

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

**Advice Letter Cover Sheet**

<b>Utility Name:</b> California American Water	<b>Date Mailed to Service List:</b> January 5, 2022
<b>District:</b> Southern Division	
<b>CPUC Utility #:</b> U210W	<b>Protest Deadline (20<sup>th</sup> Day):</b> February 4, 2022
<b>Advice Letter #:</b> 1355	<b>Review Deadline (30<sup>th</sup> Day):</b> February 15, 2022
<b>Tier</b> <input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input checked="" type="checkbox"/> Compliance	<b>Requested Effective Date:</b> February 15, 2022
<b>Authorization</b> Resolution W-4976	
<b>Description:</b> Schedule 14.1 – Ventura, San Diego, Los Angeles Activate Stage 2	<b>Rate Impact:</b> \$See AL See AL%

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:** Kamilah Jones  
**Phone:** 916-568-4232  
**Email:** [Kamilah.Jones@amwater.com](mailto:Kamilah.Jones@amwater.com)

**Utility Contact:** Jonathan Morse  
**Phone:** 916-568-4237  
**Email:** [Jonathan.Morse@amwater.com](mailto:Jonathan.Morse@amwater.com)

**DWA Contact:** Tariff Unit  
**Phone:** (415) 703-1133  
**Email:** [Water.Division@cpuc.ca.gov](mailto:Water.Division@cpuc.ca.gov)

**DWA USE ONLY**

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

[ ] APPROVED

[ ] WITHDRAWN

[ ] REJECTED

**Signature:** \_\_\_\_\_

**Comments:** \_\_\_\_\_

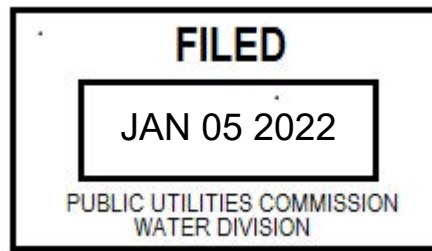
**Date:** \_\_\_\_\_

\_\_\_\_\_



4701 Beloit Drive  
Sacramento, CA 95838

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January 5, 2022

ADVICE LETTER NO. 1355

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

California-American Water Company (California American Water) (U210W) hereby submits for review this advice letter, including the following tariff sheets applicable to the Larkfield service area.

**Purpose:**

The purpose this Advice Letter is to activate the Stage 2 water use restrictions as described in the Water Shortage Contingency Plan in Section D of Rule 14.1 and Schedule 14.1.

**Request:**

This Advice Letter requests activation of Stage 2 of the Water Shortage Contingency Plan as authorized per Rule 14.1 and Schedule 14.1 for California American Water's Ventura, Los Angeles – Baldwin Hills, Los Angeles – Duarte, Los Angeles – San Marino (the "Los Angeles Districts"), and San Diego Service Areas.

**Background**

**Prior Implementation of Rule 14.1 Water Shortage Contingency Plan**

California American Water's Rule 14.1 was approved via Advice Letter 831, with an effective date of October 17, 2008. Schedules 14.1 for Ventura, the Los Angeles Districts, and San Diego Service Areas were implemented and approved via Advice Letter 881, effective February 22, 2011. Rule 14.1 has been updated several times since then, including most recently in June 2021 through Advice Letter 1337.

In May 2015, California American Water filed Advice Letter 1078-B, which moved the Ventura, Los Angeles Districts and San Diego Service Areas to Stage 2 effective June 1, 2015. Advice Letter 1090 moved Ventura to Stage 3 of the Water Shortage Contingency Plan effective September 14, 2015. Advice Letter 1131 moved Ventura from Stage 3 to Stage 2 effective August 1, 2016.

On April 7, 2017, Governor Jerry Brown issued Executive Order B-40-17 terminating the January 17, 2014, Drought State of Emergency for most of California. Following this executive order, California American Water filed Advice Letter 1175 effective September 1, 2017, to move all of its service areas (with the exception of Monterey Main) back to Stage 1.

Rule 14.1 provides that California American Water may file a Tier 2 advice letter to designate a particular stage of its Water Shortage Contingency Plan.

## Current Water Supply Conditions and the Need to Implementation of Stage 2

On October 19, 2021, Governor Gavin Newsom expanded his Drought Emergency Proclamation of a State of Emergency to the entire state including Ventura, Los Angeles and San Diego counties, among other southern California Counties and San Francisco. The Proclamation makes several orders including asking local water suppliers to activate the water shortage contingency plans at a level appropriate for local supply conditions. On November 9, 2021, Metropolitan Water District also declared a drought emergency and called for increased efforts to maximize conservation.

In light of the above, California American Water requests authorization to activate Stage 2 mandatory restrictions for its Ventura, Los Angeles Districts and San Diego Service Areas.

### Customer Noticing

In terms of customer outreach, the Public Advisor's Office has reviewed and approved California American Water's draft customer notices for the Geyserville service area. California American Water notices contain appropriate updates and detailed information about Rule and Schedule 14.1, for its Ventura, Los Angeles, and San Diego Service Area customers. California American Water anticipates mailing this notice to customers on or around January 10, 2022 and placing newspaper notices on the week of January 10, 2022. Virtual public hearings for each service area are set for January 25-27, 2022, to discuss the filing and get customer input. Information on the virtual public hearing is provided in the customer notice. Additionally, California American Water has been communicating with customers about the drought and the programs we have available through direct mail, bill inserts, earned media and social media.

### Tier Designation:

These tariffs are submitted pursuant to General Order No. 96-B and this advice letter is designated as a Tier 2 filing. California American Water is simply requesting an update of its tariffs so that it is in compliance with Executive Order B-40-17.

### Effective Date:

California American requests an effective date of February 15, 2022.

### NOTICE

Pursuant to Section 4.3 of General Order No. 96-B, a copy of this advice letter is being provided to those entities listed in the attached "SERVICE LIST PURSUANT TO SECTION 4.3 OF G.O. NO. 96-B." Per guidance from the California Public Utilities Commission's Water Division, during the COVID-19 pandemic advice letters will only be delivered electronically to the service list. Hardcopy advice letters will be mailed as soon as administrative staff are able to return to California American Water offices.

### RESPONSE OR PROTEST<sup>1</sup>

Anyone may submit a response or protest for this AL. When submitting a response or protest, **please include the utility name and advice letter number in the subject line.**

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<sup>1</sup> G.O. 96-B, General Rule 7.4.1

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<sup>2</sup> 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.
7. 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.

DWA must receive a response or protest via email (**or** postal mail) within 20 days of the date the AL is filed. When submitting a response or protest, **please include the utility name and advice letter number in the subject line.**

The addresses for submitting a response or protest are:

**Email Address:**

[Water.Division@cpuc.ca.gov](mailto:Water.Division@cpuc.ca.gov)

**Mailing Address:**

CA Public Utilities Commission  
Division of Water and Audits  
505 Van Ness Avenue  
San Francisco, CA 94102

On the same day the response or protest is submitted to DWA, the respondent or protestant shall send a copy of the protest to California American Water at:

**Email Address:**

[ca.rates@amwater.com](mailto:ca.rates@amwater.com)

**Mailing Address:**

4701 Beloit Drive  
Sacramento, CA 95838

[Kamilah.Jones@amwater.com](mailto:Kamilah.Jones@amwater.com)

4701 Beloit Drive  
Sacramento, CA 95838

[sarah.leeper@amwater.com](mailto:sarah.leeper@amwater.com)

555 Montgomery Street, Ste. 916  
San Francisco, CA 94111

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<sup>2</sup> G.O. 96-B, General Rule 7.4.2

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**<sup>3</sup>

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.

CALIFORNIA-AMERICAN WATER COMPANY

*/s/ Kamilah Jones*

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Kamilah Jones  
Senior Rates & Regulatory Analyst

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<sup>3</sup> G.O. 96-B, General Rule 7.4.3

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
XXXXX-W	Schedule No. 14.1-BH WATER SHORTAGE CONTINGENCY PLAN BALDWIN HILLS DISTRICT Sheet 1	8625-W
XXXXX-W	Schedule No. 14.1-BH WATER SHORTAGE CONTINGENCY PLAN BALDWIN HILLS DISTRICT Sheet 2	8626-W
XXXXX-W	Schedule No. 14.1-BH WATER SHORTAGE CONTINGENCY PLAN BALDWIN HILLS DISTRICT Sheet 3	8627-W
XXXXX-W	Schedule No. 14.1-BH WATER SHORTAGE CONTINGENCY PLAN BALDWIN HILLS DISTRICT Sheet 4	8628-W
XXXXX-W	Schedule No. 14.1-BH WATER SHORTAGE CONTINGENCY PLAN BALDWIN HILLS DISTRICT Sheet 5	8629-W
XXXXX-W	Schedule No. 14.1-DU WATER SHORTAGE CONTINGENCY PLAN DUARTE DISTRICT Sheet 1	8630-W
XXXXX-W	Schedule No. 14.1-DU WATER SHORTAGE CONTINGENCY PLAN DUARTE DISTRICT Sheet 2	8631-W
XXXXX-W	Schedule No. 14.1-DU WATER SHORTAGE CONTINGENCY PLAN DUARTE DISTRICT Sheet 3	8632-W
XXXXX-W	Schedule No. 14.1-DU WATER SHORTAGE CONTINGENCY PLAN DUARTE DISTRICT Sheet 4	8633-W
XXXXX-W	Schedule No. 14.1-DU WATER SHORTAGE CONTINGENCY PLAN DUARTE DISTRICT Sheet 5	8634-W
XXXXX-W	Schedule No. 14.1-SM WATER SHORTAGE CONTINGENCY PLAN SAN MARINO DISTRICT Sheet 1	8615-W

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
XXXXX-W	Schedule No. 14.1-SM WATER SHORTAGE CONTINGENCY PLAN SAN MARINO DISTRICT Sheet 2	8616-W
XXXXX-W	Schedule No. 14.1-SM WATER SHORTAGE CONTINGENCY PLAN SAN MARINO DISTRICT Sheet 3	8617-W
XXXXX-W	Schedule No. 14.1-SM WATER SHORTAGE CONTINGENCY PLAN SAN MARINO DISTRICT Sheet 4	8618-W
XXXXX-W	Schedule No. 14.1-SM WATER SHORTAGE CONTINGENCY PLAN SAN MARINO DISTRICT Sheet 5	8619-W
XXXXX-W	Schedule No. 14.1-SD WATER SHORTAGE CONTINGENCY PLAN SAN DIEGO DISTRICT Sheet 1	8645-W
XXXXX-W	Schedule No. 14.1-SD WATER SHORTAGE CONTINGENCY PLAN SAN DIEGO DISTRICT Sheet 2	8646-W
XXXXX-W	Schedule No. 14.1-SD WATER SHORTAGE CONTINGENCY PLAN SAN DIEGO DISTRICT Sheet 3	8647-W
XXXXX-W	Schedule No. 14.1-SD WATER SHORTAGE CONTINGENCY PLAN SAN DIEGO DISTRICT Sheet 4	8648-W
XXXXX-W	Schedule No. 14.1-SD WATER SHORTAGE CONTINGENCY PLAN SAN DIEGO DISTRICT Sheet 5	8649-W
XXXXX-W	Schedule No. 14.1-VEN WATER SHORTAGE CONTINGENCY PLAN VENTURA DISTRICT Sheet 1	8650-W
XXXXX-W	Schedule No. 14.1-VEN WATER SHORTAGE CONTINGENCY PLAN VENTURA DISTRICT Sheet 2	8651-W

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
XXXXX-W	Schedule No. 14.1-VEN WATER SHORTAGE CONTINGENCY PLAN VENTURA DISTRICT Sheet 3	8652-W
XXXXX-W	Schedule No. 14.1-VEN WATER SHORTAGE CONTINGENCY PLAN VENTURA DISTRICT Sheet 4	8653-W
XXXXX-W	Schedule No. 14.1-VEN WATER SHORTAGE CONTINGENCY PLAN VENTURA DISTRICT Sheet 5	8654-W



Schedule No. 14.1-BH  
WATER SHORTAGE CONTINGENCY PLAN  
BALDWIN HILLS DISTRICT

Sheet 1

A. APPLICABILITY

1. This schedule applies to all water customers served under all tariff schedules authorized by the Commission for Baldwin Hills District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
2. This Schedule shall remain dormant until activated by Commission authorization via a Tier 2 advice letter.
3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 2 advice letter
4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the Commission.

B. TERRITORY

1. This Schedule applies to all customers in the Chualar district. All other customers served by California-American Water Company are excluded from this particular tariff but are included in separate and distinct Water Shortage Contingency Plans.

C. STAGES

1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.
3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____

Schedule No. 14.1-BH  
WATER SHORTAGE CONTINGENCY PLAN  
BALDWIN HILLS DISTRICT

Sheet 2

C. STAGES (continued)

- 4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
- 5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

D. WATER USE VIOLATION FINE

- 1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by Commission authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
  - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
  - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
- 2. Offenses for separate water use restrictions will each start at the warning stage.
- 3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____

Schedule No. 14.1-BH  
WATER SHORTAGE CONTINGENCY PLAN  
BALDWIN HILLS DISTRICT

Sheet 3

E. APPLICABLE DROUGHT SURCHARGE RATES

1. When in Stage 3 of the Water Shortage Contingency Plan - a surcharge rate be will be added to all residential water usage in excess of 11 CCF. The surcharge rate will be equal to the Tier 3 residential rate for the Baldwin Hills, San Marino, and Duarte District in effect at the time Stage 3 is enacted. The surcharge rate for low income customers will be 50% of the Stage 3 surcharge rate. For all other customers there will be no surcharge imposed at Stage 3. (T)
2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 11 CCF in Stage 4. The surcharge rate for low income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.
3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 11 CCF to 17 CCF.

F. ENFORCEMENT

1. Letter/Fine: From second violation of the same restriction within a one year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____

Schedule No. 14.1-BH  
WATER SHORTAGE CONTINGENCY PLAN  
BALDWIN HILLS DISTRICT

Sheet 4

3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 <sup>(2)</sup> (of the same restriction)
<b>Proof of violation</b>	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
<b>Letter/fine</b>	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
<b>Fixing leaks</b> Stage 1 Stage 2 Stage 3 Stage 4	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate
<b>Time to correct violation</b>	5 days	5 days	5 days	5 days	5 days
<b>Time customer has to request variance of the alleged violation</b>	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
<b>If the customer does not agree with CAW's resolution</b> <sup>(1)</sup> <b>Reference Section K of Rule 14.1</b>	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC

<sup>(1)</sup> If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customers favor, the penalty will be immediately removed from the account. If not resolved in the customers favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.

