

DIVISION OF WATER AND AUDITS

Advice Letter Cover Sheet

Utility Name: Del Oro Water Co.

Date Filed: 8/12/2022

[District Name]: [ALL Districts]

CPUC Utility #: WTB 61

Protest Deadline (20th Day): 9/1/2022

Advice Letter #: 534

Review Deadline (30th Day): 9/12/2022

Tier: 1

Req. Effective Date:

Authorization for Filing: Res. W-5253

Compliance Filing:

Description: Requesting authority to provide options for paying water bills using credit/debit cards or by ACH/Electronic Check

Utility Contact: Janice Hanna

Alternate: Bob Fortino

Phone: (530) 809-3960

Phone: (530) 809-3970

Email: jeh@corporatecenter.us

Email: corp.ceo@corporatecenter.us

DWA USE ONLY

Date

Staff

Comments

ACCEPTED

WITHDRAWN

REJECTED

Signature: _____

Comments: _____

Date: _____



August 12, 2022

Advice Letter No. 534

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Del Oro Water Company Inc., on behalf of All Districts (DOWC) respectfully submits this Tier 2 Advice Letter requesting authority to provide its customers 1) the option of paying their water bills using a credit or debit card or by Automatic Clearing House (ACH/Electronic check) through a third party; 2) establish a memorandum account to track expenses associated with the proposed electronic payment programs; and 3) allow customers the option to receive water bills and most legally mandated notices electronically.

<u>Cal. P.U.C. Sheet No.</u>	<u>Title of Sheet</u>	<u>Canceling Cal. P.U.C. Sheet N</u>
___-W	Rule No. 9 Rendering and Payment of Bills	580-W
___-W	Preliminary Statement (con't.)	
___-W	Table of Contents	2470-W
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Resolution W-5253, **[Exhibit A]** approved by the California Public Utilities Commission on August 4, 2022, authorizes Class B, C, and D investor-owned water utilities (small water utilities) the ability to request E-Payment programs via Tier 2 Advice Letters contingent on the utility:

- (1) Requesting to establish a PPCMA.
- (2) Demonstrating that the third-party vendor convenience fees for each credit/debit card or ACH/electronic check transaction are within the range of convenience fees previously authorized for small water utility companies.
- (3) Showing the proposed fees are based on a competitive bidding process for vendor selection.
- (4) Providing that no portion of these E-Payment program expenses are shifted to customers who do not choose to use one of these payment options.



Del Oro Water Company, Inc.

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Page Two

Purpose

With this Advice Letter, DOWC requests authorization from the California Public Utilities Commission (Commission) to establish a Payment Processing Costs Memorandum Account (PPCMA). The PPCMA will record all costs and savings the Utility may incur as a result of its electronic bill payment program offerings. No portion of these E-Payment program expenses will be shifted to customers who do not choose to use one of these payment options, consistent with PU Code 755.

For this Advice Letter, DOWC used a competitive bidding process for vendor selection using the following criteria:

- a) Costs to develop its E-Payment program offering, including but not limited to, program access fees and administrative program costs not previously authorized in rates;
- b) Costs of noticing and advertising the E-Payment program offering to customers and responding to customer questions about the program;
- c) Costs of on-going operation of the service not previously authorized in rates, including but not limited to, customer service expenses in handling electronic payments on line or over the phone;
- d) DOWC cost savings resulting from reduced number of shutoffs and service disconnections associated with timely payment of bills using the proposed payment options, including but not limited to savings in less in time spent sending service shutoff letters to customers; and
- e) DOWC cost savings resulting from reduced need for annual accounts receivable processes and reduced time to collect, process, and deposit payments.

With this Advice Letter, DOWC requests to provide customers the option to receive water bills and legally mandated notices electronically. When a customer elects this option, the utility shall provide one final mailed notice to inform the customer that paper bills and paper mandated notices will no longer be provided.

Background

Public Utilities Code § 755 Requirements PU Code § 755 allows water utilities to recover reasonable expenses incurred for providing customers the option to pay their utility bills by credit or debit card (electronic bill payments may also include ACH/electronic check). Senate Bill 1028 indicated that the intention of the legislature prescribed the acceptance of credit cards or debit cards which should neither increase nor decrease the profitability of the electrical, gas, or water corporation.



Del Oro Water Company, Inc.

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Discussion

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

Del Oro Water requested proposals for the proposed options from three vendors that are compatible with our Utility Billing Software program **[Exhibit B]**. Each vendor's proposal was required to satisfy criteria that included:

- Revenue-neutral credit card, debit card, and ACH/electronic check payment processing with no revenue generated or cost to the Utility.
- A web-based payment option with real time payment
- Ability for customer to make payment after hours and on weekends.
- Del Oro Water Customer Service Representative (CSR) to have the ability to take payments over the phone.
- Ability to make credit card or debit card payments over the phone utilizing Interactive Voice Response (IVR) not utilizing a CSR.
- Ability for customers to make recurring monthly payments via credit card or debit card.
- Ability for customers to make recurring monthly payments via ACH.
- Del Oro to receive payment notification in real-time.
- Del Oro to have the ability to customize the implementation and management of any web-based payment option.
- Ability to have an On-Line portal with payment statistics in real time.
- Ability for customers to receive payment notification via email/SMS messaging.

Therefore, Del Oro Water selected BlueFin, as its third-party payment vendor, to provide the proposed services. BlueFin is also the lowest cost third-party vendor. The convenience fee for credit card or debit card payments made through the provided internet/web bases system, or through the Interactive Voice Response (IVR) system, shall be \$2.50 per transaction. For credit card and debit card payments made through the provided Customer Service Representative-assisted system, the convenience/transaction fee shall be \$2.95 per transaction.



Del Oro Water Company, Inc.

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Requested Effective Date

DOWC is submitting the attached as a Tier 2 filing and requests that it become effective at the earliest possible date.

Notice and Service

In accordance with General Order 96-B, General Rules 4.3 and 7.2, and Water Industry Rule 4.1, a copy of this advice letter will be mailed or electronically transmitted upon CPUC staff approval of the proposed notice to other utilities or interested parties having requested such notification. A list of those utilities and/or parties is attached.

File a PROTEST:

A protest is a document stating that you object to the utility receiving all or some part of its request. If you wish to file a protest, you must state the facts constituting the grounds for the protest, how the advice letter affects you, and the reasons why you believe the whole advice letter, or part of it, is not justified.

If the protest requests an evidentiary hearing (an evidentiary hearing is a legal proceeding held before an administrative law judge at the Commission to obtain evidence), your protest must state the facts you would present at the evidentiary hearing to support your request for a complete or a partial denial of the advice letter. The filing of a protest does not ensure that an evidentiary hearing will be held. The decision whether or not to hold an evidentiary hearing will be based on the contents of the protest.

File a RESPONSE:

A response is a document that does not object to the request sought in the application, but nevertheless, presents information you believe would be useful to the Commission in acting on the application.

Whether you wish to file a PROTEST or send a RESPONSE you must:

- Send a copy of your document to the utility.
- Mail both one copy to the utility and one copy to CPUC within twenty (20) days of the date you received this notice.



Del Oro Water Company, Inc.
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The utility must respond to your protest or response within five (5) days. All protests or responses to this filing should be sent to:

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

and

Director of Community Relations
Drawer 5172
Chico, CA 95927
(530) 717-2500 / Fax: (530) 717-2639
E-Mail: communityrelations@corporatecenter.us

If you have not received a reply to your protest within ten (10) business days, contact Del Oro Water Company at 1-530-717-2500.

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

A copy of Del Oro Water Company's filing may be inspected in its business office: 426 Broadway, Suite 301, Chico, California 95928 or by visiting the website at www.delorowater.com. Further information may be obtained from the utility at its business office or from the Commission at the above address.

Del Oro Water Company, Inc.

JANICE HANNA
Director Corporate Accounting & Regulatory Affairs

Attachments

RULE NO. 9

RENDERING AND PAYMENT OF BILLS
(Continued)

3. Proration of Bills (Continued)

and the quantity in each of the several quantity rate blocks will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period.

The measured quantity of usage will be applied to such prorated amounts and quantities.

(2) Flat Rate Service.

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

(3) Average Billing Period.

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

B. Payment of Bills

Bills for service are due and payable upon presentation, and payment may be made at the commercial office of the utility or to any representative of the Utility authorized to make collections. Collection of closing bills may be made at the time of presentation. If a customer tenders a check in payment of any bill and such check is not honored by the customer's bank, the Utility may assess the customer a bad check service charge of \$20.00.

Credit Card, Debit Card, and ACH/Electronic Payment Options (N)

At the option of the customer, a credit card, debit card, ACH/electronic check payment may be made. These payments will be accepted through the use of a vendor or vendors, and a non-refundable convenience/transaction fee shall apply. For credit card or debit card payments made through the provided internet/web-based system, or through the Interactive Voice Response (IVR) system, the convenience/transaction fee shall be \$2.50 per transaction. For one time and recurring credit card and debit card payments made through the provided Customer Service Representative-assisted system, the convenience/transaction fee shall be \$2.95 per transaction. For recurring ACH/electronic payments, there are no convenience/transaction fees. All convenience/transaction fees are paid by the customer. For customers with more than one account, a separate transaction fee is necessary for each account. This payment option is not available to customers who have made fraudulent payment within the last 12 months.

