission's Process Office at (415) 703-2021 or by electronic mail at Process_Office@cpuc.ca.gov.

Further, in accordance with Public Utilities Code Section 491, notice to the public is hereby given by submitting and keeping the advice letter at SCE's corporate headquarters. To view other SCE advice letters submitted with the Commission, log on to SCE's web site at <https://www.sce.com/wps/portal/home/regulatory/advice-letters>.

For questions, please contact Cooper Cameron at (626) 302-3406 or by electronic mail at Cooper.Cameron@sce.com.

Southern California Edison Company

/s/ Shinjini C. Menon
Shinjini C. Menon

SCM:cc:cm
Enclosures

CALIFORNIA PUBLIC UTILITIES COMMISSION DIVISION OF WATER AND AUDITS

Advice Letter Cover Sheet

Utility Name: Southern CA Edison

Date Mailed to Service List: June 28, 2021

CPUC Utility #: WTC 338

Protest Deadline (20th Day): July 19, 2021

Advice Letter #: 126-W

Review Deadline (30th Day):

Tier 1 2 3 Compliance

Requested Effective Date: June 28, 2021

Authorization

Rate Impact: \$

Description: Extension of Emergency Customer Protections in Southern California Edison Company's Catalina Water Utility through September 30, 2021, pursuant to Executive Order N-08-01 and Water Division's June 16, 2021 Letter to Water and Sewer Utilities

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: Darrah Morgan

Utility Contact 2: Jeanette Melgar

Phone: (626) 302-2086

Phone 2: (626) 302-4039

Email: advicetariffmanager@sce.com

Email 2: advicetariffmanager@sce.com

DWA Contact: Tariff Unit

Phone: (415) 703-1133

Email: Water.Division@cpuc.ca.gov

DWA USE ONLY

DATE

STAFF

COMMENTS

APPROVED

WITHDRAWN

REJECTED

Signature: _____

Comments: _____

Date: _____

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

Advice Letter Cover Sheet

APPROVED

WITHDRAWN

REJECTED

Signature: _____

Comments: _____

Date: _____