<sup>(2)</sup> For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement.

(Continued)

(TO BE INSERTED BY UTILITY)

Advice 1355  
Decision

ISSUED BY

J. T. LINAM  
DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)

Date Filed \_\_\_\_\_  
Effective \_\_\_\_\_  
Resolution \_\_\_\_\_

Schedule No. 14.1-BH  
WATER SHORTAGE CONTINGENCY PLAN  
BALDWIN HILLS DISTRICT

Sheet 5

G. FLOW RESTRICTOR REMOVAL CHARGE

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
5/8" to 1"	\$150.00
1-1/2" to 2"	\$200
3" and larger	Actual Cost

H. SPECIAL CONDITIONS

1. The Tier 2 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the Commission.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through drought surcharges or penalties or fees for water use violations shall be booked to the Water Revenue Adjustment Mechanism (WRAM) or a memorandum account to offset recovery of lost revenues. All flow restrictor removal charges collected by the utility and all expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Board Resources Control Board ("SWRCB"), or other agencies, that have not been considered in a General Rate Case or other proceeding, shall be tracked in a memorandum account for disposition as directed or authorized from time to time by the Commission and shall be recoverable by the utility if determined to be reasonable by the Commission.

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____

Schedule No. 14.1-DU  
WATER SHORTAGE CONTINGENCY PLAN  
DUARTE DISTRICT

Sheet 1

A. APPLICABILITY

1. This schedule applies to all water customers served under all tariff schedules authorized by the Commission for Duarte District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
2. This Schedule shall remain dormant until activated by Commission authorization via a Tier 2 advice letter.
3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 2 advice letter
4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the Commission.

B. TERRITORY

1. This Schedule applies to all customers in the Chualar district. All other customers served by California-American Water Company are excluded from this particular tariff, but are included in separate and distinct Water Shortage Contingency Plans.

C. STAGES

1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.
3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
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			Resolution	_____

Schedule No. 14.1-DU  
WATER SHORTAGE CONTINGENCY PLAN  
DUARTE DISTRICT

Sheet 2

C. STAGES (Continued)

- 4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
- 5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

D. WATER USE VIOLATION FINE

- 1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by Commission authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
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  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
- 2. Offenses for separate water use restrictions will each start at the warning stage.
- 3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____

Schedule No. 14.1-DU  
WATER SHORTAGE CONTINGENCY PLAN  
DUARTE DISTRICT

Sheet 3

E. APPLICABLE PENALTY RATES

1. When in Stage 3 of the Water Shortage Contingency Plan - a surcharge rate be will be added to all residential water usage in excess of 11 CCF. The surcharge rate will be equal to the Tier 3 residential rate for the Baldwin Hills, San Marino, and Duarte districts in effect at the time Stage 3 is enacted. The surcharge rate for low income customers will be 50% of the Stage 3 surcharge rate. For all other customers there will be no surcharge imposed at Stage 3.
2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 11 CCF in Stage 4. The surcharge rate for low income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.
3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 11 CCF to 17 CCF.

F. ENFORCEMENT

1. Letter/Fine: From second violation of the same restriction within a one year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____



**Schedule No. 14.1-DU  
WATER SHORTAGE CONTINGENCY PLAN  
DUARTE DISTRICT**

**3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.**

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 <sup>(2)</sup> (of the same restriction)
<b>Proof of violation</b>	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
<b>Letter/fine</b>	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
<b>Fixing leaks</b> Stage 1 Stage 2 Stage 3 Stage 4	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate
<b>Time to correct violation</b>	5 days	5 days	5 days	5 days	5 days
<b>Time customer has to request variance of the alleged violation</b>	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
<b>If the customer does not agree with CAW's resolution</b> <sup>(1)</sup> <b>Reference Section K of Rule 14.1</b>	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC

<sup>(1)</sup> If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customers favor, the penalty will be immediately removed from the account. If not resolved in the customers favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.

<sup>(2)</sup> For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement.

(Continued)

(TO BE INSERTED BY UTILITY)	ISSUED BY	(TO BE INSERTED BY C.P.U.C.)
Advice 1355	J. T. LINAM	Date Filed _____
Decision	DIRECTOR - Rates & Regulatory	Effective _____
		Resolution _____

Schedule No. 14.1-DU  
WATER SHORTAGE CONTINGENCY PLAN  
DUARTE DISTRICT

Sheet 5

G. FLOW RESTRICTOR REMOVAL CHARGE

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
5/8" to 1"	\$150.00
1-1/2" to 2"	\$200
3" and larger	Actual Cost

H. SPECIAL CONDITIONS

1. The Tier 2 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the Commission.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through drought surcharges or penalties or fees for water use violations shall be booked to the Water Revenue Adjustment Mechanism (WRAM) or a memorandum account to offset recovery of lost revenues. All flow restrictor removal charges collected by the utility and all expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Board Resources Control Board ("SWRCB"), or other agencies, that have not been considered in a General Rate Case or other proceeding, shall be tracked in a memorandum account for disposition as directed or authorized from time to time by the Commission and shall be recoverable by the utility if determined to be reasonable by the Commission.

(TO BE INSERTED BY UTILITY)

Advice 1355  
Decision

ISSUED BY

J. T. LINAM  
DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)

Date Filed \_\_\_\_\_  
Effective \_\_\_\_\_  
Resolution \_\_\_\_\_

Schedule No. 14.1-SM  
WATER SHORTAGE CONTINGENCY PLAN  
SAN MARINO DISTRICT

Sheet 1

A. APPLICABILITY

1. This schedule applies to all water customers served under all tariff schedules authorized by the Commission for San Marino District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
2. This Schedule shall remain dormant until activated by Commission authorization via a Tier 2 advice letter.
3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 2 advice letter
4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the Commission.

B. TERRITORY

1. This Schedule applies to all customers in the Chualar district. All other customers served by California-American Water Company are excluded from this particular tariff, but are included in separate and distinct Water Shortage Contingency Plans.

C. STAGES

1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.
3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____

Schedule No. 14.1-SM  
WATER SHORTAGE CONTINGENCY PLAN  
SAN MARINO DISTRICT

Sheet 2

C. STAGES (Continued)

(T)

- 4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
- 5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

D. WATER USE VIOLATION FINE

- 1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by Commission authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
  - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
  - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
- 2. Offenses for separate water use restrictions will each start at the warning stage.
- 3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____

Schedule No. 14.1-SM  
WATER SHORTAGE CONTINGENCY PLAN  
SAN MARINO DISTRICT

Sheet 3

E. APPLICABLE DROUGHT SURCHARGE RATES

1. When in Stage 3 of the Water Shortage Contingency Plan - a surcharge rate be will be added to all residential water usage in excess of 13 CCF. The surcharge rate will be equal to the Tier 3 residential rate for Baldwin Hills, Duarte and San Marino Districts in effect at the time Stage 3 is enacted. The surcharge rate for low income customers will be 50% of the Stage 3 surcharge rate. For all other customers there will be no surcharge imposed at Stage 3. (T)
2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 13 CCF in Stage 4. The surcharge rate for low income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.
3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 13 CCF to 19 CCF.

F. ENFORCEMENT

1. Letter/Fine: From second violation of the same restriction within a one year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.

(Continued)

(TO BE INSERTED BY UTILITY)	ISSUED BY	(TO BE INSERTED BY C.P.U.C.)
Advice 1355	J. T. LINAM	Date Filed _____
Decision	DIRECTOR - Rates & Regulatory	Effective _____
		Resolution _____

Schedule No. 14.1-SM  
WATER SHORTAGE CONTINGENCY PLAN  
SAN MARINO DISTRICT

3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 <sup>(2)</sup> (of the same restriction)
<b>Proof of violation</b>	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
<b>Letter/fine</b>	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
<b>Fixing leaks</b> <b>Stage 1</b> <b>Stage 2</b> <b>Stage 3</b> <b>Stage 4</b>	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate
<b>Time to correct violation</b>	5 days	5 days	5 days	5 days	5 days
<b>Time customer has to request variance of the alleged violation</b>	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
<b>If the customer does not agree with CAW's resolution</b> <sup>(1)</sup> <b>Reference Section K of Rule 14.1</b>	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC

<sup>(1)</sup> If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customers favor, the penalty will be immediately removed from the account. If not resolved in the customers favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.

<sup>(2)</sup> For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____

Schedule No. 14.1-SM  
WATER SHORTAGE CONTINGENCY PLAN  
SAN MARINO DISTRICT

Sheet 5

G. FLOW RESTRICTOR REMOVAL CHARGE

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
5/8" to 1"	\$150.00
1-1/2" to 2"	\$200
3" and larger	Actual Cost

H. SPECIAL CONDITIONS

1. The Tier 2 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the Commission.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through drought surcharges or penalties or fees for water use violations shall be booked to the Water Revenue Adjustment Mechanism (WRAM) or a memorandum account to offset recovery of lost revenues. All flow restrictor removal charges collected by the utility and all expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Board Resources Control Board ("SWRCB"), or other agencies, that have not been considered in a General Rate Case or other proceeding, shall be tracked in a memorandum account for disposition as directed or authorized from time to time by the Commission and shall be recoverable by the utility if determined to be reasonable by the Commission.

(TO BE INSERTED BY UTILITY)

Advice 1355  
Decision

ISSUED BY

J. T. LINAM  
DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)

Date Filed \_\_\_\_\_  
Effective \_\_\_\_\_  
Resolution \_\_\_\_\_

Schedule No. 14.1-SD  
WATER SHORTAGE CONTINGENCY PLAN  
SAN DIEGO DISTRICT

Sheet 1

A. APPLICABILITY

1. This schedule applies to all water customers served under all tariff schedules authorized by the Commission for San Diego District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
2. This Schedule shall remain dormant until activated by Commission authorization via a Tier 2 advice letter.
3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 2 advice letter
4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the Commission.

B. TERRITORY

1. This Schedule applies to all customers in the Chualar district. All other customers served by California-American Water Company are excluded from this particular tariff, but are included in separate and distinct Water Shortage Contingency Plans.

C. STAGES

1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.
3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____



Schedule No. 14.1-SD  
WATER SHORTAGE CONTINGENCY PLAN  
SAN DIEGO DISTRICT

Sheet 2

C. STAGES (Continued)

- 4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
- 5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

D. WATER USE VIOLATION FINE

- 1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by Commission authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
  - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
  - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
- 2. Offenses for separate water use restrictions will each start at the warning stage.
- 3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____

Schedule No. 14.1-SD  
WATER SHORTAGE CONTINGENCY PLAN  
SAN DIEGO DISTRICT

Sheet 3

E. APPLICABLE DROUGHT SURCHARGE RATES

1. When in Stage 3 of the Water Shortage Contingency Plan - a surcharge rate be will be added to all residential water usage in excess of 8 CCF. The surcharge rate will be equal to the Tier 2 residential rate in effect at the time Stage 3 is enacted. The surcharge rate for low income customers will be 50% of the Stage 3 surcharge rate. For all other customers there will be no surcharge imposed at Stage 3.
2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 8 CCF in Stage 4. The surcharge rate for low income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.
3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 8 CCF to 12 CCF.

F. ENFORCEMENT

1. Letter/Fine: From second violation of the same restriction within a one year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.

(Continued)

(TO BE INSERTED BY UTILITY)	ISSUED BY	(TO BE INSERTED BY C.P.U.C.)
Advice 1355	J. T. LINAM	Date Filed _____
Decision	DIRECTOR - Rates & Regulatory	Effective _____
		Resolution _____

**Schedule No. 14.1-SD  
WATER SHORTAGE CONTINGENCY PLAN  
SAN DIEGO DISTRICT**

**3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.**

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 <sup>(2)</sup> (of the same restriction)
<b>Proof of violation</b>	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
<b>Letter/fine</b>	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
<b>Fixing leaks</b> Stage 1 Stage 2 Stage 3 Stage 4	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate
<b>Time to correct violation</b>	5 days	5 days	5 days	5 days	5 days
<b>Time customer has to request variance of the alleged violation</b>	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
<b>If the customer does not agree with CAW's resolution</b> <sup>(1)</sup> <b>Reference Section K of Rule 14.1</b>	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC

<sup>(1)</sup> If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customers favor, the penalty will be immediately removed from the account. If not resolved in the customers favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.

<sup>(2)</sup> For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____

Schedule No. 14.1-SD  
WATER SHORTAGE CONTINGENCY PLAN  
SAN DIEGO DISTRICT

Sheet 5

G. FLOW RESTRICTOR REMOVAL CHARGE

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
5/8" to 1"	\$150.00
1-1/2" to 2"	\$200
3" and larger	Actual Cost

H. SPECIAL CONDITIONS

1. The Tier 2 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the Commission.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through drought surcharges or penalties or fees for water use violations shall be booked to the Water Revenue Adjustment Mechanism (WRAM) or a memorandum account to offset recovery of lost revenues. All flow restrictor removal charges collected by the utility and all expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Board Resources Control Board ("SWRCB"), or other agencies, that have not been considered in a General Rate Case or other proceeding, shall be tracked in a memorandum account for disposition as directed or authorized from time to time by the Commission and shall be recoverable by the utility if determined to be reasonable by the Commission.

(TO BE INSERTED BY UTILITY)

Advice 1355  
Decision

ISSUED BY

J. T. LINAM  
DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)

Date Filed \_\_\_\_\_  
Effective \_\_\_\_\_  
Resolution \_\_\_\_\_

Schedule No. 14.1-VEN  
WATER SHORTAGE CONTINGENCY PLAN  
VENTURA DISTRICT

Sheet 1

A. APPLICABILITY

1. This schedule applies to all water customers served under all tariff schedules authorized by the Commission for Ventura District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
2. This Schedule shall remain dormant until activated by Commission authorization via a Tier 2 advice letter.
3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 2 advice letter
4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the Commission.

B. TERRITORY

1. This Schedule applies to all customers in the Chualar district. All other customers served by California-American Water Company are excluded from this particular tariff, but are included in separate and distinct Water Shortage Contingency Plans.