(N)

(To be inserted by utility)

Issued By

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

Advice Letter No. 534

Date Filed

Decision No.

JANICE HANNA

Effective

Director, Corporate Accounting

Resolution No.

PRELIMINARY STATEMENT
(Continued)

AC. Del Oro Water Company (DOWC) Payment Process Costs Memorandum Account (PPCMA) (N)

1. PURPOSE: The Payment Processing Costs Memorandum Account shall track and record all costs and savings the Utility may incur to establish, maintain, and operate the E-Payment Program
2. APPLICABILITY: The PPCMA shall include, but not be limited to:
 - a. Costs to develop its E-Payment program offering, including but not limited to program access fees and administrative program costs not previously authorized in rates;
 - b. Costs of noticing and advertising the E-Payment program offering to customers and responding to customer questions about the program;
 - c. Costs of on-going operation of the service not previously authorized in rates; including but not limited to, customer service expenses in handling electronic payments on line or over the phone;
 - d. Utility cost savings resulting from reduced need for manual accounts receivable processes and Reduced time to collect, process, and deposit payments.
3. RATES: The memorandum account currently has not rate component.
4. ACCOUNTING PROCEDURE: The entries will be made to the memorandum account at the end of each month to record the expenses and credits.

Interest shall accrue to the balance in the memorandum account on a monthly basis by applying a rate equal to one-twelfth of the 3-month Commercial Paper Rate, as reported in the Federal Reserve Statistical Release, to the average of the beginning -of-month and the end-of-month balances.

5. EFFECTIVE DATE: The PPCMA will go into effect on the effective date of Advice Letter 534.
6. DISPOSITION: Dispositions of the amounts recorded in the memorandum account shall be determined through a subsequent Tier 2 Advice Letter filing by the Utility. (N)

(To be inserted by utility)

Issued By

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

Advice Letter No. 534

Date Filed _____

Decision No. _____

JANICE HANNA

Effective _____

Director, Corporate Accounting

Resolution No. _____

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(To be issued by utility)

(To be issued by P.U.C.)

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Janice Hanna
Director, Corporate Accounting & Regulatory Affairs

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(To be issued by utility)

Issued By

(To be issued by P.U.C.)

Advice Letter No. 534
 Decision No. _____

Janice Hanna
Director, Corporate Accounting & Regulatory Affairs

Date Filed _____
 Effective _____
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The following listed tariff sheets contain all effective rates and rules affecting the charges and services of the utility, together with other pertinent information.

SUBJECT MATTER OF SHEET

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(To be inserted by utility)

Issues By

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

Advice Letter No. 534

Date Filed _____

Decision No. _____

JANICE HANNA

Effective _____

Resolution No. _____

Director, Corporate Accounting & Regulatory Affairs

CERTIFICATE OF SERVICE

I certify that I have by mail this day served a true copy of Advice Letter No. 534 on all interested persons and organizations in these filings or their attorneys as shown on the attached list.

Dated: August 12, 2022 at Chico, California



Janice Hanna

NOTICE

Interested Persons and Organizations should notify the Water Division, Public Utilities Commission, 505 Van Ness Avenue, Room 4002 San Francisco, CA 94102, of any change of address to ensure that they continue to receive documents. You must indicate the Resolution number on the service list on which your name appears.

Del Oro Water Company
All Districts
Service List for Advice Letter No. 534

California Public Utilities Commission

Public Advocates Office

PublicAdvocatesOffice@cpuc.ca.gov

California Public Utilities Commission

Division of Water and Audits

water.division@cpuc.ca.gov

County of Butte, Board of Supervisors

Attn: Robin Bennett

747 Elliott Road

Paradise, CA 95969

1-530-872-6304

dteeter@buttecounty.net

Buzztail Community Services District

Attn: Jim McCrossin, President

PO Box 7303

Chico, CA 95927

jim@mccrossin.us

bookwormto@aol.com

Fresno County Administrator

Jean Rousseau

2281 Tulare, Suite 304

Fresno, CA 93721

1-559-600-1710

naortiz@co.fresno.ca.us

Glenn County

516 West Sycamore St.

Willows, CA 95988

1-530-934-6400

gcboard@countyofglenn.net

Humboldt County Administrator

Loretta A. Nickolaus,

825 Fifth Street, Room 111

Eureka, CA 95501-1153

1-707-445-7266

cao@co.humboldt.ca.us

Kern County Administrator

Mr. John Nilon

1115 Truxton Avenue

Bakersfield, CA 93301

1-661-868-3198

caomailbox@kerncounty.com

Larry Lees, Shasta County Administrative Officer

1450 Court Street, Ste. 308A

Redding, CA 96001-1673

1-530-225-5561

lrees@co.shasta.ca.us

Tulare County Administrator

Jason Britt

2800 West Burrel Avenue

Visalia, CA 93291-4582

1-559-636-5005

jtbritt@co.tulare.ca.us

Tuolumne County Offices

Mr. Craig Pedro, County Administrator

2 South Green Street

Sonora, CA 95370

1-209-533-5511

Arbuckle Public Utility District

Jim Scheimer, Manager

P.O. Box 207

Arbuckle, CA 95912

530-476-2054

apud@frontiernet.net

Del Oro Water Company
All Districts
Service List for Advice Letter No. 534

Burney Water District

William Rodriguez
20222 Hudson Street
Burney, CA 96013
1-530-335-3582
burneywd@yahoo.com

California Hot Springs Water Service

P. O. Box 146
California Hot Springs, CA 93207
No Email

Ferndale Enterprise

PO Box 1066,
Ferndale, CA 95536
editor@ferndaleenterprise.us

Lassen Pines Mutual Water Company

9367 Mountain Meadow Road
Shingletown, CA 96088
530-474-5120
lpmw@frontiernet.net

McFarland Mutual Water Company

Mr. Rocio Mosqueda
209 W. Kern Avenue
McFarland, CA 93250
1-661-792-3058
rmosqueda@mcfarlandcity.org

City of Orland

815 4th Street
Orland, CA 95963
(530) 865-1610
evonasek@cityoforland.com

Paradise Irrigation District

Mr. Tom Lando
P.O. Box 2409
Paradise, CA 95967
1-530-877-4971
tlando@paradiseirrigation.com

Riverside Community Services District

Nancy Trujillo
P.O. Box 857
Ferndale, CA 95536
1-707-786-9772
No-email

Springville Public Utility District (SPUD)

Attn: Marilyn
P.O. Box 434
Springville, CA 93265
1-559-539-2869
Spud@springvillewireless.com

Strawberry Homeowners Association

Mr. Dennis Kelley, Webmaster
1963 Curtner Avenue
San Jose, CA 95124-1303
408-626-9153
webmaster@strawberrypropertyowners.com

Tuolumne Utilities District

Mr. Tom Haglund
18885 Nugget Blvd.
Sonora, CA 95370
1-209-532-5536
thaglund@tudwater.com

Del Oro Water Company

Janice Hanna, Director of Corporate Accounting
jeh@corporatecenter.us

Del Oro Water Company, Inc.

servicelist@delorowater.com

Exhibit A

**Del Oro Water Company
Advice Letter No. 534**

Resolution W-5253

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



July 1, 2022

Proposed Resolution W-5253

Agenda ID: 20766

To: All Interested Persons

Enclosed is Proposed Resolution W-5253 of the Water Division, which authorizes Meyers Water Company (Meyers), Rogina Water Company (Rogina) and Sierra Park Water Company's (Sierra) request to allow electronic payment of water bills using credit or debit cards, or automatic clearing house/electronic check, and establish payment processing costs memorandum accounts. Additionally, authority is granted for Class B, C, And D Water Utilities to establish Electronic Payment Program Offerings. Proposed Resolution W-5253 is scheduled to appear on the August 4, 2022 Commission Meeting Agenda (ID #20766).

The Commission may act on this resolution or it may postpone action until later. When the Commission acts on a proposed resolution, the Commission may adopt all or part of the proposed resolution, as written, or amend or modify the proposed resolution; or the Commission may set the proposed resolution aside and prepare a different resolution. Only when the Commission acts does the resolution become binding.

Interested persons may submit comments on Proposed Resolution W-5253 via email to Water.Division@cpuc.ca.gov on or before **July 22, 2022**. Please reference **"Proposed Resolution W-5253"** in the subject line.

Interested persons must also serve a copy of their comments on the utility on the same date that the comments are submitted to the Water Division. If email is unavailable, please submit comments to:

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

Comments should focus on factual, legal, technical errors, or policy issues in the proposed resolution.

Persons interested in receiving comments submitted may contact the Water Division at Water.Division@cpuc.ca.gov or (415) 703-1133. Please reference "Proposed Resolution W-5253."