C. STAGES

1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.
3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____

Schedule No. 14.1-VEN  
WATER SHORTAGE CONTINGENCY PLAN  
VENTURA DISTRICT

Sheet 2

C. STAGES (continued)

- 4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
- 5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

D. WATER USE VIOLATION FINE

- 1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by Commission authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
  - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
  - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
- 2. Offenses for separate water use restrictions will each start at the warning stage.
- 3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
Decision		DIRECTOR - Rates & Regulatory	Effective	_____
			Resolution	_____

Schedule No. 14.1-VEN  
WATER SHORTAGE CONTINGENCY PLAN  
VENTURA DISTRICT

Sheet 3

**E. APPLICABLE DROUGHT SURCHARGE RATES**

1. When in Stage 3 of the Water Shortage Contingency Plan - a surcharge rate will be added to all residential water usage in excess of 89.7 CGL per month. The surcharge rate will be equal to 50% of the Tier 3 residential rate in effect at the time Stage 3 is enacted. The surcharge rate for low - income customers will be 25% of the Tier 3 residential rate in effect at the time Stage 3 is enacted (i.e., 50% of the residential Stage 3 surcharge rate). For all other customers there will be no surcharge imposed at Stage 3.
2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 89.7 CGL per month in Stage 4. The surcharge rate for low-income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.
3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 89.7 CGL to 134.6 CGL per month.

**F. ENFORCEMENT**

1. Letter/Fine: From second violation of the same restriction within a one-year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
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			Resolution	_____

Schedule No. 14.1-VEN  
WATER SHORTAGE CONTINGENCY PLAN  
VENTURA DISTRICT

3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 <sup>(2)</sup> (of the same restriction)
<b>Proof of violation</b>	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
<b>Letter/fine</b>	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
<b>Fixing leaks</b> Stage 1 Stage 2 Stage 3 Stage 4	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate
<b>Time to correct violation</b>	5 days	5 days	5 days	5 days	5 days
<b>Time customer has to request variance of the alleged violation</b>	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
<b>If the customer does not agree with CAW's resolution</b> <sup>(1)</sup>  <b>Reference Section K of Rule 14.1</b>	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC

<sup>(1)</sup> If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customers favor, the penalty will be immediately removed from the account. If not resolved in the customers favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.

<sup>(2)</sup> For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1355	J. T. LINAM	Date Filed	_____
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			Resolution	_____



Schedule No. 14.1-VEN  
WATER SHORTAGE CONTINGENCY PLAN  
VENTURA DISTRICT

Sheet 5

G. FLOW RESTRICTOR REMOVAL CHARGE

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
5/8" to 1"	\$150.00
1-1/2" to 2"	\$200
3" and larger	Actual Cost

H. SPECIAL CONDITIONS

1. The Tier 2 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the Commission.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through drought surcharges or penalties or fees for water use violations shall be booked to the Water Revenue Adjustment Mechanism (WRAM) or a memorandum account to offset recovery of lost revenues. All flow restrictor removal charges collected by the utility and all expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Board Resources Control Board ("SWRCB"), or other agencies, that have not been considered in a General Rate Case or other proceeding, shall be tracked in a memorandum account for disposition as directed or authorized from time to time by the Commission and shall be recoverable by the utility if determined to be reasonable by the Commission.

(TO BE INSERTED BY UTILITY)  
Advice 1355  
Decision

ISSUED BY  
J. T. LINAM  
DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)  
Date Filed \_\_\_\_\_  
Effective \_\_\_\_\_  
Resolution \_\_\_\_\_

**LOS ANGELES COUNTY DISTRICT SERVICE LIST**  
**CALIFORNIA-AMERICAN WATER COMPANY**  
**ADVICE LETTER 1355**

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**ADVICE LETTER 1355**

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**VENTURA COUNTY DISTRICT SERVICE LIST**  
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CALIFORNIA-AMERICAN WATER COMPANY  
ADVICE LETTER 1355  
SUPPORTING DOCUMENTATION FOR STAFF

Los Angeles, Ventura, and San Diego Service Area – Schedule 14.1 - Stage  
2 - Activation  
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EXECUTIVE DEPARTMENT  
STATE OF CALIFORNIA

PROCLAMATION OF A STATE OF EMERGENCY

**WHEREAS** climate change continues to intensify the impacts of droughts on our communities, environment, and economy, and California is in a second consecutive year of dry conditions, resulting in drought in all parts of the State and extreme or exceptional drought in most of the State; and

**WHEREAS** the meteorological summer in California and the rest of the western United States was the hottest on record; and

**WHEREAS** on April 12, 2021, May 10, 2021, and July 8, 2021, I proclaimed states of emergency to exist in the counties of Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, Del Norte, El Dorado, Fresno, Glenn, Humboldt, Inyo, Kern, Kings, Lake, Lassen, Madera, Mariposa, Marin, Mendocino, Merced, Modoc, Mono, Monterey, Napa, Nevada, Placer, Plumas, Sacramento, San Benito, San Joaquin, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Shasta, Sierra, Siskiyou, Solano, Sonoma, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, Yolo, and Yuba, due to severe drought conditions; and

**WHEREAS** since my July 8, 2021 Proclamation, sustained and extreme high temperatures have increased water loss from reservoirs and streams, increased demands by communities and agriculture, and further depleted California's water supplies; and

**WHEREAS** the counties of Imperial, Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Francisco, and Ventura are now experiencing severe drought conditions; and

**WHEREAS** long-term weather forecasts for the winter rainy season, dire storage conditions of California's largest reservoirs, low moisture content in native vegetation, and parched soils, magnify the likelihood that drought impacts will continue in 2022 and beyond; and

**WHEREAS** the increasing frequency of multiyear droughts presents a significant risk to California's ability to ensure adequate water supplies for communities, agriculture, and fish and wildlife; and

**WHEREAS** the most impactful action Californians can take to extend available supplies is to re-double their efforts to voluntarily reduce their water use by 15 percent from their 2020 levels by implementing the commonsense measures identified in operative paragraph 1 of my July 8, 2021 Executive Order N-10-21; and

**WHEREAS** it is necessary to expeditiously mitigate the effects of the drought conditions to ensure the protection of health, safety, and the environment; and

**WHEREAS** under Government Code Section 8558(b), I find that the conditions caused by the drought, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single local government and require the combined forces of a mutual aid region or regions to appropriately respond; and



**WHEREAS** under Government Code Section 8625(c), I find that local authority is inadequate to cope with the drought conditions; and

**WHEREAS** to protect public health and safety, it is critical the State take certain immediate actions without undue delay to prepare for and mitigate the effects of the drought conditions, and under Government Code Section 8571, I find that strict compliance with various statutes and regulations specified in this Proclamation would prevent, hinder, or delay the mitigation of the effects of the drought conditions.

**NOW THEREFORE, I, GAVIN NEWSOM**, Governor of the State of California, in accordance with the authority vested in me by the State Constitution and statutes, including the California Emergency Services Act, and in particular, Section 8625, **HEREBY PROCLAIM A STATE OF EMERGENCY** to exist in the State due to drought in the remaining counties of Imperial, Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Francisco, and Ventura, such that the drought state of emergency is now in effect statewide.

**IT IS HEREBY ORDERED THAT:**

1. All agencies of the state government are to utilize and employ state personnel, equipment, and facilities for the performance of any and all activities consistent with the direction of the Governor's Office of Emergency Services and the State Emergency Plan. Also, to protect their safety, all residents are to obey the direction of emergency officials with regard to this emergency in order to protect their safety.
2. The orders and provisions contained in my April 21, 2021, May 10, 2021, and July 8, 2021 Proclamations remain in full force and effect, except as modified herein. State agencies shall continue to implement all directions from those Proclamations and accelerate implementation where feasible.
3. Operative paragraphs 3, 5, 6, and 10 of my July 8, 2021 Proclamation are withdrawn and replaced with paragraphs 4 through 8 below.
4. Consistent with the policies stated in Water Code Section 1011.5(a), local agencies are encouraged to take actions to coordinate use of their available supplies and to substitute an alternate supply of groundwater from existing groundwater wells for the unused portion of surface water that the local agency is otherwise entitled to use. For actions taken pursuant to this paragraph, the provisions of Chapter 3 (commencing with Section 85225) of Part 3 of Division 35 of the Water Code and regulations adopted pursuant thereto are suspended for any (a) actions taken by state agencies pursuant to this paragraph, (b) actions taken by a local agency where the state agency with primary responsibility for implementing the directive concurs that local action is required, and (c) permits or approvals necessary to carry out actions under (a) or (b). The entities implementing this paragraph shall maintain on their websites a list of all activities or approvals that rely on the suspension of the foregoing Water Code provisions.

5. To support voluntary approaches where hydrology and other conditions allow, the State Water Resources Control Board (Water Board) shall expeditiously consider water transfer requests. For purposes of carrying out this paragraph, the following requirements of the Water Code are suspended:
  - a. Section 1726(d) requirements for written notice and newspaper publication, provided that the Water Board shall post notice on its website and provide notice through electronic subscription services where interested persons can request information about temporary changes; and
  - b. Section 1726(f) requirement of a 30-day comment period, provided that the Water Board shall afford a 15-day comment period.
6. As necessary to assist local governments and for the protection of public health and the environment, state agencies shall enter into contracts to arrange for the procurement of materials, goods, and services necessary to quickly assist with the response to and recovery from the impacts of the drought. Applicable provisions of the Government Code and the Public Contract Code, including but not limited to travel, advertising, and competitive bidding requirements, are suspended to the extent necessary to address the effects of the drought. Approval of the Department of Finance is required prior to the execution of any contract entered into pursuant to this provision.
7. To proactively prevent situations where a community runs out of drinking water, the Water Board, the Department of Water Resources, the Office of Emergency Services, and the Office of Planning and Research shall assist local agencies with identifying acute drinking water shortages in domestic water supplies, and shall work with local agencies in implementing solutions to those water shortages.
8. To preserve the State's surface and groundwater supplies and better prepare for the potential for continued dry conditions next year, local water suppliers are directed to execute their urban Water Shortage Contingency Plans and agricultural Drought Plans at a level appropriate to local conditions that takes into account the possibility of a third consecutive dry year. Suppliers shall ensure that Urban and Agricultural Water Management Plans are up to date and in place.
9. The Water Board may adopt emergency regulations, as it deems necessary, to supplement voluntary conservation by prohibiting certain wasteful water practices. Wasteful water uses include:
  - a. The use of potable water for washing sidewalks, driveways, buildings, structures, patios, parking lots, or other hard-surfaced areas, except in cases where health and safety are at risk.
  - b. The use of potable water that results in flooding or runoff in gutters or streets.

- c. The use of potable water, except with the use of a positive shut-off nozzle, for the individual private washing of motor vehicles.
  - d. The use of water to irrigate turf and ornamental landscapes during and within 48 hours after measurable rainfall of at least one-fourth of one inch of rain.
  - e. The use of potable water for irrigation of ornamental turf on public street medians.
  - f. The use of potable water for street cleaning or construction purposes, unless no other source of water or other method can be used or if necessary, to protect the health and safety of the public.
  - g. The use of potable water for decorative fountains or the filling or topping-off of decorative lakes or ponds, with exceptions for those decorative fountains, lakes, or ponds which utilize recycled water.
10. The California Department of Food and Agriculture, in collaboration with other relevant state agencies, shall evaluate water efficiency measures implemented in California agriculture over the past several years and develop a report with recommendations on how to further increase efficiencies.
11. The Office of Emergency Services shall provide assistance under the authority of the California Disaster Assistance Act, Government Code section 8680 et seq., and California Code of Regulations, title 19, section 2900 et seq., as appropriate to provide for, or in support of, the temporary emergency supply, delivery, or both of drinking water or water for sanitation purposes.
12. For purposes of carrying out or approving any actions contemplated by the directives in operative paragraphs 5, 6, and 9, the environmental review by state agencies required by the California Environmental Quality Act in Public Resources Code, Division 13 (commencing with Section 21000) and regulations adopted pursuant to that Division are hereby suspended to the extent necessary to address the impacts of the drought.

For purposes of carrying out the directive in operative paragraph 4 and 7, for any (a) actions taken by the listed state agencies pursuant to that directive, (b) actions taken by a local agency where the Office of Planning and Research concurs that local action is required, and (c) permits necessary to carry out actions under (a) or (b), Public Resources Code, Division 13 (commencing with Section 21000) and regulations adopted pursuant to that Division are hereby suspended to the extent necessary to address the impacts of the drought. The entities implementing these directives shall maintain on their websites a list of all activities or approvals for which these provisions are suspended.

This Proclamation is not intended to, and does not, create any rights or benefits, substantive or procedural, enforceable at law or in equity, against the State of California, its agencies, departments, entities, officers, employees, or any other person.

**I FURTHER DIRECT** that as soon as hereafter possible, this Proclamation be filed in the Office of the Secretary of State and that widespread publicity and notice be given of this Proclamation.

**IN WITNESS WHEREOF** I have hereunto set my hand and caused the Great Seal of the State of California to be affixed this 19th day of October 2021.

A handwritten signature in black ink, appearing to read 'Gavin Newsom', is written over a horizontal line. The signature is stylized with long, sweeping strokes.

GAVIN NEWSOM  
Governor of California

**ATTEST:**

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SHIRLEY N. WEBER, PH.D.  
Secretary of State

**THEREFORE, IT IS ORDERED THAT:**

1. The Drought Procedures for Water Conservation, Rationing and Service Connection Moratoria (formerly Standard Practice U-40-W) as amended by this Resolution in response to comments and attached as Attachment A is approved.
2. All Class A and B water utilities that have an existing Tariff Rule 14.1 shall notify the Director of the Division of Water and Audits via a letter in both hard-copy and e-mailed formats within 30 days of the effective date of this Resolution that they are activating Tariff Rule 14.1 calling for a 20% voluntary reduction in water use.
3. All Class A and B water utilities that do not have an existing Tariff Rule 14.1 shall file a Tier 2 advice letter within 30 days of the effective date of this Resolution requesting to add a Tariff Rule 14.1 to their tariffs. Within 5 days of the Division of Water and Audits' approval of the proposed Tariff Rule 14.1, utilities shall notify the Director of the Division of Water and Audits via a letter in both hard-copy and e-mailed formats that they are activating Tariff Rule 14.1 calling for a 20% voluntary reduction in water use.
4. Water utilities shall comply with future directives under the Emergency Drought Declaration for either additional voluntary conservation measures or requirements for mandatory rationing.

5. This resolution is effective today.

I certify that the foregoing resolution was duly introduced, passed, and adopted at a conference of the Public Utilities Commission of the State of California held on February 27, 2014; the following Commissioners voting favorably thereon:

/ s/ PAUL CLANON

Paul Clanon  
Executive Director

MICHAEL R. PEEVEY  
President  
MICHEL PETER FLORIO  
CATHERINE J.K. SANDOVAL  
CARLA J. PETERMAN  
MICHAEL PICKER  
Commissioners

Advice Letter Notice

*Para más información en cómo este cambio impactará su factura, llame al 888-237-1333.*

**NOTICE OF ADVICE LETTER FILING 1355  
California American Water's Filing to Activate Mandatory Conservation Measures  
Stage 2 of Rule and Schedule 14.1  
ADVICE LETTER 1355: Baldwin Hills Water System**

**Why am I receiving this notice?**

On January 5<sup>th</sup>, 2022, California American Water submitted Advice Letter 1355 with the California Public Utilities Commission (CPUC).

If the CPUC approves the advice letter, mandatory conservation measures will go into effect for the Baldwin Hills water system located in California American Water's Los Angeles County District. The above mentioned advice letter will update California American Water Shortage Contingency Plan. All California American Water customers will be governed by the approved advice letters.

**California American Water may fine customers for repeated violations of its rules upon proper notice.**

**California American Water is activating STAGE 2 of its Water Shortage Contingency Plan:**

A Stage 2 condition exists when it is determined, due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, a temporary water emergency exists necessitating implementation, or that the requirements in Stage 1 are ineffective in complying with the necessary reduction; and/or that a government agency requests implementation of this stage to meet physical supply limitations.

**Why is California American Water activating its mandatory conservation measures now?**

On October 19, 2021, Governor Gavin Newsom expanded his Drought Emergency Proclamation of a State of Emergency to the entire state including proclaiming a state of emergency exists in Ventura, Los Angeles, and San Diego counties, among other southern California Counties, and San Francisco County. The Proclamation makes several orders including asking local water suppliers to activate the water shortage contingency plans at a level appropriate for local supply conditions. On November 9, 2021, the Metropolitan Water District of Southern California also declared a drought emergency and called for increased efforts to maximize conservation. On December 1, 2021, the Department of Water Resources issued a notification of 0 percent allocations for State Water Project Contractors, including Metropolitan Water District, which provides wholesale water supplies to some of California American Water Los Angeles area customers.

In response to these conditions, California American Water is activating Stage 2 of its Water Shortage Contingency plan and asking customers to avoid prohibited uses of water, fix leaks promptly, and reduce water use outdoors.

**California American Water will conduct an online public hearing to get input from customers**

<b>Date and Time:</b>	<b>Wednesday, January 26, 2022, 5:30 p.m. – 6:30 p.m.</b>
<b>Call-in Number:</b>	<b>213-607-0501, Meeting ID: 259 235 32#</b>
<b>Teams Meeting Link:</b>	<b><a href="https://bit.ly/328TsJ8">https://bit.ly/328TsJ8</a></b>

## **Protests and Responses to Advice Letter #1354 and Advice Letter #1355**

The deadline to protest these advice letters is February 4<sup>th</sup>, 2022. Please include “**Advice Letter #1354**” or “**Advice Letter #1355**” in any response or protest you submit.

The reasons for the protest can be one of the following:

- (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 CPUC order or is not authorized by statute or CPUC 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 CPUC in a formal proceeding.
- (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 CPUC).

If you would like to submit a protest or response about this advice letter, please write to:

California Public Utilities Commission  
Water Division, 3rd Floor  
505 Van Ness Avenue, San Francisco, CA 94102  
Email: [Water.Division@cpuc.ca.gov](mailto:Water.Division@cpuc.ca.gov)

On the same date the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy by mail (or e-mail) to California American Water at the following address:

Kamilah Jones  
California American Water  
4701 Beloit Drive, Sacramento CA 95838  
Email: [kamilah.jones@amwater.com](mailto:kamilah.jones@amwater.com)

### **Where can I get more information?**

Customers with internet access may view and download California American Water’s advice letter on their website by visiting [www.amwater.com/caaw/Customer-Service-Billing/Water-Rates/Advice-Letters](http://www.amwater.com/caaw/Customer-Service-Billing/Water-Rates/Advice-Letters). If you have technical issues accessing the documents through the website, please e-mail [Kamilah.Jones@amwater.com](mailto:Kamilah.Jones@amwater.com) for assistance and reference Advice Letter #1354 and/or Advice Letter# 1355 in your e-mail.

To request a hard copy of California American Water’s Advice Letter, or to obtain more information about the Advice Letter, please write to:

California American Water Advice Letter #1354 and/or Advice Letter# 1355  
4701 Beloit Drive  
Sacramento, CA 95838  
Attention: Kamilah Jones  
[Kamilah.Jones@amwater.com](mailto:Kamilah.Jones@amwater.com)

### **Approved Rule 14.1 Water Shortage Contingency Plans**

**The following are non-essential or prohibited water uses during a Stage 2 Water Shortage Condition:**

1. Watering Days. The watering or irrigating of lawn, landscape, or other vegetated area with potable water is limited to no more than three (3) days per week. Additional limitations on the



number of days of the week and times of the day may be enforced at the discretion of the utility. The other provisions of water days as detailed in Stage 1 (Below) continue unchanged.

This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.

2. Watering hours. Watering or irrigating of lawn, landscape, or other vegetated areas with potable water is prohibited between the hours of 9:00 a.m. and 5:00 p.m. on any day, except by use of a handheld bucket or similar container, a handheld hose equipped with a positive self-closing water shut-off nozzle or device, or for the express purpose of adjusting or repairing an irrigation system.
3. Watering duration. Watering or irrigating of any lawn, landscape, or other vegetated area with potable water using a landscape irrigation system or a watering device that is not continuously attended is limited to no more than fifteen (15) minutes of watering per day per station. This subsection does not apply to landscape irrigations systems that exclusively use very low-flow drip type irrigation equipment when no emitter produces more than two (2) gallons of water per hour and weather-based controllers or stream rotor sprinklers that meet a 70% efficiency standard.
4. Watering during and for 48 hours after measurable precipitation. Watering or irrigating of any lawn, landscape, or other vegetated area with potable water during and for 48 hours following measurable precipitation is prohibited.
5. Excessive water flow or runoff. Watering or irrigating of any lawn, landscape, or other vegetated area in a manner that causes or allows excessive water flow or runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures is prohibited.
6. Washing vehicles. The use of a hose that dispenses potable water to wash a motor vehicle, except where the hose is fitted with a shut-off nozzle or device attached to it is prohibited. Use of water for washing commercial aircraft, cars, buses, boats, trailers or other commercial vehicles at any time is prohibited, except at commercial or fleet vehicle or boat washing facilities operated at a fixed location where equipment using water is properly maintained to avoid wasteful use.
7. Washing down hard or paved surfaces. Use of potable water for washing buildings, structures, driveways, patios, parking lots, tennis courts, or other hard surfaced areas is prohibited, except in cases where health and safety are at risk.
8. Re-circulating water required for water fountains and decorative features. Operating a water fountain or other decorative feature that does not use re-circulated water is prohibited.
9. Commercial businesses, including restaurants and other food service providers can only serve drinking water to customers on request.
10. Hotel/motel operators must provide guests with the option of choosing not to have towels and linens laundered daily. Information about this option must be prominently displayed.
11. Unmetered fire hydrant water cannot be used by individuals for any reason other than fire suppression or utility system maintenance purposes.

12. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within seventy-two (72) hours of notification from California American Water Company.
13. There cannot be unreasonable or excessive use of potable water for dust control or earth compaction.
14. Operation of commercial car washes that do not recycle the potable water used as required by the California Water Code Sections 10950-10953.
15. Other wasteful practices identified from time to time by the CPUC, utility, or governmental agency.

When the utility observes wasteful water use practices or when such wasteful uses of water are reported to the utility, the utility shall attempt face-to-face contact with the customer or other person on the premises to request compliance with these restrictions, or if that is not possible, shall leave at the premises a door hanger notice making such request.

**Schedule 14.1 details how California American Water may enforce the prohibition of water uses detailed above. Although the company is requesting these authorities, it plans to prioritize education over enforcement:**

A. APPLICABILITY

1. This schedule applies to all water customers served under all tariff schedules authorized by the CPUC for Larkfield District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
2. This Schedule shall remain dormant until activated by CPUC authorization via a Tier 2 advice letter.
3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 1 advice letter.
4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the CPUC.

B. TERRITORY

1. This Schedule applies to all customers in the Larkfield district. All other customers served by California-American Water Company are excluded from this particular tariff but are included in separate and distinct Water Shortage Contingency Plans.

C. STAGES

1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.

3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.
4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

#### D. WATER USE VIOLATION FINE

1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by CPUC authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
  - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
  - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
2. Offenses for separate water use restrictions will each start at the warning stage.
3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

#### E. APPLICABLE DROUGHT SURCHARGE RATES

1. When in Stage 3 of the Water Shortage Contingency Plan - A surcharge rate will be added to all residential water usage in excess of 11 CCF. The surcharge rate will be equal to the Tier 3 residential rate in effect at the time Stage 3 is enacted. The surcharge rate for low-income customers will be 50% of the Stage 3 surcharge rate. For all other customers there will be no surcharge imposed at Stage 3.
2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 11 CCF in Stage 4. The surcharge rate

for low-income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.

3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 11 CCF to 17 CCF.

#### F. ENFORCEMENT

1. Letter/Fine: From second violation of the same restriction within a one-year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.
3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 <sup>(2)</sup> (of the same restriction)
<b>Proof of violation</b>	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
<b>Letter/fine</b>	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
<b>Fixing leaks</b> <b>Stage 1</b> <b>Stage 2</b> <b>Stage 3</b> <b>Stage 4</b>	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate
<b>Time to correct violation</b>	5 days	5 days	5 days	5 days	5 days
<b>Time customer has to request variance of the alleged violation</b>	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
<b>If the customer does not agree with CAW's resolution</b> <sup>(1)</sup> <b>Reference Section K of Rule 14.1</b>	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	Customers have 14 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC

CAW: California American Water

DWA: CPUC Division of Water and Audits

(1) If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customer's favor, the penalty will be immediately removed from the account. If not resolved in the customer's favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.<sup>(2)</sup> For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement.

#### G. FLOW RESTRICTOR REMOVAL CHARGE

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
-----------------	-----------------

5/8" to 1"	\$150.00
1-1/2" to 2"	\$200
3" and larger	Actual Cost

#### H. SPECIAL CONDITIONS

1. The Tier 1 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the CPUC.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through water use violation fines and water penalty surcharges shall not be accounted for as income. All expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Resources Control Board ("SWRCB") that have not been considered in a General Rate Case or other proceeding, shall be recoverable by the utility if determined to be reasonable by the CPUC. These monies shall be accumulated by the utility in a separate memorandum account for disposition as directed or authorized from time to time by the CPUC.

Advice Letter Notice

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**NOTICE OF ADVICE LETTER FILING 1355  
California American Water's Filing to Activate Mandatory Conservation Measures  
Stage 2 of Rule and Schedule 14.1  
ADVICE LETTER 1355: Duarte Water System**

**Why am I receiving this notice?**

On January 5<sup>th</sup>, 2022, California American Water submitted Advice Letter 1355 with the California Public Utilities Commission (CPUC).

If the CPUC approves the advice letter, mandatory conservation measures will go into effect for the Duarte water system located in California American Water's Los Angeles County District. The above mentioned advice letter will update California American Water Shortage Contingency Plan. All California American Water customers will be governed by the approved advice letters.

**California American Water may fine customers for repeated violations of its rules upon proper notice.**

**California American Water is activating STAGE 2 of its Water Shortage Contingency Plan:**

A Stage 2 condition exists when it is determined, due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, a temporary water emergency exists necessitating implementation, or that the requirements in Stage 1 are ineffective in complying with the necessary reduction; and/or that a government agency requests implementation of this stage to meet physical supply limitations.

**Why is California American Water activating its mandatory conservation measures now?**

On October 19, 2021, Governor Gavin Newsom expanded his Drought Emergency Proclamation of a State of Emergency to the entire state including proclaiming a state of emergency exists in Ventura, Los Angeles, and San Diego counties, among other southern California Counties, and San Francisco County. The Proclamation makes several orders including asking local water suppliers to activate the water shortage contingency plans at a level appropriate for local supply conditions. On November 9, 2021, the Metropolitan Water District of Southern California also declared a drought emergency and called for increased efforts to maximize conservation. On December 1, 2021, the Department of Water Resources issued a notification of 0 percent allocations for State Water Project Contractors, including Metropolitan Water District, which provides wholesale water supplies to some of California American Water Los Angeles area customers.

In response to these conditions, California American Water is activating Stage 2 of its Water Shortage Contingency plan and asking customers to avoid prohibited uses of water, fix leaks promptly, and reduce water use outdoors.

**California American Water will conduct an online public hearing to get input from customers**

<b>Date and Time:</b>	<b>Wednesday, January 26, 2022, 5:30 p.m. – 6:30 p.m.</b>
<b>Call-in Number:</b>	<b>213-607-0501, Meeting ID: 259 235 32#</b>
<b>Teams Meeting Link:</b>	<b><a href="https://bit.ly/328TsJ8">https://bit.ly/328TsJ8</a></b>

## **Protests and Responses to Advice Letter #1354 and Advice Letter #1355**

The deadline to protest these advice letters is February 4th, 2022. Please include “**Advice Letter #1354**” or “**Advice Letter #1355**” in any response or protest you submit.

The reasons for the protest can be one of the following:

- (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 CPUC order or is not authorized by statute or CPUC 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 CPUC in a formal proceeding.
- (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 CPUC).

If you would like to submit a protest or response about this advice letter, please write to:

California Public Utilities Commission  
Water Division, 3rd Floor  
505 Van Ness Avenue, San Francisco, CA 94102  
Email: Water.Division@cpuc.ca.gov

On the same date the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy by mail (or e-mail) to California American Water at the following address:

Kamilah Jones  
California American Water  
4701 Beloit Drive, Sacramento CA 95838  
Email: kamilah.jones@amwater.com

### **Where can I get more information?**

Customers with internet access may view and download California American Water’s advice letter on their website by visiting [www.amwater.com/caaw/Customer-Service-Billing/Water-Rates/Advice-Letters](http://www.amwater.com/caaw/Customer-Service-Billing/Water-Rates/Advice-Letters). If you have technical issues accessing the documents through the website, please e-mail Kamilah Jones at [Kamilah.Jones@amwater.com](mailto:Kamilah.Jones@amwater.com) for assistance and reference Advice Letter #1354 and/or Advice Letter# 1355 in your e-mail.