/s/TERENCE SHIA

Terence Shia, Director
Water Division

Enclosures: Proposed Resolution W-5253
Certificate of Service

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

WATER DIVISION

RESOLUTION W-5253

August 4, 2022

RESOLUTION

**(RES. W-5253) MEYERS WATER COMPANY (MEYERS),
ROGINA WATER COMPANY (ROGINA), SIERRA PARK
WATER COMPANY (SIERRA). ORDER AUTHORIZING
MEYERS', ROGINA'S, AND SIERRA'S REQUEST TO
ALLOW ELECTRONIC PAYMENT OF WATER BILLS
USING CREDIT OR DEBIT CARDS, OR AUTOMATIC
CLEARING HOUSE/ELECTRONIC CHECK, AND
ESTABLISH PAYMENT PROCESSING COSTS
MEMORANDUM ACCOUNTS. ADDITIONALLY,
AUTHORITY IS GRANTED FOR CLASS B, C, AND D
WATER UTILITIES TO ESTABLISH ELECTRONIC
PAYMENT PROGRAM OFFERINGS VIA TIER 2 ADVICE
LETTER FILINGS.**

SUMMARY

Meyers Water Company (Meyers) filed Advice Letter (AL) 33-W on May 4, 2021. Rogina Water Company (Rogina) filed AL 83-W on May 28, 2021. Sierra Park Water Company (Sierra) filed AL 14-W on July 22, 2021. Meyers, Rogina, and Sierra (the Utilities) are seeking Commission authorization through these Advice Letter filings to: 1) offer their customers the option of paying their water bills using a credit or debit card or by Automatic Clearing House (ACH)/electronic check through a third party; 2) establish a memorandum account to track expenses associated with the proposed electronic payment programs; and 3) allow customers the option to receive water bills and most legally mandated notices (such as rate increase notices, water quality notices, etc.) electronically.

In accordance with Public Utilities Code (PU Code) § 755,¹ this Resolution approves the Utilities' requests to provide customers an Electric Payment (E-Payment) option and to allow customers the option to receive water bills and legally mandated notices

¹ Statute added in 2005 and revised in 2016.

electronically. The approval of the Utilities' requests provides similar treatment as afforded to West San Martin Water Works (WSM) by Resolution W-5243 on August 19, 2021, and other small water utilities pursuant to Industry Rules 8.2 (Request for Similar Treatment) of General Order 96-B. In accordance with PU Code § 755 and as further discussed in this Resolution, the Water Division finds the third-party vendor fees associated with the Utilities' E-Payment program offerings to be reasonable and comparable to the fees previously authorized by the Commission.

This Resolution also authorizes the Utilities' requests to establish a Payment Processing Costs Memorandum Account (PPCMA) to record all costs and savings the Utilities may incur as a result of their electronic bill payment program offerings. The Utilities are to book any costs they incur as well as any potential savings they realize from the implementation of the electronic bill payment programs. No portion of these E-Payment program expenses will be shifted to customers who do not choose to use one of these payment options, consistent with PU Code § 755.

Additionally, this Resolution authorizes Class B, C, and D investor-owned water utilities² (small water utilities) to request similar E-Payment programs via Tier 2 ALs contingent on the utility: (1) requesting to establish a PPCMA; (2) demonstrating that the third-party vendor convenience fees for each credit/debit card or ACH/electronic check transaction are within the range of convenience fees previously authorized for small water utility companies, as further discussed in the "Discussion" section of this Resolution; (3) showing the proposed fees are based on a competitive bidding process for vendor selection; and (4) providing that no portion of these E-Payment program expenses are shifted to customers who do not choose to use one of these payment options.

Currently these types of E-Payment requests require Commission approval, on an individual basis, through a Tier 3 Advice Letter filing to meet the PU Code 755 requirements, specifically a Commission determination on the reasonableness of the transaction costs charged to customers under these program offerings. Additional information regarding the PU Code requirements is provided in Background section of this Resolution. This Resolution proposes to streamline the Commission approval process for small water utilities to request E-payment programs through Tier 2 ALs instead of filing Tier 3 ALs.

² Class B investor-owned water utilities are defined as having between 2,001 and 10,000 service connections. Class C investor-owned water utilities are defined as having between 501 and 2,000 service connections. Class D investor-owned water utilities are defined as having 500 service connections or fewer.

BACKGROUND

Electronic Payment Program Requests

The Water Division (WD) received three AL filings from utilities requesting Commission authorization to provide an E-Payment service option to their customers to pay their water bills electronically. Meyers filed AL 33-W on May 4, 2021. Rogina filed AL 83-W on May 28, 2021. Sierra filed AL 14-W on July 22, 2021. Through these AL filings Meyers, Rogina, and Sierra request Commission authorization to:

- Offer customers the option of paying their water bills using a credit or debit card or by ACH/electronic check through a third party.
- Establish memorandum accounts to track expenses associated with the proposed payment options.
- Allow customers to receive water bills and most legally mandated notices electronically.

Meyers is a Class D investor-owned water utility, with 100 total service connections, serving the Edgerly Island Subdivision, ten miles south of Napa, in Napa County. Rogina is a Class C investor-owned water utility, with 1,016 total service connections, serving the area of Talmage and vicinity, near Ukiah, Mendocino County. Sierra is a Class D investor-owned water utility, with 344 total service connections, serving the area northeast of Sierra Village, in the vicinity of Highway 108 in Tuolumne County.

Public Utilities Code § 755 Requirements

PU Code § 755 allows water utilities to recover reasonable expenses incurred for providing customers the option to pay their utility bills by credit or debit card (electronic bill payments may also include ACH/electronic check). Senate Bill 1028 indicated that the intention of the legislature prescribed the acceptance of credit cards or debit cards which should neither increase nor decrease the profitability of the electrical, gas, or water corporation.³ PU Code § 755 sets the following conditions for utilities that elect to provide their customers with the E-Payment program option:

1. No portion of these transaction costs may be shifted to customers who do not choose to use one of these payment options.⁴
2. With Commission approval, a water corporation may offer its customers credit card and debit card bill payment options. Utilities may recover reasonable

³ PU Code § 755(a)(3)

⁴ PU Code 755 §§ (a)(2) & (b)

transaction costs incurred only from those customers who choose to pay their bills using the E-Payment program option.⁵

3. The Commission determines the reasonableness of transaction costs charged to customers who choose to pay their bills using the E-Payment program option.⁶
4. The transaction costs passed on to customers shall be offset by any savings in transaction costs the utility derives as a result of customers paying by credit card and debit card.⁷
5. If the Commission determines that the use of the E-Payment program offering results in no net cost to the utility, there shall be no costs passed on to the customer.⁸
6. If the Commission determines that the savings to utility exceeds the costs, the net savings shall be passed on to customers.⁹

Transaction costs may include 1) both the convenience fee for the electronic payment, and 2) the associated costs for setting-up and administering the E-Payment program.¹⁰

Previously Authorized Programs

Since 2012, the Commission has authorized E-Payment programs for several small water utilities.¹¹ These requests were made via Tier 3 Advice Letter filings, requiring a Resolution for Commission approval as to the reasonableness of the transaction costs charged to customers through the E-Payment program offering to comply with PU Code § 755. These E-Payment program authorizations also included the establishment of a memorandum account as the ratemaking mechanism for tracking transaction costs and for determining the reasonableness of the incremental program costs not previously authorized.

All E-Payment approved programs by the Commission for small water utilities use a third-party vendor to facilitate the electronic payment. This ensures that the convenience fee for electronic payments does not increase or decrease the utility's

⁵ PU Code § 755(b)

⁶ PU Code § 755(c)

⁷ PU Code § 755(c)(1)

⁸ PU Code § 755(c)(2)

⁹ PU Code § 755(c)(3)

¹⁰ PU Code § 755 does not explicitly define transaction costs, but the Commission has interpreted "transaction costs" to refer to both the convenience fee and associated/administrative costs as previously authorized in Resolution W-5243.

¹¹ See, Res. W-5243 dated August 19, 2021, for West San Martin Water Works; Res. W-5072 dated December 3, 2015, for Lukins Brothers Water Company; Res. W-5018 dated January 29, 2015, for Bakman Water Company; Res. W-4979 dated October 15, 2014, for Great Oaks Water Company; Res. W-4935 dated January 10, 2013, for Apple Valley Ranchos Water Company; and Res. W-4908 dated April 19, 2012, for Valencia Water Company.

profitability and that only customers using the service pay for the service. Table 1 provides examples of these E-Payment programs with the range and types of convenience fees the Commission has authorized for water utilities.

Table 1

Electronic Payment Convenience Fees Approved by the Commission				
Utility	Credit/Debit Card Fee	ACH/e-check Fee	Approved by	Approved on
Valencia Water Company	\$2.50	\$2.50	Res. W-4908	April 19, 2012
Great Oaks Water Company	\$1.95/\$2.95 ¹	\$1.95/\$2.95 ¹	Res. W-4979	January 10, 2013
Apple Valley Ranchos Water Company	\$2.50	\$2.50	Res. W-4935	October 15, 2014
Bakman Water Company	\$2.95	\$2.95	Res. W-5018	January 29, 2015
Lukins Brothers Water Company	\$3.00 per \$100	\$3.00 per \$100	Res. W-5072	December 3, 2015
West San Martin Water Works	\$2.95/2.75% ²	\$2.35	Res. W-5243	August 19, 2021
Notes:				
1. The \$1.95 fee is for online E-Payments, and \$2.95 fee is for E-Payments over the phone.				
2. The \$2.95 fee is for transactions up to \$300, and the 2.75% fee is for transactions over \$300.				