To request a hard copy of California American Water’s Advice Letter, or to obtain more information about the Advice Letter, please write to:

California American Water Advice Letter #1354 and/or Advice Letter# 1355  
4701 Beloit Drive  
Sacramento, CA 95838  
Attention: Kamilah Jones  
[Kamilah.Jones@amwater.com](mailto:Kamilah.Jones@amwater.com)

### **Approved Rule 14.1 Water Shortage Contingency Plans**

**The following are non-essential or prohibited water uses during a Stage 2 Water Shortage Condition:**

1. Watering Days. The watering or irrigating of lawn, landscape, or other vegetated area with potable water is limited to no more than three (3) days per week. Additional limitations on the



number of days of the week and times of the day may be enforced at the discretion of the utility. The other provisions of water days as detailed in Stage 1 (Below) continue unchanged.

This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.

2. Watering hours. Watering or irrigating of lawn, landscape, or other vegetated areas with potable water is prohibited between the hours of 9:00 a.m. and 5:00 p.m. on any day, except by use of a handheld bucket or similar container, a handheld hose equipped with a positive self-closing water shut-off nozzle or device, or for the express purpose of adjusting or repairing an irrigation system.
3. Watering duration. Watering or irrigating of any lawn, landscape, or other vegetated area with potable water using a landscape irrigation system or a watering device that is not continuously attended is limited to no more than fifteen (15) minutes of watering per day per station. This subsection does not apply to landscape irrigations systems that exclusively use very low-flow drip type irrigation equipment when no emitter produces more than two (2) gallons of water per hour and weather-based controllers or stream rotor sprinklers that meet a 70% efficiency standard.
4. Watering during and for 48 hours after measurable precipitation. Watering or irrigating of any lawn, landscape, or other vegetated area with potable water during and for 48 hours following measurable precipitation is prohibited.
5. Excessive water flow or runoff. Watering or irrigating of any lawn, landscape, or other vegetated area in a manner that causes or allows excessive water flow or runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures is prohibited.
6. Washing vehicles. The use of a hose that dispenses potable water to wash a motor vehicle, except where the hose is fitted with a shut-off nozzle or device attached to it is prohibited. Use of water for washing commercial aircraft, cars, buses, boats, trailers or other commercial vehicles at any time is prohibited, except at commercial or fleet vehicle or boat washing facilities operated at a fixed location where equipment using water is properly maintained to avoid wasteful use.
7. Washing down hard or paved surfaces. Use of potable water for washing buildings, structures, driveways, patios, parking lots, tennis courts, or other hard surfaced areas is prohibited, except in cases where health and safety are at risk.
8. Re-circulating water required for water fountains and decorative features. Operating a water fountain or other decorative feature that does not use re-circulated water is prohibited.
9. Commercial businesses, including restaurants and other food service providers can only serve drinking water to customers on request.
10. Hotel/motel operators must provide guests with the option of choosing not to have towels and linens laundered daily. Information about this option must be prominently displayed.
11. Unmetered fire hydrant water cannot be used by individuals for any reason other than fire suppression or utility system maintenance purposes.

12. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within seventy-two (72) hours of notification from California American Water Company.
13. There cannot be unreasonable or excessive use of potable water for dust control or earth compaction.
14. Operation of commercial car washes that do not recycle the potable water used as required by the California Water Code Sections 10950-10953.
15. Other wasteful practices identified from time to time by the CPUC, utility, or governmental agency.

When the utility observes wasteful water use practices or when such wasteful uses of water are reported to the utility, the utility shall attempt face-to-face contact with the customer or other person on the premises to request compliance with these restrictions, or if that is not possible, shall leave at the premises a door hanger notice making such request.

**Schedule 14.1 details how California American Water may enforce the prohibition of water uses detailed above. Although the company is requesting these authorities, it plans to prioritize education over enforcement:**

A. APPLICABILITY

1. This schedule applies to all water customers served under all tariff schedules authorized by the CPUC for Larkfield District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
2. This Schedule shall remain dormant until activated by CPUC authorization via a Tier 2 advice letter.
3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 1 advice letter.
4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the CPUC.

B. TERRITORY

1. This Schedule applies to all customers in the Larkfield district. All other customers served by California-American Water Company are excluded from this particular tariff but are included in separate and distinct Water Shortage Contingency Plans.

C. STAGES

1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.

3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.
4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

#### D. WATER USE VIOLATION FINE

1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by CPUC authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
  - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
  - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
2. Offenses for separate water use restrictions will each start at the warning stage.
3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

#### E. APPLICABLE DROUGHT SURCHARGE RATES

1. When in Stage 3 of the Water Shortage Contingency Plan - A surcharge rate will be added to all residential water usage in excess of 11 CCF. The surcharge rate will be equal to the Tier 3 residential rate in effect at the time Stage 3 is enacted. The surcharge rate for low-income customers will be 50% of the Stage 3 surcharge rate. For all other customers there will be no surcharge imposed at Stage 3.
2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 11 CCF in Stage 4. The surcharge rate

for low-income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.

3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 11 CCF to 17 CCF.

#### F. ENFORCEMENT

1. Letter/Fine: From second violation of the same restriction within a one-year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.
3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 <sup>(2)</sup> (of the same restriction)
<b>Proof of violation</b>	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
<b>Letter/fine</b>	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
<b>Fixing leaks</b> <b>Stage 1</b> <b>Stage 2</b> <b>Stage 3</b> <b>Stage 4</b>	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate
<b>Time to correct violation</b>	5 days	5 days	5 days	5 days	5 days
<b>Time customer has to request variance of the alleged violation</b>	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
<b>If the customer does not agree with CAW's resolution</b> <sup>(1)</sup> <b>Reference Section K of Rule 14.1</b>	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	Customers have 14 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC

CAW: California American Water

DWA: CPUC Division of Water and Audits

(1) If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customer's favor, the penalty will be immediately removed from the account. If not resolved in the customer's favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.<sup>(2)</sup> For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement.

#### G. FLOW RESTRICTOR REMOVAL CHARGE

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
-----------------	-----------------

5/8" to 1"	\$150.00
1-1/2" to 2"	\$200
3" and larger	Actual Cost

#### H. SPECIAL CONDITIONS

1. The Tier 1 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the CPUC.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through water use violation fines and water penalty surcharges shall not be accounted for as income. All expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Resources Control Board ("SWRCB") that have not been considered in a General Rate Case or other proceeding, shall be recoverable by the utility if determined to be reasonable by the CPUC. These monies shall be accumulated by the utility in a separate memorandum account for disposition as directed or authorized from time to time by the CPUC.

## Advice Letter Notice

*Para más información en cómo este cambio impactará su factura, llame al 888-237-1333.*

**NOTICE OF ADVICE LETTER FILINGS 1354 and 1355**  
**California American Water's Filing to Activate Mandatory Conservation Measures**  
**Stage 2 of Rule and Schedule 14.1**  
**ADVICE LETTER 1355: San Marino Water System**  
**ADVICE LETTER 1354: Former East Pasadena Water Company Water System**

### **Why am I receiving this notice?**

On January 5<sup>th</sup>, 2022, California American Water submitted Advice Letters 1354 and 1355 with the California Public Utilities Commission (CPUC).

If the CPUC approves these advice letters, mandatory conservation measures will go into effect for the San Marino water system, including the former East Pasadena Water Company (EPWC) system, located in California American Water's Los Angeles County District. Advice Letter 1355 requests activation of Stage 2 of the Water Shortage Contingency Plan for the San Marino water system. Advice Letter 1354 requests an update to EPWC's existing Water Shortage Contingency Plan and activation of Stage 2 of the updated Plan.

### **California American Water may fine customers for repeated violations of its rules upon proper notice.**

### **California American Water is activating STAGE 2 of its Water Shortage Contingency Plan:**

A Stage 2 condition exists when it is determined, due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, a temporary water emergency exists necessitating implementation, or that the requirements in Stage 1 are ineffective in complying with the necessary reduction; and/or that a government agency requests implementation of this stage to meet physical supply limitations.

### **Why is California American Water activating its mandatory conservation measures now?**

On October 19, 2021, Governor Gavin Newsom expanded his Drought Emergency Proclamation of a State of Emergency to the entire state including proclaiming a state of emergency exists in Ventura, Los Angeles, and San Diego counties, among other southern California Counties, and San Francisco County. The Proclamation makes several orders including asking local water suppliers to activate the water shortage contingency plans at a level appropriate for local supply conditions. On November 9, 2021, the Metropolitan Water District of Southern California also declared a drought emergency and called for increased efforts to maximize conservation. On December 1, 2021, the Department of Water Resources issued a notification of 0 percent allocations for State Water Project Contractors, including Metropolitan Water District, which provides wholesale water supplies to some of California American Water Los Angeles area customers.

In response to these conditions, California American Water is activating Stage 2 of its Water Shortage Contingency plan and asking customers to avoid prohibited uses of water, fix leaks promptly, and reduce water use outdoors.

### **California American Water will conduct an online public hearing to get input from customers**

<b>Date and Time:</b>	<b>Wednesday, January 26, 2022, 5:30 p.m. – 6:30 p.m.</b>
<b>Call-in Number:</b>	<b>213-607-0501, Meeting ID: 259 235 32#</b>
<b>Teams Meeting Link:</b>	<b><a href="https://bit.ly/328TsJ8">https://bit.ly/328TsJ8</a></b>

### **Protests and Responses to Advice Letter #1354 and Advice Letter #1355**

The deadline to protest these advice letters is February 4th, 2022. Please include “**Advice Letter #1354**” or “**Advice Letter #1355**” in any response or protest you submit.

The reasons for the protest can be one of the following:

- (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 CPUC order or is not authorized by statute or CPUC 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 CPUC in a formal proceeding.
- (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 CPUC).

If you would like to submit a protest or response about this advice letter, please write to:

California Public Utilities Commission  
Water Division, 3rd Floor  
505 Van Ness Avenue, San Francisco, CA 94102  
Email: [Water.Division@cpuc.ca.gov](mailto:Water.Division@cpuc.ca.gov)

On the same date the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy by mail (or e-mail) to California American Water at the following address:

Kamilah Jones  
California American Water  
4701 Beloit Drive, Sacramento CA 95838  
Email: [kamilah.jones@amwater.com](mailto:kamilah.jones@amwater.com)

### **Where can I get more information?**

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California American Water Advice Letter #1354 and/or Advice Letter# 1355  
4701 Beloit Drive  
Sacramento, CA 95838  
Attention: Kamilah Jones  
[Kamilah.Jones@amwater.com](mailto:Kamilah.Jones@amwater.com)

### **Approved Rule 14.1 Water Shortage Contingency Plans**



**The following are non-essential or prohibited water uses during a Stage 2 Water Shortage Condition:**

1. Watering Days. The watering or irrigating of lawn, landscape, or other vegetated area with potable water is limited to no more than three (3) days per week. Additional limitations on the number of days of the week and times of the day may be enforced at the discretion of the utility. The other provisions of water days as detailed in Stage 1 (Below) continue unchanged.

This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.

2. Watering hours. Watering or irrigating of lawn, landscape, or other vegetated areas with potable water is prohibited between the hours of 9:00 a.m. and 5:00 p.m. on any day, except by use of a hand-held bucket or similar container, a handheld hose equipped with a positive self-closing water shut-off nozzle or device, or for the express purpose of adjusting or repairing an irrigation system.
3. Watering duration. Watering or irrigating of any lawn, landscape, or other vegetated area with potable water using a landscape irrigation system or a watering device that is not continuously attended is limited to no more than fifteen (15) minutes of watering per day per station. This subsection does not apply to landscape irrigations systems that exclusively use very low-flow drip type irrigation equipment when no emitter produces more than two (2) gallons of water per hour and weather-based controllers or stream rotor sprinklers that meet a 70% efficiency standard.
4. Watering during and for 48 hours after measurable precipitation. Watering or irrigating of any lawn, landscape, or other vegetated area with potable water during and for 48 hours following measurable precipitation is prohibited.
5. Excessive water flow or runoff. Watering or irrigating of any lawn, landscape, or other vegetated area in a manner that causes or allows excessive water flow or runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures is prohibited.
6. Washing vehicles. The use of a hose that dispenses potable water to wash a motor vehicle, except where the hose is fitted with a shut-off nozzle or device attached to it is prohibited. Use of water for washing commercial aircraft, cars, buses, boats, trailers or other commercial vehicles at any time is prohibited, except at commercial or fleet vehicle or boat washing facilities operated at a fixed location where equipment using water is properly maintained to avoid wasteful use.
7. Washing down hard or paved surfaces. Use of potable water for washing buildings, structures, driveways, patios, parking lots, tennis courts, or other hard surfaced areas is prohibited, except in cases where health and safety are at risk.
8. Re-circulating water required for water fountains and decorative features. Operating a water fountain or other decorative feature that does not use re-circulated water is prohibited.
9. Commercial businesses, including restaurants and other food service providers can only serve drinking water to customers on request.

10. Hotel/motel operators must provide guests with the option of choosing not to have towels and linens laundered daily. Information about this option must be prominently displayed.
11. Unmetered fire hydrant water cannot be used by individuals for any reason other than fire suppression or utility system maintenance purposes.
12. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within seventy-two (72) hours of notification from California American Water Company.
13. There cannot be unreasonable or excessive use of potable water for dust control or earth compaction.
14. Operation of commercial car washes that do not recycle the potable water used as required by the California Water Code Sections 10950-10953.
15. Other wasteful practices identified from time to time by the CPUC, utility, or governmental agency.

When the utility observes wasteful water use practices or when such wasteful uses of water are reported to the utility, the utility shall attempt face-to-face contact with the customer or other person on the premises to request compliance with these restrictions, or if that is not possible, shall leave at the premises a door hanger notice making such request.

**Schedule 14.1 details how California American Water may enforce the prohibition of water uses detailed above. Although the company is requesting these authorities, it plans to prioritize education over enforcement:**

**A. APPLICABILITY**

1. This schedule applies to all water customers served under all tariff schedules authorized by the CPUC for Larkfield District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
2. This Schedule shall remain dormant until activated by CPUC authorization via a Tier 2 advice letter.
3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 1 advice letter.
4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the CPUC.

**B. TERRITORY**

1. This Schedule applies to all customers in the Larkfield district. All other customers served by California-American Water Company are excluded from this particular tariff but are included in separate and distinct Water Shortage Contingency Plans.

**C. STAGES**

1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further

consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.

3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.
4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

#### D. WATER USE VIOLATION FINE

1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by CPUC authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
  - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
  - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
2. Offenses for separate water use restrictions will each start at the warning stage.
3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

#### E. APPLICABLE DROUGHT SURCHARGE RATES

1. When in Stage 3 of the Water Shortage Contingency Plan - A surcharge rate will be added to all residential water usage in excess of 13 CCF. The surcharge rate will be equal to the Tier 3

residential rate in effect at the time Stage 3 is enacted. The surcharge rate for low-income customers will be 50% of the Stage 3 surcharge rate. For all other customers there will be no surcharge imposed at Stage 3.

2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 13 CCF in Stage 4. The surcharge rate for low-income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.
3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 13 CCF to 19 CCF.

#### F. ENFORCEMENT

1. Letter/Fine: From second violation of the same restriction within a one-year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.
3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 <sup>(2)</sup> (of the same restriction)
<b>Proof of violation</b>	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
<b>Letter/fine</b>	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
<b>Fixing leaks</b> <b>Stage 1</b> <b>Stage 2</b> <b>Stage 3</b> <b>Stage 4</b>	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate
<b>Time to correct violation</b>	5 days	5 days	5 days	5 days	5 days
<b>Time customer has to request variance of the alleged violation</b>	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
<b>If the customer does not agree with CAW's resolution</b> <sup>(1)</sup> <b>Reference Section K of Rule 14.1</b>	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	Customers have 14 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC

CAW: California American Water

DWA: CPUC Division of Water and Audits

<sup>(1)</sup> If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customer's favor, the penalty will be immediately removed from the account. If not resolved in the customer's favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.<sup>(2)</sup> For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement.

#### G. FLOW RESTRICTOR REMOVAL CHARGE

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
-----------------	-----------------

5/8" to 1"	\$150.00
1-1/2" to 2"	\$200
3" and larger	Actual Cost

#### H. SPECIAL CONDITIONS

1. The Tier 1 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the CPUC.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through water use violation fines and water penalty surcharges shall not be accounted for as income. All expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Resources Control Board ("SWRCB") that have not been considered in a General Rate Case or other proceeding, shall be recoverable by the utility if determined to be reasonable by the CPUC. These monies shall be accumulated by the utility in a separate memorandum account for disposition as directed or authorized from time to time by the CPUC.

Advice Letter Notice

*Para más información en cómo este cambio impactará su factura, llame al 888-237-1333.*

**NOTICE OF ADVICE LETTER FILING 1355  
California American Water's Filing to Activate Mandatory Conservation Measures  
Stage 2 of Rule and Schedule 14.1  
ADVICE LETTER 1355**

**Why am I receiving this notice?**

On January 5<sup>th</sup>, 2022, California American Water submitted Advice Letter 1355 with the California Public Utilities Commission (CPUC).

If the CPUC approves these advice letters, mandatory conservation measures will go into effect for California American Water's San Diego County District. The above mentioned advice letter will update California American Water Shortage Contingency Plan. All California American Water customers will be governed by the approved advice letters.

**California American Water may fine customers for repeated violations of its rules upon proper notice.**

**California American Water is activating STAGE 2 of its Water Shortage Contingency Plan:**

A Stage 2 condition exists when it is determined, due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, a temporary water emergency exists necessitating implementation, or that the requirements in Stage 1 are ineffective in complying with the necessary reduction; and/or that a government agency requests implementation of this stage to meet physical supply limitations.

**Why is California American Water activating its mandatory conservation measures now?**

On October 19, 2021, Governor Gavin Newsom expanded his Drought Emergency Proclamation of a State of Emergency to the entire state including proclaiming a state of emergency exists in Ventura, Los Angeles, and San Diego counties, among other southern California Counties, and San Francisco County. The Proclamation makes several orders including asking local water suppliers to activate the water shortage contingency plans at a level appropriate for local supply conditions. On November 9, 2021, the Metropolitan Water District of Southern California also declared a drought emergency and called for increased efforts to maximize conservation. On December 1, 2021, the Department of Water Resources issued a notification of 0 percent allocations for State Water Project Contractors, including Metropolitan Water District, which provides wholesale water supplies to California American Water San Diego and Ventura customers, as well as to some of the Los Angeles area customers.

In response to these conditions, California American Water is activating Stage 2 of its Water Shortage Contingency plan and asking customers to avoid prohibited uses of water, fix leaks promptly, and reduce water use outdoors.

**California American Water will conduct an online public hearing to get input from customers**

<b>Date and Time:</b>	<b>Thursday, January 27, 2022, 5:30 p.m. – 6:30 p.m.</b>
<b>Call-in Number:</b>	<b>213-607-0501, Meeting ID: 965 177 555#</b>
<b>Teams Meeting Link:</b>	<b><a href="https://bit.ly/3F1JGHu">https://bit.ly/3F1JGHu</a></b>

## **Protests and Responses to Advice Letter #1355**

The deadline to protest this advice letter is February 4<sup>th</sup>, 2022. Please include “**Advice Letter #1355**” in any response or protest you submit.

The reasons for the protest can be one of the following:

- (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 CPUC order or is not authorized by statute or CPUC 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 CPUC in a formal proceeding.
- (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 CPUC).

If you would like to submit a protest or response about this advice letter, please write to:

California Public Utilities Commission  
Water Division, 3rd Floor  
505 Van Ness Avenue, San Francisco, CA 94102  
Email: Water.Division@cpuc.ca.gov

On the same date the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy by mail (or e-mail) to California American Water at the following address:

Kamilah Jones  
California American Water  
4701 Beloit Drive, Sacramento, CA 95838  
Email: kamilah.jones@amwater.com

### **Where can I get more information?**

Customers with internet access may view and download California American Water’s advice letter on their website by visiting [www.amwater.com/caaw/Customer-Service-Billing/Water-Rates/Advice-Letters](http://www.amwater.com/caaw/Customer-Service-Billing/Water-Rates/Advice-Letters). If you have technical issues accessing the documents through the website, please e-mail Kamilah Jones at [Kamilah.Jones@amwater.com](mailto:Kamilah.Jones@amwater.com) for assistance and reference Advice Letter #1355 in your e-mail.

To request a hard copy of California American Water’s Advice Letter, or to obtain more information about the Advice Letter, please write to:

California American Water Advice Letter #1355  
4701 Beloit Drive  
Sacramento, CA 95838  
Attention: Kamilah Jones  
[Kamilah.Jones@amwater.com](mailto:Kamilah.Jones@amwater.com)

### **Approved Rule 14.1 Water Shortage Contingency Plans**

**The following are non-essential or prohibited water uses during a Stage 2 Water Shortage Condition:**

1. Watering Days. The watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to no more than three (3) days per week. Additional limitations on the number of days of the week and times of the day may be enforced at the discretion of the utility. The other provisions of water days as detailed in Stage 1 (Below) continue unchanged.



This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.

2. Watering hours. Watering or irrigating of lawn, landscape, or other vegetated areas with potable water is prohibited between the hours of 9:00 a.m. and 5:00 p.m. on any day, except by use of a handheld bucket or similar container, a handheld hose equipped with a positive self-closing water shut-off nozzle or device, or for the express purpose of adjusting or repairing an irrigation system.
3. Watering duration. Watering or irrigating of any lawn, landscape, or other vegetated area with potable water using a landscape irrigation system or a watering device that is not continuously attended is limited to no more than fifteen (15) minutes of watering per day per station. This subsection does not apply to landscape irrigations systems that exclusively use very low-flow drip type irrigation equipment when no emitter produces more than two (2) gallons of water per hour and weather-based controllers or stream rotor sprinklers that meet a 70% efficiency standard.
4. Watering during and for 48 hours after measurable precipitation. Watering or irrigating of any lawn, landscape, or other vegetated area with potable water during and for 48 hours following measurable precipitation is prohibited.
5. Excessive water flow or runoff. Watering or irrigating of any lawn, landscape or other vegetated area in a manner that causes or allows excessive water flow or runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures is prohibited.
6. Washing vehicles. The use of a hose that dispenses potable water to wash a motor vehicle, except where the hose is fitted with a shut-off nozzle or device attached to it is prohibited. Use of water for washing commercial aircraft, cars, buses, boats, trailers, or other commercial vehicles at any time is prohibited, except at commercial or fleet vehicle or boat washing facilities operated at a fixed location where equipment using water is properly maintained to avoid wasteful use.
7. Washing down hard or paved surfaces. Use of potable water for washing buildings, structures, driveways, patios, parking lots, tennis courts, or other hard surfaced areas is prohibited, except in cases where health and safety are at risk.
8. Re-circulating water required for water fountains and decorative features. Operating a water fountain or other decorative feature that does not use re-circulated water is prohibited.
9. Commercial businesses, including restaurants and other food service providers can only serve drinking water to customers on request.
10. Hotel/motel operators must provide guests with the option of choosing not to have towels and linens laundered daily. Information about this option must be prominently displayed.
11. Unmetered fire hydrant water cannot be used by individuals for any reason other than fire suppression or utility system maintenance purposes.

12. Obligation to fix leaks, breaks, or malfunctions: all leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within seventy-two (72) hours of notification from California American Water Company.
13. There cannot be unreasonable or excessive use of potable water for dust control or earth compaction.
14. Operation of commercial car washes that do not recycle the potable water used as required by the California Water Code Sections 10950-10953.
15. Other wasteful practices identified from time to time by the CPUC, utility, or governmental agency.

When the utility observes wasteful water use practices or when such wasteful uses of water are reported to the utility, the utility shall attempt face-to-face contact with the customer or other person on the premises to request compliance with these restrictions, or if that is not possible, shall leave at the premises a door hanger notice making such request.

**Schedule 14.1 details how California American Water may enforce the prohibition of water uses detailed above. Although the company is requesting these authorities, it plans to prioritize education over enforcement:**

A. APPLICABILITY

1. This schedule applies to all water customers served under all tariff schedules authorized by the CPUC for Larkfield District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
2. This Schedule shall remain dormant until activated by CPUC authorization via a Tier 2 advice letter.
3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 1 advice letter.
4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the CPUC.

B. TERRITORY

1. This Schedule applies to all customers in the Larkfield district. All other customers served by California-American Water Company are excluded from this particular tariff but are included in separate and distinct Water Shortage Contingency Plans.

C. STAGES

1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.

3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.
4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

#### D. WATER USE VIOLATION FINE

1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by CPUC authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
  - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
  - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
2. Offenses for separate water use restrictions will each start at the warning stage.
3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

#### E. APPLICABLE DROUGHT SURCHARGE RATES

1. When in Stage 3 of the Water Shortage Contingency Plan - A surcharge rate will be added to all residential water usage in excess of 8 CCF. The surcharge rate will be equal to the Tier 3 residential rate in effect at the time Stage 3 is enacted. The surcharge rate for low-income customers will be 50% of the Stage 3 surcharge rate. For all other customers there will be no surcharge imposed at Stage 3.
2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 8 CCF in Stage 4. The surcharge rate for

low-income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.

3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 8 CCF to 12 CCF.

#### F. ENFORCEMENT

1. Letter/Fine: From second violation of the same restriction within a one-year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.
3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 <sup>(2)</sup> (of the same restriction)
<b>Proof of violation</b>	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
<b>Letter/fine</b>	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
<b>Fixing leaks</b> <b>Stage 1</b> <b>Stage 2</b> <b>Stage 3</b> <b>Stage 4</b>	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate
<b>Time to correct violation</b>	5 days	5 days	5 days	5 days	5 days
<b>Time customer has to request variance of the alleged violation</b>	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
<b>If the customer does not agree with CAW's resolution</b> <sup>(1)</sup> <b>Reference Section K of Rule 14.1</b>	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	Customers have 14 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC

CAW: California American Water

DWA: CPUC Division of Water and Audits

<sup>(1)</sup> If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customer's favor, the penalty will be immediately removed from the account. If not resolved in the customer's favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.<sup>(2)</sup> For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement.

#### G. FLOW RESTRICTOR REMOVAL CHARGE

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
-----------------	-----------------

5/8" to 1"	\$150.00
1-1/2" to 2"	\$200
3" and larger	Actual Cost

#### H. SPECIAL CONDITIONS

1. The Tier 1 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the CPUC.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through water use violation fines and water penalty surcharges shall not be accounted for as income. All expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Resources Control Board ("SWRCB") that have not been considered in a General Rate Case or other proceeding, shall be recoverable by the utility if determined to be reasonable by the CPUC. These monies shall be accumulated by the utility in a separate memorandum account for disposition as directed or authorized from time to time by the CPUC.

## Advice Letter Notice

*Para más información en cómo este cambio impactará su factura, llame al 888-237-1333.*

**NOTICE OF ADVICE LETTER FILINGS 1354 and 1355**  
**California American Water's Filing to Activate Mandatory Conservation Measures**  
**Stage 2 of Rule and Schedule 14.1**  
**ADVICE LETTER 1355: Ventura County District**  
**ADVICE LETTER 1354: Former Rio Plaza Water Company System**

### **Why am I receiving this notice?**

On January 5<sup>th</sup>, 2022, California American Water submitted Advice Letters 1354 and 1355 with the California Public Utilities Commission (CPUC).

If the CPUC approves these advice letters, mandatory conservation measures will go into effect for California American Water's Ventura County District, including the former Rio Plaza Water Company system. Advice Letter 1355 requests activation of Stage 2 of the Water Shortage Contingency Plan for the Ventura County District. Advice Letter 1354 requests an update to Rio Plaza Water Company's existing Water Shortage Contingency Plan and activation of Stage 2 of the updated Plan.

### **California American Water may fine customers for repeated violations of its rules upon proper notice.**

### **California American Water is activating STAGE 2 of its Water Shortage Contingency Plan:**

A Stage 2 condition exists when it is determined, due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, a temporary water emergency exists necessitating implementation, or that the requirements in Stage 1 are ineffective in complying with the necessary reduction; and/or that a government agency requests implementation of this stage to meet physical supply limitations.

### **Why is California American Water activating its mandatory conservation measures now?**

On October 19, 2021, Governor Gavin Newsom expanded his Drought Emergency Proclamation of a State of Emergency to the entire state including proclaiming a state of emergency exists in Ventura, Los Angeles, and San Diego counties, among other southern California Counties, and San Francisco County. The Proclamation makes several orders including asking local water suppliers to activate the water shortage contingency plans at a level appropriate for local supply conditions. On November 9, 2021, the Metropolitan Water District of Southern California also declared a drought emergency and called for increased efforts to maximize conservation. On December 1, 2021, the Department of Water Resources issued a notification of 0 percent allocations for State Water Project Contractors, including Metropolitan Water District, which provides wholesale water supplies to some of California American Water Los Angeles area customers.