As previously noted, transaction costs may include the costs associated with developing the payment program offering, advertising the program to customers, and on-going expenses to maintain the offering. Transaction costs are tracked in a memorandum account, and the reasonableness of these expenses and any savings resulting from the E-Payment program offering to the utility is reviewed by the Commission when the utility requests to amortize the memorandum account through their General Rate Case (GRC) filings. In prior authorizations of these memorandum accounts, the Commission required that these accounts be reviewed via utilities' GRC filings in case there is a need to adjust base rates as a result of having net savings.

Memorandum Account Requirement

The Commission's authorization of E-Payment programs was contingent on utilities establishing a PPCMA to track the incremental costs and savings resulting from the electronic bill payment service offering. Tracking such costs and savings complies with the PU Code § 755(c) requirement, requiring the Commission to determine whether any

associated costs and potential savings attributable to the E-Payment program may be passed on to customers. Therefore, the memorandum account is the ratemaking mechanism the Commission authorized for utilities to record costs and savings associated with providing customers the E-Payment service option for payment of their water bills.

Furthermore, PU Code § 755 provides that no transaction costs associated with the E-Payment programs offerings should be recovered from the general body of non-participating customers. Consequently, utilities must exclude from their base rates any costs associated with the E-Payment program options. If the E-Payment program results in a net cost, after accounting for any savings, such costs must either be charged only to those customers who use the optional E-Payment payment program, subject to reasonableness review, or be absorbed by utilities' owners or shareholders.

Alternatively, if the E-Payment program results in net savings recorded in the memorandum account, these savings will be refunded to customers in the utilities' next GRC.

Need for Electronic Payment Programs

Since Section 755 of the PU Code was enacted in 2005 and revised in 2016, credit card transactions and electronic payments have become an even more prevalent means of paying bills and purchasing goods and services. Furthermore, as a result of the COVID-19 pandemic, many businesses have adapted to electronic processes to allow for remote work and social distancing. To accommodate this need and streamline the approval process of these types of requests, the Water Division recommends standardizing the minimum set of requirements for the approval of E-Payment program offering requests for the small water utilities. In the "Discussion" section of this Resolution, the Water Division provides the proposed framework for streamlining the review and approval process to facilitate E-Payment program offering requests through a Tier 2 AL filings, instead of the Tier 3 AL filings currently required, while remaining in compliance with PU Code Section 755 requirements. The Commission's discretion to require a Tier 3 AL filing remains unchanged should the E-Payment program offering request not meet the requirements set-forth by this Resolution for these types of requests to qualify as Tier 2 Advice Letter filings.

NOTICE

In compliance with General Order 96-B, General Rule 4.3 and 4.7, a copy of the Meyers AL 33-W, Rogina AL 83-W, and Sierra AL 14-W advice letters were served to all

respective parties on the ALs’ service lists on May 4, 2021 (Meyers), May 28, 2021 (Rogina), and July 22, 2021 (Sierra).

One customer protest was received on Sierra’s AL 14-W request. The protest indicated that the proposed tariff sheet changes were not attached to the AL sent to the service list. The utility responded and re-sent a complete copy of the AL on July 28, 2021, with the tariff sheets attached. No protests were received for Meyers’ AL 33-W and Rogina’s AL 83-W.

DISCUSSION

Meyers, Rogina, and Sierra seek Commission approval of their E-Payment program offering which will utilize a third-party vendor to offer their customers electronic bill payment options (credit or debit cards or ACH/electronic checks) for payment of customer water bills. A non-refundable convenience fee for credit or debit card or ACH/electronic check payments will be charged directly to the customer using the service by the vendor. Table 2 provides the third-party vendor information for each utility including the proposed convenience fees for credit/debit and ACH/electronic check payments.

Table 2

Electronic Payment Convenience Fees Being Requested				
Utility	Credit/Debit Card Fee	ACH/e-check Fee	Third-Party Vendor	Requested in
Meyers	3.5% + \$0.30	\$3.30	Intuit/Quickbooks	Meyers AL 33-W
Rogina	\$3.95 per \$400	No Fee	Invoice Cloud Inc.	Rogina AL 83-W
Sierra	\$2.95/2.75% ¹	\$2.35	Nextbillpay	Sierra AL 14-W
Notes:				
1. The \$2.95 fee is for transactions up to \$300, and the 2.75% fee is for transactions over \$300.				

The Utilities request setting-up these E-Payment program offerings in response to requests from their customers, and not as a cost savings measure or a method of improving profitability. The Water Division has reviewed the structure for each of the Utilities’ proposed E-payment program offerings and finds that they comply with the PU Code § 755 requirements. The Utilities will not receive any revenue from the service; customers not utilizing this service will not incur any fee or other expenses; and water service and rates will not be affected by the proposed payment options. Customers who choose to use this service will be able to pay their water bills using one of these

payment options in person; via telephone; through a provided internet/web-based system; or through a Customer Service Representative assisted system.

Third-Party Vendor Selection

The Utilities used a competitive bidding process for their vendor selections using the criteria described below. Each vendor's proposal was required to satisfy the following criteria:

- Revenue-neutral credit card, debit card, and ACH/electronic check payment processing with no revenue generated or cost to the utility;
- A web-based payment option;
- Ability to make credit card or debit card payments at the utility's office(s);
- Ability for customers to make payments after hours and on weekends;
- Ability for the utility to receive payment notifications at nearly real-time or within 24 to 48 hours (maximum);
- Ability for the utility to customize the implementation and management of any web-based payment option; and
- The utility's Customer Service Representatives (CSR) to be able to take payments over the telephone.

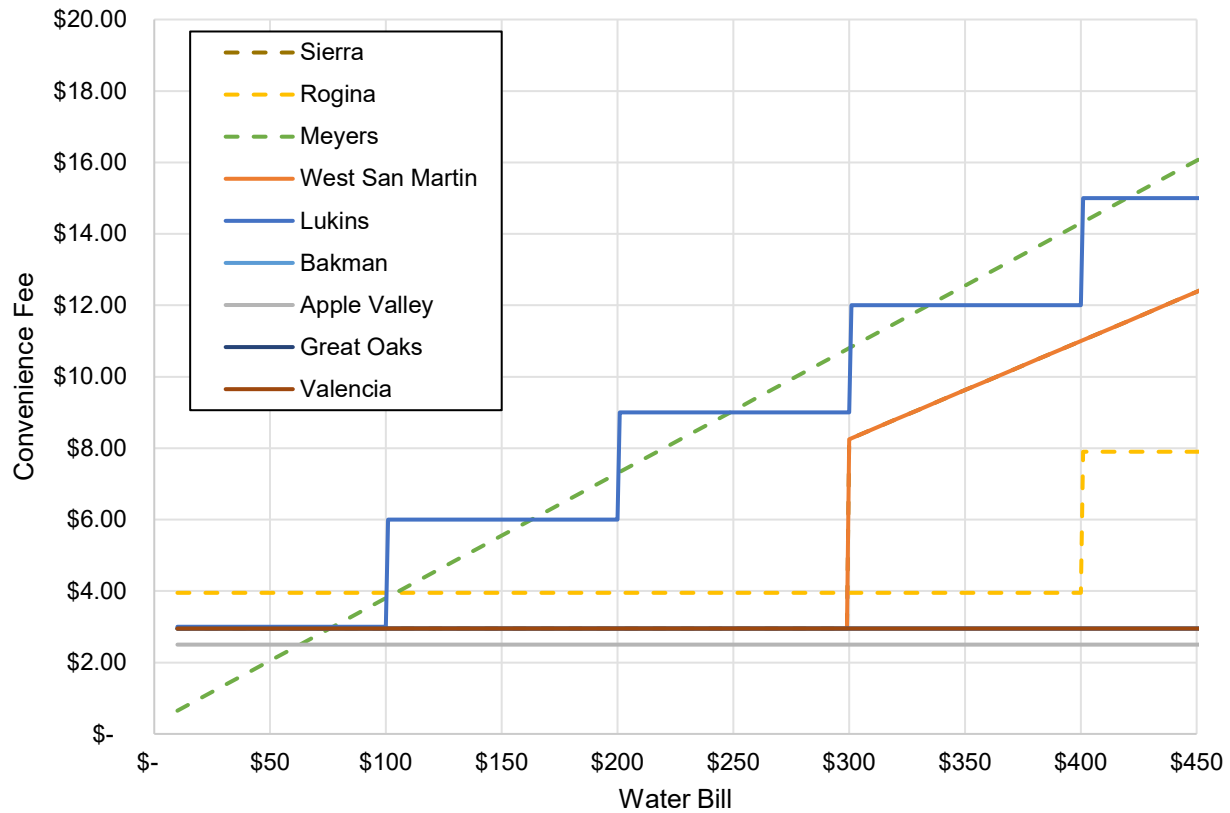
After a thorough review of the vendors' proposals, Meyers selected Intuit/Quickbooks; Rogina selected Invoice Cloud Inc.; and Sierra selected Nextbillpay for electronic bill presentation and payment processing because these vendors met the required criteria. In the case of Meyers and Rogina, the service would be integrated with the utility's current billing software. The reasonableness for each utility's vendor selection and convenience fees is discussed further below.