In response to these conditions, California American Water is activating Stage 2 of its Water Shortage Contingency plan and asking customers to avoid prohibited uses of water, fix leaks promptly, and reduce water use outdoors.

### **California American Water will conduct an online public hearing to get input from customers**

<b>Date and Time:</b> Tuesday, January 25, 2022, 5:30 p.m. – 6:30 p.m.
<b>Call-in Number:</b> 213-607-0501, Meeting ID: 683 801 130#
<b>Teams Meeting Link:</b> <a href="https://bit.ly/32c4VaL">https://bit.ly/32c4VaL</a>

### **Protests and Responses to Advice Letter #1354 and Advice Letter #1355**

The deadline to protest these advice letters is February 4<sup>th</sup>, 2022. Please include “**Advice Letter #1354**” or “**Advice Letter #1355**” in any response or protest you submit.

The reasons for the protest can be one of the following:

- (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 CPUC order or is not authorized by statute or CPUC 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 CPUC in a formal proceeding.
- (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 CPUC).

If you would like to submit a protest or response about this advice letter, please write to:

California Public Utilities Commission  
Water Division, 3rd Floor  
505 Van Ness Avenue, San Francisco, CA 94102  
Email: [Water.Division@cpuc.ca.gov](mailto:Water.Division@cpuc.ca.gov)

On the same date the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy by mail (or e-mail) to California American Water at the following address:

Kamilah Jones  
California American Water  
4701 Beloit Drive, Sacramento CA 95838  
Email: [kamilah.jones@amwater.com](mailto:kamilah.jones@amwater.com)

### **Where can I get more information?**

Customers with internet access may view and download California American Water’s advice letter on their website by visiting [www.amwater.com/caaw/Customer-Service-Billing/Water-Rates/Advice-Letters](http://www.amwater.com/caaw/Customer-Service-Billing/Water-Rates/Advice-Letters). If you have technical issues accessing the documents through the website, please e-mail [Kamilah.Jones@amwater.com](mailto:Kamilah.Jones@amwater.com) for assistance and reference Advice Letter #1354 and/or Advice Letter#1355 in your e-mail.

To request a hard copy of California American Water’s Advice Letter, or to obtain more information about the Advice Letter, please write to:

California American Water Advice Letter #1354 and/or Advice Letter# 1355  
4701 Beloit Drive  
Sacramento, CA 95838  
Attention: Kamilah Jones  
[Kamilah.Jones@amwater.com](mailto:Kamilah.Jones@amwater.com)

### **Approved Rule 14.1 Water Shortage Contingency Plans**



**The following are non-essential or prohibited water uses during a Stage 2 Water Shortage Condition:**

1. Watering Days. The watering or irrigating of lawn, landscape, or other vegetated area with potable water is limited to no more than three (3) days per week. Additional limitations on the number of days of the week and times of the day may be enforced at the discretion of the utility. The other provisions of water days as detailed in Stage 1 (Below) continue unchanged.

This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.

2. Watering hours. Watering or irrigating of lawn, landscape, or other vegetated areas with potable water is prohibited between the hours of 9:00 a.m. and 5:00 p.m. on any day, except by use of a hand-held bucket or similar container, a handheld hose equipped with a positive self-closing water shut-off nozzle or device, or for the express purpose of adjusting or repairing an irrigation system.
3. Watering duration. Watering or irrigating of any lawn, landscape, or other vegetated area with potable water using a landscape irrigation system or a watering device that is not continuously attended is limited to no more than fifteen (15) minutes of watering per day per station. This subsection does not apply to landscape irrigations systems that exclusively use very low-flow drip type irrigation equipment when no emitter produces more than two (2) gallons of water per hour and weather-based controllers or stream rotor sprinklers that meet a 70% efficiency standard.
4. Watering during and for 48 hours after measurable precipitation. Watering or irrigating of any lawn, landscape, or other vegetated area with potable water during and for 48 hours following measurable precipitation is prohibited.
5. Excessive water flow or runoff. Watering or irrigating of any lawn, landscape, or other vegetated area in a manner that causes or allows excessive water flow or runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures is prohibited.
6. Washing vehicles. The use of a hose that dispenses potable water to wash a motor vehicle, except where the hose is fitted with a shut-off nozzle or device attached to it is prohibited. Use of water for washing commercial aircraft, cars, buses, boats, trailers or other commercial vehicles at any time is prohibited, except at commercial or fleet vehicle or boat washing facilities operated at a fixed location where equipment using water is properly maintained to avoid wasteful use.
7. Washing down hard or paved surfaces. Use of potable water for washing buildings, structures, driveways, patios, parking lots, tennis courts, or other hard surfaced areas is prohibited, except in cases where health and safety are at risk.
8. Re-circulating water required for water fountains and decorative features. Operating a water fountain or other decorative feature that does not use re-circulated water is prohibited.
9. Commercial businesses, including restaurants and other food service providers can only serve drinking water to customers on request.

10. Hotel/motel operators must provide guests with the option of choosing not to have towels and linens laundered daily. Information about this option must be prominently displayed.
11. Unmetered fire hydrant water cannot be used by individuals for any reason other than fire suppression or utility system maintenance purposes.
12. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within seventy-two (72) hours of notification from California American Water Company.
13. There cannot be unreasonable or excessive use of potable water for dust control or earth compaction.
14. Operation of commercial car washes that do not recycle the potable water used as required by the California Water Code Sections 10950-10953.
15. Other wasteful practices identified from time to time by the CPUC, utility, or governmental agency.

When the utility observes wasteful water use practices or when such wasteful uses of water are reported to the utility, the utility shall attempt face-to-face contact with the customer or other person on the premises to request compliance with these restrictions, or if that is not possible, shall leave at the premises a door hanger notice making such request.

**Schedule 14.1 details how California American Water may enforce the prohibition of water uses detailed above. Although the company is requesting these authorities, it plans to prioritize education over enforcement:**

**A. APPLICABILITY**

1. This schedule applies to all water customers served under all tariff schedules authorized by the CPUC for Larkfield District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
2. This Schedule shall remain dormant until activated by CPUC authorization via a Tier 2 advice letter.
3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 1 advice letter.
4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the CPUC.

**B. TERRITORY**

1. This Schedule applies to all customers in the Larkfield district. All other customers served by California-American Water Company are excluded from this particular tariff but are included in separate and distinct Water Shortage Contingency Plans.

**C. STAGES**

1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further

consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.

3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.
4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

#### D. WATER USE VIOLATION FINE

1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by CPUC authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
  - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
  - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
2. Offenses for separate water use restrictions will each start at the warning stage.
3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

#### E. APPLICABLE DROUGHT SURCHARGE RATES

1. When in Stage 3 of the Water Shortage Contingency Plan - A surcharge rate will be added to all residential water usage in excess of **89.7 CGL**. The surcharge rate will be equal to the Tier 3

residential rate in effect at the time Stage 3 is enacted. The surcharge rate for low-income customers will be 50% of the Stage 3 surcharge rate. For all other customers there will be no surcharge imposed at Stage 3.

2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of **89.7 CGL** in Stage 4. The surcharge rate for low-income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.
3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from **89.7 CGL to 134.6 CGL**.

#### F. ENFORCEMENT

1. Letter/Fine: From second violation of the same restriction within a one-year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.
3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 <sup>(2)</sup> (of the same restriction)
<b>Proof of violation</b>	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
<b>Letter/fine</b>	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
<b>Fixing leaks</b> <b>Stage 1</b> <b>Stage 2</b> <b>Stage 3</b> <b>Stage 4</b>	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate
<b>Time to correct violation</b>	5 days	5 days	5 days	5 days	5 days
<b>Time customer has to request variance of the alleged violation</b>	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
<b>If the customer does not agree with CAW's resolution</b> <sup>(1)</sup> <b>Reference Section K of Rule 14.1</b>	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	Customers have 14 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC

CAW: California American Water

DWA: CPUC Division of Water and Audits

(1) If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customer's favor, the penalty will be immediately removed from the account. If not resolved in the customer's favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.<sup>(2)</sup> For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement.

#### G. FLOW RESTRICTOR REMOVAL CHARGE

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
-----------------	-----------------

5/8" to 1"	\$150.00
1-1/2" to 2"	\$200
3" and larger	Actual Cost

#### H. SPECIAL CONDITIONS

1. The Tier 1 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the CPUC.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through water use violation fines and water penalty surcharges shall not be accounted for as income. All expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Resources Control Board ("SWRCB") that have not been considered in a General Rate Case or other proceeding, shall be recoverable by the utility if determined to be reasonable by the CPUC. These monies shall be accumulated by the utility in a separate memorandum account for disposition as directed or authorized from time to time by the CPUC.

Schedule No. 14.1. – BH (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
BALDWIN HILLS DISTRICT

A. APPLICABILITY

- 1. This schedule applies to all water customers served under all tariff schedules authorized by the Commission for Baldwin Hills District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
- 2. This Schedule shall remain dormant until activated by Commission authorization via a Tier 2 advice letter.
- 3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 2 advice letter
- 4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the Commission.

B. TERRITORY

- 1. This Schedule applies to all customers in the Baldwin Hills district. All other customers served by California-American Water Company are excluded from this particular tariff, but are included in separate and distinct Water Shortage Contingency Plans.

C. STAGES

- 1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
- 2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.
- 3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 1175  
Res. W-4976

D. P. STEPHENSON  
NAME  
DIRECTOR – Rates & Regulatory  
TITLE

DATE FILED 8-22-2017  
EFFECTIVE 9-1-2017  
RESOLUTION \_\_\_\_\_

DECISION NO. Res. W-5034

Schedule No. 14.1. – BH (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
Baldwin Hills DISTRICT

C. STAGES

- 4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
- 5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

D. WATER USE VIOLATION FINE

- 1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by Commission authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
  - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
  - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
- 2. Offenses for separate water use restrictions will each start at the warning stage.
- 3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

(Continued)

(TO BE INSERTED BY UTILITY)

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(TO BE INSERTED BY C.P.U.C.)

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DATE FILED 8-22-2017  
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DECISION NO. Res. W-5034



Schedule No. 14.1. – BH (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
BALDWIN HILLS DISTRICT

E. APPLICABLE DROUGHT SURCHARGE RATES

- 1. When in Stage 3 of the Water Shortage Contingency Plan - a surcharge rate be will be added to all residential water usage in excess of 11 CCF. The surcharge rate will be equal to the Tier 3 residential rate for the Baldwin Hills, San Marino, and Duarte District in effect at the time Stage 3 is enacted. The surcharge rate for low income customers will be 50% of the Stage 3 surcharge rate. For all other customers there will be no surcharge imposed at Stage 3.
- 2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 11 CCF in Stage 4. The surcharge rate for low income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.
- 3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 11 CCF to 17 CCF.

F. ENFORCEMENT

- 1. Letter/Fine: From second violation of the same restriction within a one year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
- 2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.

(Continued)

(TO BE INSERTED BY UTILITY)

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DECISION NO. Res. W-5034

Schedule No. 14.1. – BH (Continued)  
**WATER SHORTAGE CONTINGENCY PLAN**  
**BALDWIN HILLS DISTRICT**

3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 <sup>(2)</sup> (of the same restriction)
<b>Proof of violation</b>	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
<b>Letter/fine</b>	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
<b>Fixing leaks</b> Stage 1 Stage 2 Stage 3 Stage 4	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate
<b>Time to correct violation</b>	5 days	5 days	5 days	5 days	5 days
<b>Time customer has to request variance of the alleged violation</b>	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
<b>If the customer does not agree with CAW's resolution</b> <sup>(1)</sup> <b>Reference Section K of Rule 14.1</b>	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC

<sup>(1)</sup> If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customers favor, the penalty will be immediately removed from the account. If not resolved in the customers favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.

<sup>(2)</sup> For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement.(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 1175  
Res. W-4976

D. P. STEPHENSON  
NAME  
DIRECTOR – Rates & Regulatory  
TITLE

DATE FILED 8-22-2017  
EFFECTIVE 9-1-2017  
RESOLUTION

DECISION NO. Res. W-5034

Schedule No. 14.1. – BH (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
BALDWIN HILLS DISTRICT

G. FLOW RESTRICTOR REMOVAL CHARGE

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
5/8" to 1"	\$150.00
1-1/2" to 2"	\$200
3" and larger	Actual Cost

H. SPECIAL CONDITIONS

1. The Tier 2 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the Commission.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through drought surcharges or penalties or fees for water use violations shall be booked to the Water Revenue Adjustment Mechanism (WRAM) or a memorandum account to offs recovery of lost revenues. All flow restrictor removal charges collected by the utility and all expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Board Resources Control Board ("SWRCB"), or other agencies, that have not been considered in a General Rate Case or other proceeding, shall be tracked in a memorandum account for disposition as directed or authorized from time to time by the Commission and shall be recoverable by the utility if determined to be reasonable by the Commission.

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 1175  
Res. W-4976

D. P. STEPHENSON  
NAME  
DIRECTOR – Rates & Regulatory  
TITLE

DATE FILED 8-22-2017  
EFFECTIVE 9-1-2017  
RESOLUTION \_\_\_\_\_

DECISION NO. Res. W-5034

Schedule No. 14.1. – DU (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
DUARTE DISTRICT

A. APPLICABILITY

- 1. This schedule applies to all water customers served under all tariff schedules authorized by the Commission for Duarte District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
- 2. This Schedule shall remain dormant until activated by Commission authorization via a Tier 2 advice letter.
- 3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 2 advice letter
- 4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the Commission.

B. TERRITORY

- 1. This Schedule applies to all customers in the Duarte district. All other customers served by California-American Water Company are excluded from this particular tariff, but are included in separate and distinct Water Shortage Contingency Plans.