Reasonableness of Convenience Fees

PU Code § 755 requires that the Commission determine the reasonableness of transaction costs associated with the E-Payment program when authorizing the requested water utilities' program. Transaction costs include convenience fees paid by those customers who elect to pay by credit or debit card and ACH/electronic check transaction. Table 1 and Table 2 show the different types of convenience fees that have been requested and approved by the Commission, including as a percentage of total bill, flat rate fee, and flat rate per dollar amount.

A comparison of the previously authorized utility requests and convenience fees is provided in Tables 1 and 2, above, as a function of water bill, and as shown in the graph in Figure 1 below.

Figure 1
Comparison of Convenience Fees



The various forms of Commission approved utility convenience fees each scale slightly differently with increasing water bills. The percentage rates scale linearly with the dollar amount of the water bill, the flat rates remain constant, and the flat rates per dollar amount increase sharply when that threshold dollar amount is reached. As seen in the graph in Figure 1 above, the highest Commission approved convenience fee to date is for Lukins Brothers Water Company, which has a convenience fee of \$3.00 per \$100.00. Under this E-Payment program customer water bills up to \$100.00 have a \$3.00 convenience fee, between \$101.00 and \$200.00 have a \$6.00 convenience fee, and between \$201.00 and \$300.00 have a \$9.00 convenience fee, and so on. According to Lukins, the utility averages 200 customers per month paying via its E-Payment program. Of those 200 customers, 80 (or 40.00%) customers pay a fee of \$12.00, 20 (or 10.00%) customers pay a fee of \$9.00, 50 (or 25.00%) customers pay a fee of \$6.00, and the remaining 50 (or 25.00%) customers pay a fee of \$3.00.

Meyers Water Company's Proposed Convenience Fees

For Meyers' proposed Intuit/Quickbooks E-Payment program offering, Intuit/Quickbooks will charge: 1) a convenience fee of 3.50% plus \$0.30 for credit or debit card payments that requires assistance from a CSR or through a credit card authorization form; and 2) a convenience fee of \$3.30 per transaction for ACH/electronic check payment processing.

Based on the Commission's previously authorized E-Payment programs and convenience fees, the Water Division finds the Utilities' proposed convenience fees comparable to previously authorized fees and therefore reasonable for Commission approval. As shown in Figure 1, the Meyers proposed convenience fees from Intuit/Quickbooks are comparable to the previously approved convenience fees for Lukins Brothers Water Company. For example, a \$100.00 water bill would have a \$3.00 convenience fee under Lukins Brother's E-Payment program, and a \$3.80 convenience fee under Meyers' E-Payment program, whereas a \$110.00 water bill would have a \$6.00 convenience fee under Lukins Brother's E-Payment program and a \$4.15 convenience fee under Meyers' E-Payment Program. An additional benefit for Meyers' Intuit/Quickbooks E-Payment program is that the third-party vendor software can integrate easily with the utility's current billing software, creating a streamlined approach for the utility to administer the E-Payment program. For these reasons, the Water Division finds Meyer's convenience fees reasonable.

Rogina Water Company's Proposed Convenience Fees

For Rogina's Invoice Cloud Inc. E-Payment program offering, Invoice Cloud Inc. will charge: 1) a convenience fee of \$3.95 per \$400 for every credit or debit card payment; and 2) no convenience fee for any e-check payments made by the customer.

Rogina's proposed convenience fees from Invoice Cloud Inc. are higher than previously authorized E-Payment programs for water bills under \$100 paid by credit card, but not unreasonably high for the services provided, especially since customers making payments via ACH/electronic check will have no convenience fee. As shown in Tables 1 and 2, all third-party providers for previously authorized E-Payment programs charge a convenience fee for ACH/electronic check payments. In Rogina's case, the utility selected a third-party provider that does not charge customers this convenience fee for ACH/electronic check payments. In addition, Invoice Cloud Inc.'s E-Payment program will also integrate easily with the utility's current billing software making it easier and more efficient for the utility to administer the E-Payment program. For these reasons, the Water Division finds Rogina's convenience fees reasonable.

Sierra Park Water Company's Proposed Convenience Fees

Under Sierra's Nextbillpay's E-Payment program offering, Nextbillpay will charge: 1) a convenience fee of \$2.95 per transaction up to \$300, and 2.75% for a transaction over \$300 for using the automated system to pay bills by credit or debit card; and 2) a flat \$2.35 fee for ACH/electronic checks. The same convenience fees apply to payments made that require assistance from a CSR either by phone or at the utility's office.

Sierra's proposed convenience fees from Nextbillpay are identical to the convenience fees approved for WSM, as shown in Figure 1. WSM's convenience fees were approved and found reasonable by Resolution W-5243.¹² Therefore, by applying the same Commission standard used in the evaluation of the program for WSM, the Water Division finds Sierra's proposed convenience fees for its E-Payment program reasonable.

The Water Division reviewed the quotes that the Utilities received for the payment offerings and verified that the fees were commensurate with the services provided. In addition, consistent with PU Code § 755(a)(2), the convenience fee will only be charged to those customers who choose to pay by credit or debit card or ACH/electronic check transaction.

Reasonableness of Associated Transaction Costs

Transaction costs may include utility costs associated with developing the E-Payment program offering, advertising the program to customers, and on-going expenses to maintain the program offering. The costs recorded in the E-Payment memorandum accounts are subject to a reasonableness review by the Commission before any cost recovery is authorized from customers to comply with PU Code § 755(c). These costs are recorded by the utility in a memorandum account, as described further below.

Utilities' Requests for Memorandum Accounts

The Utilities in their Advice Letter filings request Commission authorization to establish a PPCMA to track the additional costs and savings resulting from the E-Payment program. Tracking such costs and savings is consistent with the requirement in PU Code § 755(c), which states that the Commission must determine whether associated costs and potential savings attributable to the E-Payment program may be passed on to customers utilizing those payment options or reflected in general rates. The memorandum account is the appropriate ratemaking mechanism for recording all costs

¹² Resolution W-5243, Finding No. 9

and savings associated with providing utility customers these E-Payment program options. Additionally, the Commission has authorized identical memorandum accounts for other small water utilities, including WSM, for the same purpose.¹³ For these reasons, the Water Division finds reasonable the Utilities' requests for establishing the PPCMA account for their E-Payment program offerings.

Consistent with previously Commission authorized PPCMAs, the Utilities may track and record the following for their E-Payment program service offerings:

- a) Costs to develop its E-Payment program offering, including but not limited to, program access fees and administrative program costs not previously authorized in rates;
- b) Costs of noticing and advertising the E-Payment program offering to customers and responding to customer questions about the program;
- c) Costs of on-going operation of the service not previously authorized in rates, including but not limited to, customer service expenses in handling electronic payments online or over the phone;
- d) Utility cost savings resulting from reduced number of shutoffs and service disconnections associated with timely payment of bills using the proposed payment options, including but not limited to savings in less in time spent sending service shutoff letters to customers; and
- e) Utility cost savings resulting from reduced need for manual accounts receivable processes and reduced time to collect, process, and deposit payments.

Recovery of costs associated with the proposed payment options should not be permitted from the general body of non-participating customers. Rather, any net balance in the memorandum account shall be refunded to customers as part of the Utilities' GRCs. Further, in the Utilities' next general rate case filings, the Utilities shall remove all costs associated with the payment options that may be included in base rates. Subject to reasonableness review, the costs that are removed from base rates should either be charged to customers who used the proposed optional payment option or absorbed by the Utilities' shareholders. If there are no net costs, PU Code § 755

¹³ See, Res. W-5243 dated August 19, 2021, for West San Martin Water Works; Res. W-5072 dated December 3, 2015, for Lukins Brothers Water Company; Res. W-5018 dated January 29, 2015, for Bakman Water Company; Res. W-4979 dated October 15, 2014, for Great Oaks Water Company; Res. W-4935 dated January 10, 2013, for Apple Valley Ranchos Water Company; and Res. W-4908 dated April 19, 2012, for Valencia Water Company.

provides that no transaction costs shall be recovered.¹⁴ This will ensure the Utilities' compliance with PU Code § 755.

Electronic Delivery of Water Bills and Legally Mandated Notices

The Water Division finds reasonable the Utilities' requests to provide customers the option to receive water bills and legally mandated notices (such as rate increase notices, water quality notices, etc.) electronically. Accordingly, the Water Division recommends approval of the Utilities' requests, consistent with the approval granted for West San Martin Water Works by Res. W-5243. When a customer elects this option, the utility shall provide one final mailed notice to inform the customer that paper bills and paper mandated notices will no longer be provided.

Framework for Authorizing E-Payment Programs Via Tier 2 Advice Letter

The Commission's finding of reasonableness for E-Payment Program convenience fees in previous resolutions provides a benchmark and framework for the Commission to allow small water utilities' E-Payment Program requests that fall within the range of previously authorized fees (as shown in Figure 2 below) to be considered and approved via Tier 2 Advice Letter filings. In addition, and consistent with previous authorized E-Payment program offerings, the convenience fees would either be identical to previously authorized fees, or be set through a competitive third-party process, as further discussed below.

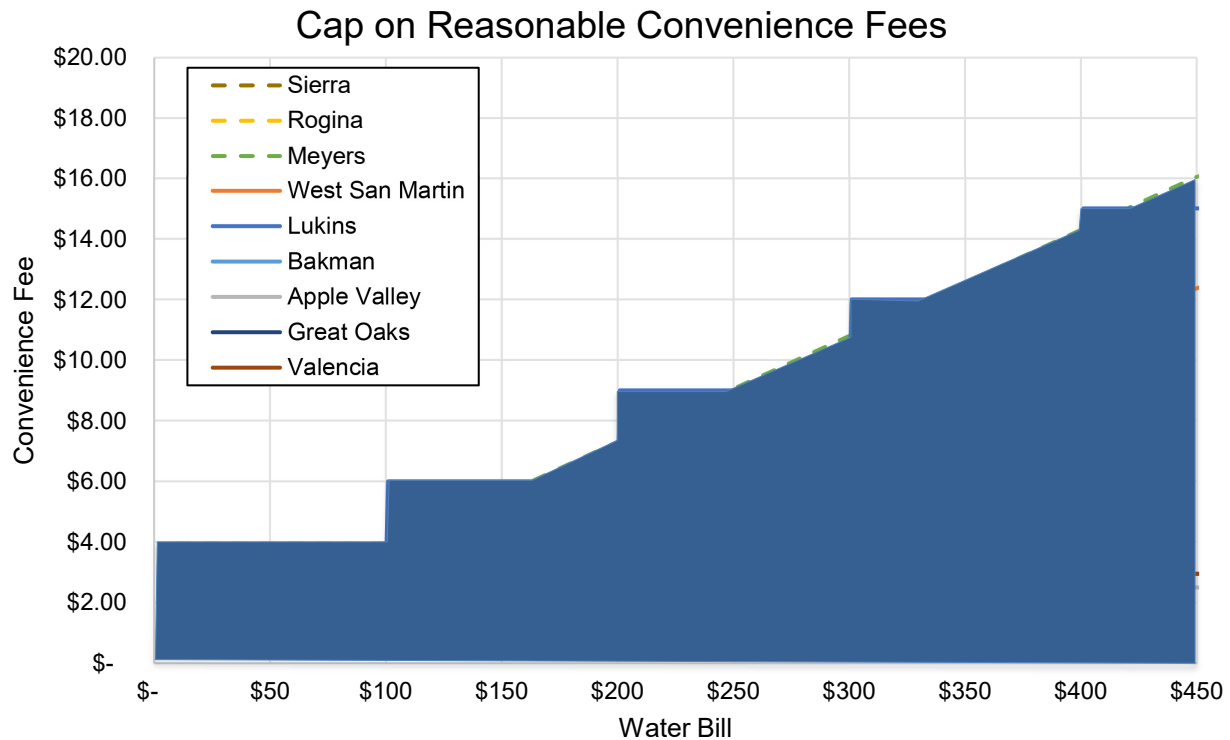
The Water Division proposes and recommends that future E-Payment program offering requests from small water utilities (Class B, C, and D water utilities) be authorized via Tier 2 Advice Letters, if those requests meet the requirements adopted by this Resolution to ensure compliance with PU Code § 755. Utilities' requests for E-Payment program offerings that do not meet the requirements established by this Resolution would be handled via a Tier 3 Advice Letter and require a Commission Resolution for approval.

Since various forms of convenience fees may be requested, including a percentage of total bill, flat rate fee, and flat rate per dollar amount, the range of convenience fees previously authorized by the Commission includes the highest of each form of approved convenience fees. The shaded area in the graph below provides the range of convenience fees previously authorized by the Commission (solid line) or being authorized by the Commission as part of this Resolution (dashed line). Utilities submitting Tier 2 Advice Letters requests for E-Payment program offerings would also

¹⁴ Public Utilities Code § 755(c)(2).

be required to include a quote from the third-party vendor that offers fees within this range to be eligible for Commission disposition via a Tier 2 Advice Letter filing.

Figure 2



Note: The values for the utilities' convenience fees delineating the shaded area are provided in Appendix D.

The Water Division proposes the following requirements for approval of small water utilities' E-Payment program offering requests via a Tier 2 Advice Letter filings:

1. The proposed range and form of the E-Payment program convenience fees must be within the range or identical to previously authorized convenience fees for E-Payment programs, as shown by the shaded area in Figure 2 (dollar amounts for the fees are provide in Appendix D), to comply with the PU Code § 755 requiring a Commission finding of reasonableness for the E-Payment Program proposed fees. Based on previous Commission authorized convenience fees, the following are the highest range of fees and guidelines for water utilities requesting E-

Payment Programs to comply with PU Code § 755 requirements and be eligible for a Tier 2 Advice Letter filing:

- a. A flat rate convenience fee per dollar amount of \$3.00 per \$100.00¹⁵ authorized for Lukins Brothers Water Company in 2015 by Res. W-5072.
 - b. A \$3.95 convenience fee for water bills under \$100 authorized for Rogina Water Company by this Resolution.
 - c. A 3.50% fee as a percentage of the total water bill plus \$0.30 convenience fee authorized by this Resolution for Meyers Water Company.
2. Convenience fees should be based on a competitive bidding process when selecting a third-party vendor and must be commensurate with the services provided by the third-party vendor.
 3. Only customers who choose to use the E-Payment option should incur the additional charges and no portion of the E-Payment program expense should be shifted to customers who do not choose to use the E-Payment option.
 4. The E-Payment program offering should neither increase nor decrease the utility's profitability.
 5. Utilities' E-Payment program requests must include the establishment of a PPCMA for recording incremental costs not previously authorized in rates, consistent with previously authorized E-Payment programs.¹⁶

Previously approved E-Payment programs for small water utilities included third-party vendors that offered services such as a revenue-neutral credit card; web-based payment options; ability to make payments at utility offices, after hours, and via CSR over the phone; and ability for the utility to receive payment notifications and customize the web-based option. Utilities should consider these service options when selecting a third-party vendor and include copies of the third-party vendor's quotes and programs with their Tier 2 Advice Letter filing requests. Utility E-Payment program requests that do not meet the requirements established by this Resolution for Tier 2 Advice Letter eligibility would be handled as a Tier 3 Advice Letter filing and require a Commission Resolution for approval.

ENVIRONMENTAL AND SOCIAL JUSTICE

In February 2019, the Commission adopted an Environmental and Social Justice Action Plan (ESJ Action Plan) to serve as a roadmap to expand public inclusion in Commission

¹⁵ \$3.00 convenience fee for a water bill between up to \$100, and \$6.00 for a bill from \$100 to \$200 and so forth.

¹⁶ A Tier 2 Advice Letter filing is currently required to establish memorandum accounts and therefore it is procedurally consistent with Commission policy.

decision-making processes to targeted communities across California. The ESJ Action Plan establishes a series of goals related to health and safety, consumer protection, program benefits, and enforcement in all the sectors the Commission regulates. On April 7, 2022, the Commission adopted Version 2.0 of the Plan to guide its decisions and make sure its broad regulatory authority continues to advance equity throughout the state. With this Resolution, the Commission addresses Goal #1 of the ESJ Action Plan, “Consistently integrate equity and access considerations throughout Commission regulatory activities.”

With this resolution the Commission will enhance the customers’ bill payment options for their water service in the manner that is most convenient or least costly for them. The E-Payment payment program offerings do not replace any existing utility payment programs, and customers may continue to pay for their water bills using the same payment methods they have used up to now with no additional cost. Or, if customers find it more convenient or otherwise less costly (in terms of their financial arrangements or best use of their time), they will have the option to pay their water bills using credit card, debit card, or by ACH/electronic check (E-Payments) at no additional cost to other customers. Therefore, the new E-Payment bill payment option will not make any customers worse off, for if they continue to pay their water bills in the customary manner, there will be no additional cost to them. The approval of the Utilities’ E-payment program offerings through this Resolution enhances the customers’ bill payment options, giving customers more flexibility on how they choose to pay their water bills, which may result in a reduction in utility service disconnections.

COMPLIANCE

As part of the review of the Utilities’ request, the Water Division reviewed the Utilities’ compliance with their user fee payments and annual report filings; Utility Audits Branch’s (UAB) financial audits; and the State Water Resources Control Board, Division of Drinking Water (DDW) water quality standards and regulations.

Meyers’ Compliance Status

Meyers has no outstanding compliance orders and has been filing annual reports as required. The utility complies with the DDW applicable water quality standards and regulations for safe drinking water. Meyers has one outstanding compliance issue noted in its 2021 Sanitary Report from the Napa County Environmental Health Division. The

approval of Meyers operating permit for a new well is still pending.¹⁷ On March 25, 2022, Meyers submitted its technical engineering report to Napa County for the approval of its amended operating permit. The Water Division also conducted a review of the utility's last financial audit report prepared by the Commission's Utility Audit Branch (UAB) and found no outstanding compliance orders for Meyers.¹⁸

Pursuant to PU Code § 433(a), public utilities are required to pay an Annual Public Utilities Reimbursement Fee (annual user fee) to the Commission. The Water Division confirmed with the Commission's Fiscal Office that Meyers is current with its annual user fee payments.