C. STAGES

- 1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
- 2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.
- 3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

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DATE FILED 8-22-2017  
EFFECTIVE 9-1-2017  
RESOLUTION \_\_\_\_\_

DECISION NO. Res. W-5034

Schedule No. 14.1. – DU (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
DUARTE DISTRICT

C. STAGES

- 4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
- 5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

D. WATER USE VIOLATION FINE

- 1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by Commission authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
  - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
  - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
- 2. Offenses for separate water use restrictions will each start at the warning stage.
- 3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 1175  
Res. W-4976

D. P. STEPHENSON  
NAME  
DIRECTOR – Rates & Regulatory  
TITLE

DATE FILED 8-22-2017  
EFFECTIVE 9-1-2017  
RESOLUTION \_\_\_\_\_

DECISION NO. Res. W-5034

Schedule No. 14.1. – DU (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
DUARTE DISTRICT

E. APPLICABLE PENALTY RATES

1. When in Stage 3 of the Water Shortage Contingency Plan - a surcharge rate be will be added to all residential water usage in excess of 11 CCF. The surcharge rate will be equal to the Tier 3 residential rate for the Baldwin Hills, San Marino, and Duarte districts in effect at the time Stage 3 is enacted. The surcharge rate for low income customers will be 50% of the Stage 3 surcharge rate. For all other customers there will be no surcharge imposed at Stage 3.
2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 11 CCF in Stage 4. The surcharge rate for low income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.
3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 11 CCF to 17 CCF.

F. ENFORCEMENT

1. Letter/Fine: From second violation of the same restriction within a one year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 1175  
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D. P. STEPHENSON  
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DATE FILED 8-22-2017  
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DECISION NO. Res. W-5034

Schedule No. 14.1. – DU (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
DUARTE DISTRICT

3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 <sup>(2)</sup> (of the same restriction)
<b>Proof of violation</b>	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
<b>Letter/fine</b>	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
<b>Fixing leaks</b> Stage 1 Stage 2 Stage 3 Stage 4	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate
<b>Time to correct violation</b>	5 days	5 days	5 days	5 days	5 days
<b>Time customer has to request variance of the alleged violation</b>	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
<b>If the customer does not agree with CAW's resolution</b> <sup>(1)</sup> <b>Reference Section K of Rule 14.1</b>	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC

<sup>(1)</sup> If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customers favor, the penalty will be immediately removed from the account. If not resolved in the customers favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.

<sup>(2)</sup> For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement.(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 1175  
Res. W-4976

D. P. STEPHENSON  
NAME  
DIRECTOR – Rates & Regulatory  
TITLE

DATE FILED 8-22-2017  
EFFECTIVE 9-1-2017  
RESOLUTION \_\_\_\_\_

DECISION NO. Res. W-5034

Schedule No. 14.1. – DU (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
DUARTE DISTRICT

G. FLOW RESTRICTOR REMOVAL CHARGE

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
5/8" to 1"	\$150.00
1-1/2" to 2"	\$200
3" and larger	Actual Cost

H. SPECIAL CONDITIONS

1. The Tier 2 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the Commission.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through drought surcharges or penalties or fees for water use violations shall be booked to the Water Revenue Adjustment Mechanism (WRAM) or a memorandum account to offs recovery of lost revenues. All flow restrictor removal charges collected by the utility and all expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Board Resources Control Board ("SWRCB"), or other agencies, that have not been considered in a General Rate Case or other proceeding, shall be tracked in a memorandum account for disposition as directed or authorized from time to time by the Commission and shall be recoverable by the utility if determined to be reasonable by the Commission.

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 1175  
Res. W-4976

D. P. STEPHENSON  
NAME  
DIRECTOR – Rates & Regulatory  
TITLE

DATE FILED 8-22-2017  
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RESOLUTION \_\_\_\_\_

DECISION NO. Res. W-5034



Schedule No. 14.1. – SD (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
SAN DIEGO DISTRICT

A. APPLICABILITY

- 1. This schedule applies to all water customers served under all tariff schedules authorized by the Commission for San Diego District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
- 2. This Schedule shall remain dormant until activated by Commission authorization via a Tier 2 advice letter.
- 3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 2 advice letter
- 4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the Commission.

B. TERRITORY

- 1. This Schedule applies to all customers in the San Diego district. All other customers served by California-American Water Company are excluded from this particular tariff, but are included in separate and distinct Water Shortage Contingency Plans.

C. STAGES

- 1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
- 2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.
- 3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.

(Continued)

(TO BE INSERTED BY UTILITY)

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(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 1175  
Res. W-4976

D. P. STEPHENSON  
NAME  
DIRECTOR – Rates & Regulatory  
TITLE

DATE FILED 8-22-2017  
EFFECTIVE 9-1-2017  
RESOLUTION \_\_\_\_\_

DECISION NO. Res. W-5034

Schedule No. 14.1. – SD (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
SAN DIEGO DISTRICT

C. STAGES

- 4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
- 5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

D. WATER USE VIOLATION FINE

- 1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by Commission authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
  - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
  - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
- 2. Offenses for separate water use restrictions will each start at the warning stage.
- 3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 1175  
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D. P. STEPHENSON  
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DATE FILED 8-22-2017  
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RESOLUTION \_\_\_\_\_

DECISION NO. Res. W-5034

Schedule No. 14.1. – SD (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
SAN DIEGO DISTRICT

E. APPLICABLE DROUGHT SURCHARGE RATES

- 1. When in Stage 3 of the Water Shortage Contingency Plan - a surcharge rate be will be added to all residential water usage in excess of 8 CCF. The surcharge rate will be equal to the Tier 2 residential rate in effect at the time Stage 3 is enacted. The surcharge rate for low income customers will be 50% of the Stage 3 surcharge rate. For all other customers there will be no surcharge imposed at Stage 3.
- 2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 8 CCF in Stage 4. The surcharge rate for low income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.
- 3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 8 CCF to 12 CCF.

F. ENFORCEMENT

- 1. Letter/Fine: From second violation of the same restriction within a one year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
- 2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.

(Continued)

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Schedule No. 14.1. – SD (Continued)  
**WATER SHORTAGE CONTINGENCY PLAN**  
**SAN DIEGO DISTRICT**

3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 <sup>(2)</sup> (of the same restriction)
<b>Proof of violation</b>	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
<b>Letter/fine</b>	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
<b>Fixing leaks</b> Stage 1 Stage 2 Stage 3 Stage 4	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate
<b>Time to correct violation</b>	5 days	5 days	5 days	5 days	5 days
<b>Time customer has to request variance of the alleged violation</b>	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
<b>If the customer does not agree with CAW's resolution</b> <sup>(1)</sup> <b>Reference Section K of Rule 14.1</b>	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC

<sup>(1)</sup> If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customers favor, the penalty will be immediately removed from the account. If not resolved in the customers favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.

<sup>(2)</sup> For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement.(Continued)

(TO BE INSERTED BY UTILITY)

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ADVICE LETTER NO. 1175  
Res. W-4976

D. P. STEPHENSON  
NAME  
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DATE FILED 8-22-2017  
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RESOLUTION

DECISION NO. Res. W-5034

Schedule No. 14.1. – SD (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
SAN DIEGO DISTRICT

**G. FLOW RESTRICTOR REMOVAL CHARGE**

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
5/8" to 1"	\$150.00
1-1/2" to 2"	\$200
3" and larger	Actual Cost

**H. SPECIAL CONDITIONS**

1. The Tier 2 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the Commission.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through drought surcharges or penalties or fees for water use violations shall be booked to the Water Revenue Adjustment Mechanism (WRAM) or a memorandum account to offs recovery of lost revenues. All flow restrictor removal charges collected by the utility and all expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Board Resources Control Board ("SWRCB"), or other agencies, that have not been considered in a General Rate Case or other proceeding, shall be tracked in a memorandum account for disposition as directed or authorized from time to time by the Commission and shall be recoverable by the utility if determined to be reasonable by the Commission.

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 1175  
Res. W-4976

D. P. STEPHENSON  
NAME  
DIRECTOR – Rates & Regulatory  
TITLE

DATE FILED 8-22-2017  
EFFECTIVE 9-1-2017  
RESOLUTION \_\_\_\_\_

DECISION NO. Res. W-5034

Schedule No. 14.1. – SM (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
SAN MARINO DISTRICT

A. APPLICABILITY

- 1. This schedule applies to all water customers served under all tariff schedules authorized by the Commission for San Marino District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
- 2. This Schedule shall remain dormant until activated by Commission authorization via a Tier 2 advice letter.
- 3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 2 advice letter
- 4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the Commission.

B. TERRITORY

- 1. This Schedule applies to all customers in the San Marino district. All other customers served by California-American Water Company are excluded from this particular tariff, but are included in separate and distinct Water Shortage Contingency Plans.

C. STAGES

- 1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
- 2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.
- 3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.

(Continued)

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Schedule No. 14.1. – SM (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
SAN MARINA DISTRICT

C. STAGES

- 4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
- 5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

D. WATER USE VIOLATION FINE

- 1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by Commission authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
  - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
  - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
- 2. Offenses for separate water use restrictions will each start at the warning stage.
- 3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

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DECISION NO. Res. W-5034

Schedule No. 14.1. – SM (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
SAN MARINO DISTRICT

E. APPLICABLE DROUGHT SURCHARGE RATES

1. When in Stage 3 of the Water Shortage Contingency Plan - a surcharge rate will be added to all residential water usage in excess of 13 CCF. The surcharge rate will be equal to the Tier 3 residential rate for Baldwin Hills, Duarte and San Marina Districts in effect at the time Stage 3 is enacted. The surcharge rate for low income customers will be 50% of the Stage 3 surcharge rate. For all other customers there will be no surcharge imposed at Stage 3.
2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 13 CCF in Stage 4. The surcharge rate for low income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.
3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 13 CCF to 19 CCF.

F. ENFORCEMENT

1. Letter/Fine: From second violation of the same restriction within a one year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.

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DATE FILED 8-22-2017  
EFFECTIVE 9-1-2017  
RESOLUTION \_\_\_\_\_

DECISION NO. Res. W-5034



Schedule No. 14.1. – SM (Continued)  
**WATER SHORTAGE CONTINGENCY PLAN**  
**SAN MARINO DISTRICT**

3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 <sup>(2)</sup> (of the same restriction)
<b>Proof of violation</b>	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
<b>Letter/fine</b>	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
<b>Fixing leaks</b> Stage 1 Stage 2 Stage 3 Stage 4	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate	Customer has: 5 days 72 hours 24 hours Immediate
<b>Time to correct violation</b>	5 days	5 days	5 days	5 days	5 days
<b>Time customer has to request variance of the alleged violation</b>	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
<b>If the customer does not agree with CAW's resolution</b> <sup>(1)</sup> <b>Reference Section K of Rule 14.1</b>	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC	If the customer disagrees with CAW's resolution, they may file a formal complaint with the CPUC

<sup>(1)</sup> If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customers favor, the penalty will be immediately removed from the account. If not resolved in the customers favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.

<sup>(2)</sup> For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement.(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 1175  
Res. W-4976

D. P. STEPHENSON  
NAME  
DIRECTOR – Rates & Regulatory  
TITLE

DATE FILED 8-22-2017  
EFFECTIVE 9-1-2017  
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DECISION NO. Res. W-5034

Schedule No. 14.1. – SM (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
SAN MARINO DISTRICT

G. FLOW RESTRICTOR REMOVAL CHARGE

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
5/8" to 1"	\$150.00
1-1/2" to 2"	\$200
3" and larger	Actual Cost

H. SPECIAL CONDITIONS

1. The Tier 2 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the Commission.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through drought surcharges or penalties or fees for water use violations shall be booked to the Water Revenue Adjustment Mechanism (WRAM) or a memorandum account to offs recovery of lost revenues. All flow restrictor removal charges collected by the utility and all expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Board Resources Control Board ("SWRCB"), or other agencies, that have not been considered in a General Rate Case or other proceeding, shall be tracked in a memorandum account for disposition as directed or authorized from time to time by the Commission and shall be recoverable by the utility if determined to be reasonable by the Commission.

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 1175  
Res. W-4976

D. P. STEPHENSON  
NAME  
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DATE FILED 8-22-2017  
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DECISION NO. Res. W-5034

Schedule No. 14.1. – VEN (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
VENTURA DISTRICT

A. APPLICABILITY

- 1. This schedule applies to all water customers served under all tariff schedules authorized by the Commission for Ventura District. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
- 2. This Schedule shall remain dormant until activated by Commission authorization via a Tier 2 advice letter.
- 3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 2 advice letter
- 4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the Commission.

B. TERRITORY

- 1. This Schedule applies to all customers in the Ventura district. All other customers served by California-American Water Company are excluded from this particular tariff, but are included in separate and distinct Water Shortage Contingency Plans.

C. STAGES

- 1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
- 2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.
- 3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.

(Continued)

(TO BE INSERTED BY UTILITY)

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D. P. STEPHENSON  
NAME  
DIRECTOR – Rates & Regulatory  
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DATE FILED 8-22-2017  
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Schedule No. 14.1 – VEN (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
VENTURA DISTRICT

C. STAGES

- 4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
- 5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

D. WATER USE VIOLATION FINE

- 1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by Commission authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
  - a. First offense: Written warning, including explanation of penalty for subsequent offense.
  - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
  - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
  - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
  - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
  - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
- 2. Offenses for separate water use restrictions will each start at the warning stage.
- 3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 1175  
Res. W-4976

D. P. STEPHENSON  
NAME  
DIRECTOR – Rates & Regulatory  
TITLE

DATE FILED 8-22-2017  
EFFECTIVE 9-1-2017  
RESOLUTION \_\_\_\_\_

DECISION NO. Res. W-5034

Schedule No. 14.1. - VEN (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
VENTURA COUNTY DISTRICT

E. APPLICABLE DROUGHT SURCHARGE RATES

1. When in Stage 3 of the Water Shortage Contingency Plan - a surcharge rate will be added to all residential water usage in excess of 89.7 CGL per month. The surcharge rate will be equal to 50% of the Tier 3 residential rate in effect at the time Stage 3 is enacted. The surcharge rate for low income customers will be 25% of the Tier 3 residential rate in effect at the time Stage 3 is enacted (ie. 50% of the residential Stage 3 surcharge rate). For all other customers there will be no surcharge imposed at Stage 3.
2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 89.7 CGL per month in Stage 4. The surcharge rate for low income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage
3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 89.7 CGL to 134.6 CGL per month.

F. ENFORCEMENT

1. Letter/Fine: From second violation of the same restriction within a one year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 1175

ISSUED BY  
J. LINAM

(TO BE INSERTED BY C.P.U.C.)  
DATE FILED 8-22-2017

DECISION NO. Res. W-5034  
Res. W-5103

NAME  
DIRECTOR – Rates & Regulatory

EFFECTIVE 9-1-2017  
RESOLUTION NO.

Schedule No. 14.1 – VEN (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
VENTURA DISTRICT

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Schedule No. 14.1. – VEN (Continued)  
WATER SHORTAGE CONTINGENCY PLAN  
VENTURA DISTRICT

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