Rogina's Compliance Status

Rogina has no outstanding compliance orders and has been filing annual reports as required. The utility complies with the DDW applicable water quality standards and regulations for safe drinking water. Rogina confirmed with the Water Division via email¹⁹ that all deficiencies noted in the 2019 Sanitary Survey from the DDW have been addressed.²⁰

The Water Division also conducted a review of the utility's last financial audit report prepared by the UAB and found twelve recommendations made by the UAB for Rogina.²¹ Rogina filed with UAB a Corrective Action Plan as required by the report indicating its agreement with UAB's findings and confirming the corrective actions taken to address UAB's recommendations.²² Lastly, the Water Division confirmed with the Commission's Fiscal Office that Rogina is current with its annual user fee payments.

Sierra's Compliance Status

Sierra has no outstanding compliance orders and has been filing annual reports as required. The utility complies with the DDW applicable water quality standards and regulations for safe drinking water. Sierra had one compliance order noted in its 2020 Sanitary Report from the DDW, requiring the utility to submit a cross-connection

¹⁷ Small Water System Inspection Form, Meyers Water Company. Napa County Planning, Building, and Environmental Services, Environmental Health Division. August 16, 2021.

¹⁸ Division of Water and Audits, Financial Audit of Meyers Water Company Inc. Financial Statements for the Years Ended December 31, 2011 and 2012. February 27, 2014.

¹⁹ Email from Rogina Water Company to CPUC Water Division. August 20, 2021.

²⁰ Sanitary Survey Evaluation Form – Rogina Water Company. Division of Drinking Water, Drinking Water Field Operations Branch. April 4, 2019.

²¹ Utility Audits, Risk and Compliance Division, Utility Audits Branch, Review of Financial Statements – Rogina Water Company. For the Year Ended December 31, 2018. May 5, 2020.

²² Email from Rogina Water Company to Utility Audit Branch. June 10, 2020.

control survey to the DDW by September 30, 2021.²³ Sierra complied with the DDW order and submitted the survey to the DDW on September 26, 2021, with a copy provided to the Water Division.²⁴

The Water Division also conducted a review of the utility's last financial audit report prepared by the UAB and found seven recommendations made by the UAB for Sierra.²⁵ Sierra filed a Corrective Action Plan as required by the report indicating its agreement with the findings by the UAB, and confirming the corrective action taken to address the UAB's recommendations.²⁶ Finally, the Water Division confirmed with the Commission's Fiscal Office that the Utilities are all current with their annual user fee payments.

SAFETY

As this Resolution authorizes payment of water bills using a credit or debit card or ACH/electronic check payment options, there are no safety considerations or implications associated with the Utilities' E-Payment program offering requests. As noted in the Compliance section above, the Water Division has confirmed with the DDW that the Utilities are in compliance with applicable water quality standards and regulations for safe drinking water.

COMMENTS

Public Utilities Code section 311(g)(1) provides that resolutions generally must be served on all parties and subject to at least 30 days public review and comment prior to a vote of the Commission.

Accordingly, the draft resolution was mailed to the service list, protestants, and made available for public comment on July 1, 2022.

²³ 2020 Sanitary Survey of the Sierra Park Water System Water System. State Water Resources Control Board, Division of Drinking Water. August 14, 2021.

²⁴ Cross-Connection Survey Summary Form – Small Community Water Systems. Sierra Park Water Company, System Number 5510016. September 26, 2021.

²⁵ Utility Audits, Risk and Compliance Division, Utility Audits Branch, Review of Financial Statements – Sierra Park Water Company Inc. For the Year Ended December 31, 2019. January 11, 2021.

²⁶ February 6, 2021, e-mail from Sierra Park Water Company to Utility Audit Branch.

FINDINGS

1. Meyers Water Company (Meyers) filed Advice Letter (AL) 33-W on May 4, 2021. Rogina Water Company (Rogina) filed AL 83-W on May 28, 2021. Sierra Park Water Company (Sierra) filed AL 14-W on July 22, 2021.
2. Meyers, Rogina, and Sierra (the Utilities) by AL 33-W, AL 83-W, and AL 14-W, respectively seek Commission authorization for their E-Payment Program Offerings which include:
 - a. Offering customers, the option of paying their water bills using a credit or debit card or by ACH/electronic check through a third party.
 - b. Establishing a memorandum account to track expenses associated with the proposed payment options.
 - c. Allowing customers to receive water bills and most legally mandated notices (such as rate increase and water quality notices, etc.) electronically.
3. In accordance with General Order 96-B, General Rule 4.3, Meyers AL 33-W, Rogina AL 83-W, and Sierra AL 14-W were served on their ALs' service lists on May 4, 2021 (Meyers), May 28, 2021 (Rogina), and July 22, 2021 (Sierra), respectively.
4. One customer protest was received by the Water Division for Sierra's AL 14-W request and Sierra provided a timely response to the protest.
5. Public Utilities Code (PU Code) § 755 allows water utilities to recover reasonable expenses incurred for providing customers the option to pay their utility bills by credit or debit card (Electronic Payments may include Automatic Clearing House (ACH)/electronic check).
6. PU Code § 755 requires that only those customers choosing to use the credit or debit card, or ACH/electronic check bill payment option incur the additional charges associated with providing this service unless the Commission determines that the electronic bill payment option results in savings to ratepayers that exceed the net cost of accepting the proposed payment option.
7. PU Code § 755 requires the Commission to determine the reasonableness of transaction costs charged to customers who choose to pay by credit or debit card (or ACH/electronic check).

8. The Utilities used a competitive bidding process for their vendor selections and each vendor's proposal was required to satisfy the criteria specified in this Resolution.
9. After a thorough review of the vendors' proposals, Meyers selected Intuit/Quickbooks; Rogina selected Invoice Cloud Inc.; and Sierra selected Nextbillpay.
10. The Water Division reviewed the quotes that the Utilities received for the E-payment offerings and verified that the fees were commensurate with the services provided.
11. Based on the Commission's previously authorized E-Payment programs and convenience fees, as shown in Figure 2 of this Resolution, the Utilities' proposed convenience fees are comparable and within the range of previously authorized fees.
12. The Water Division finds the Utilities' proposed convenience fees to be reasonable and should be approved.
13. Meyers, Rogina, and Sierra E-pay E-payment Program Offerings requested by AL 33-W, AL 83-W, and AL 14-W, respectively, comply with the requirements set-forth by PU Code § 755.
14. The requested Payment Processing Costs Memorandum Account is the appropriate ratemaking mechanism for recording all costs and savings associated with establishing and operating these E-payment program options.
15. The Commission finds reasonable the Utilities' requests to establish the Payment Processing Costs Memorandum Account (PPCMA) to track all costs and savings resulting from the use of the bill payment option.
16. Consistent with previously authorized E-Payment Program offerings, the following costs and savings are reasonable to record in the PPCMA:
 - a. Costs incurred to develop this payment offering, including but not limited to, program access fees, administrative program costs not previously authorized in rates;
 - b. Costs of noticing and advertising the program and responding to customer questions;

- c. Costs of ongoing operation of the service not previously authorized in rates, including but not limited to, customer service expenses in handling electronic payments online or over the phone;
 - d. Cost savings resulting from the reduced number of shutoffs and service disconnections associated with timely payment of bills using the proposed payment options, including but not limited to savings in less in time spent sending service shut-off letters to customers; and
 - e. Cost savings from reduced need for manual accounts receivable processes and reduced time to collect, process, and deposit payments.
17. The net balance (costs and savings) and reasonableness of all transactions in the PPCMA should be reviewed as part of each utility's next General Rate Cases.
18. It is reasonable for Meyers to file a supplement AL 33-W to modify its Tariff Rule No. 9 to establish a credit or debit card or ACH/electronic check bill program option and add the PPCMA to its Preliminary Statement consistent with Appendix A attached to this Resolution.
19. It is reasonable for Rogina to file a supplement AL 83-W to modify its Tariff Rule No. 9 to establish a credit or debit card or ACH/electronic check bill program option and add the PPCMA to its Preliminary Statement consistent with Appendix B attached to this Resolution.
20. It is reasonable for Sierra to file a supplement AL 14-W to modify its Tariff Rule No. 9 to establish a credit or debit card or ACH/electronic check bill program option and add the PPCMA to its Preliminary Statement consistent with Appendix C attached to this Resolution.
21. It is reasonable to allow Meyers, Rogina, and Sierra to provide customers the option of receiving water bills and legally mandated notices (such as rate increase notices, water quality notices, etc.) electronically provided that a customer elects this option, the Utilities shall provide one final mailed notice to inform the customer that paper bills and paper mandated notices will no longer be provided.
22. Since 2012, the Commission has authorized several E-Payment programs for water utilities with various convenience fee structures, as provided in Table 1 of this Resolution.

23. PU Code § 755 requires a Commission finding of reasonableness for water utilities' E-Payment Program convenience fees, currently requiring a Tier 3 Advice Letter filing and a Commission Resolution for approval.
24. As a result of the COVID-19 pandemic, many businesses have adapted to electronic processes to allow for remote work and social distancing.
25. Standardizing the minimum set of requirements for the approval of E-Payment program offering requests for small water utilities (Class B, C, and D) streamlines the approval process of these types of requests so that water utility customers have another option for paying their bills.
26. The Water Division proposes facilitating the review and approval process for E-Payment program offering requests through Tier 2 Advice Letter filings, instead of the Tier 3 AL filings currently requiring Commission approval of the convenience fees to comply with PU Code § 755 requirements.
27. The Commission's findings of reasonableness for E-Payment Program convenience fees in prior resolutions provide a benchmark and framework for the Commission to allow small water utilities' E-Payment Program requests to be considered and approved via Tier 2 Advice Letter filings and comply with PU Code § 755 requirements.
28. The Water Division proposes that Utilities' E-Payment Program requests must meet the following requirements to be eligible for approval via Tier 2 Advice Letter filings:
 - a. The proposed range and form of the E-Payment program convenience fees must be within the range or identical to previously authorized convenience fees for E-Payment programs, as shown by the shaded area in Figure 2 of this Resolution.
 - b. Convenience fees for E-Payment programs should be based on a competitive bidding process when selecting a third-party vendor. Convenience fees must be commensurate with the services provided by the third-party vendor.
 - c. Only utility customers who choose to use the E-Payment option should incur the additional charges and no portion of the E-Payment program expense should be shifted to customers who do not choose to use the E-Payment option.
 - d. The E-Payment program offering should neither increase nor decrease the utility's profitability.

- e. Utilities' E-Payment program requests must include the establishment a PPCMA for recording incremental costs not previously authorized in rates for establishing and operating the E-Payment program for review in the utilities' General Rate Cases.
29. The net balance (costs and savings) and reasonableness of all transactions in the PPCMA will be reviewed as part of each utility's next General Rate Case.
30. It is reasonable for small water utilities to request authorization for E-Payment programs via Tier 2 Advice Letter filings within the framework the Commission has determined reasonable, as set-forth by this Resolution.
31. Utility E-Payment program requests that do not meet the requirements established by this Resolution for Tier 2 Advice Letter eligibility should be handled as a Tier 3 Advice Letter filing and require a Commission Resolution for approval.

THEREFORE, IT IS ORDERED THAT:

1. Meyers Water Company's request in Advice Letter 33-W to allow customers to pay their water service bills using a credit or debit card or Automatic Clearing House/electronic check payment option through a third-party vendor, for a non-refundable per transaction fee charged directly to the customer, is approved. Meyers Water Company shall file, within 30 days of the effective date of this Resolution, a supplement to Advice Letter 33-W with revisions to Tariff Rule No. 9 in Appendix A.
2. Rogina Water Company's request in Advice Letter 83-W to allow customers to pay their water service bills using a credit or debit card or Automatic Clearing House/electronic check payment option through a third-party vendor, for a non-refundable per transaction fee charged directly to the customer, is approved. Rogina Water Company shall file, within 30 days of the effective date of this Resolution, a supplement to Advice Letter 83-W with revisions to Tariff Rule No. 9 in Appendix B.
3. Sierra Park Water Company's request in Advice Letter 14-W to allow customers to pay their water service bills using a credit or debit card or Automatic Clearing House/electronic check payment option through a third-party vendor, for a non-

refundable per transaction fee charged directly to the customer, is approved. Sierra Park Water Company shall file, within 30 days of the effective date of this Resolution, a supplement to Advice Letter 14-W with revisions to Tariff Rule No. 9 in Appendix C.

4. Meyers Water Company's request to establish the Payment Processing Costs Memorandum Account is approved. Within 30 days of the effective date of this Resolution, Meyers Water Company must file a supplement to Advice Letter 33-W with revisions to the Preliminary Statement provided in Appendix A. Meyers Water Company shall record all costs and savings the utility may incur, including but not limited to those described herein, for the use of the electronic bill payment option services.
5. Rogina Water Company's request to establish the Payment Processing Costs Memorandum Account is approved. Within 30 days of the effective date of this Resolution, Rogina Water Company must file a supplement to Advice Letter 83-W with revisions to the Preliminary Statement provided noted in Appendix B. Rogina Water Company shall record all costs and savings the utility may incur, including but not limited to those described herein, for the use of the electronic bill payment option services.
6. Sierra Park Water Company's request to establish the Payment Processing Costs Memorandum Account is approved. Within 30 days of the effective date of this Resolution, Sierra Park Water Company must file a supplement to Advice Letter 14-W with revisions to the Preliminary Statement provided in Appendix C. Sierra Park Water Company shall record all costs and savings the utility may incur, including but not limited to those described herein, for the use of the electronic bill payment option services.
7. Any net balance (costs and savings) and reasonableness of all transactions in the memorandum accounts established in Ordering Paragraphs 4, 5, and 6 above, shall be reviewed in the utility's next General Rate Case. Any net savings shall be passed on to the utility's customers. Any net expenses may only be recovered from customers who opt use of the proposed electronic bill payment options.
8. Meyers Water Company's request in Advice Letter 33-W to allow customers the option to receive water bills and legally mandated notices (such as rate increase notices, water quality notices, etc.) electronically is approved.

9. Rogina Water Company's request in Advice Letter 83-W to allow customers the option to receive water bills and legally mandated notices (such as rate increase notices, water quality notices, etc.) electronically is approved.
10. Sierra Park Water Company's request in Advice Letter 14-W to allow customers the option to receive water bills and legally mandated notices (such as rate increase notices, water quality notices, etc.) electronically is approved.
11. Authority is granted to Class B, C, and D water utilities to request approval of E-payment programs via Tier 2 Advice Letter if the request meets the following conditions:
 - a. The range and form of fees must be within the range or identical to previously Commission authorized fees for E-Payment programs (as shown in Figure 2 of this Resolution);
 - b. Convenience fees shall be based on a competitive bidding process when selecting a third-party vendor and must be commensurate with the services provided by the third-party vendor;
 - c. Only the customers who choose to use the E-Payment option shall incur the additional charge and no portion of the E-Payment Program expenses shall be shifted to customers who do not choose to use the E-Payment option;
 - d. The E-Payment program offering shall neither increase nor decrease the utility's profitability; and
 - e. Utilities requesting an E-Payment program via a Tier 2 Advice Letter shall include establishment of a Payment Processing Costs Memorandum Account for recording incremental costs not previously authorized in rates, consistent with previously authorized E-Payment programs.

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 August 4, 2022; the following Commissioners voting favorably thereon:

Rachel Peterson
Executive Director

APPENDIX A – MEYERS WATER COMPANY

Meyers Water Company, Inc
(WTD-106)

ORIGINAL

P.U.C. Sheet No. 266-W
Cancelling _____

Rule No. 9

RENDERING AND PAYMENT OF BILLS

(continued)

B. Payment of Bills (continued)

(N)

2. Credit Card, Debit Card, and ACH/Electronic Check Payment Options

- a. At the option of the customer, a credit card, debit card, or ACH/electronic check payment may be made. These payments will be accepted through the use of a vendor(s), and a non-refundable convenience/transaction fee shall apply. For credit card and debit card payments made through the provided Customer Service Representative assisted system, the convenience/transaction fee shall be 3.5%, plus a \$0.30 transaction fee. For ACH/electronic check payments made through the provided Customer Service Representative assisted system, the convenience/transaction fee shall be a \$3.00, plus a \$0.30 transaction fee. All convenience/transaction fees are paid by the customer directly to the vendor and not to the utility.

(N)

(To be inserted by utility)

Advice Letter No. 33-W

Decision No. GO-96B

Issued By

Jay Gardner

Co-Owner

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

Date Filed _____

Effective _____

Resolution No. _____

MEYERS WATER COMPANY, INC.
Napa County

REVISED

Cal. P.U.C. Sheet No. 267-W
Canceling 219-W

PRELIMINARY STATEMENT
(Continued)

F. Memorandum Accounts

The company has established the following memorandum accounts. The purpose of these accounts is to recover costs not anticipated in rates. The balance in these accounts will be recovered in rates after CPUC review and audit of the reasonableness of the costs recorded therein. The accounts are listed with the authorizing CPUC Resolution, Decision or Public Utilities Code (PU Code). Additional description can be found in the authorizing document (s).

1. Unanticipated Repair Cost Memorandum Account (URCMA), Decision 92-03-093, dated March 31, 1992.
2. Catastrophic Event Memorandum Account (CEMA), Resolution E-3238, dated July 24, 1991 and PU Code 454.9. Note: Should a disaster or emergency occur, the utility will inform the Division of Water and Audits of the CPUC, within 30 days after the catastrophic event, that the utility has started booking costs to its CEMA.
3. Infrastructure Act Memorandum Account (IAMA), Decision 06-05-041, dated May 25, 2006 and PU Code 789. Note: This account is established to track gains on real property.
4. Water Contamination Litigation Expense Memorandum Account, Resolution W-4094, dated March 26, 1998.
5. Payment Processing Costs Memorandum Account (PPCMA), Resolution W-xxxx, dated xxxx xx, 2021. (N)
(N)

G. Balancing Accounts

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

1. Purchased Power, Resolution W-4467, April 22, 2004.
2. Purchased Water, Resolution W-4467, April 22, 2004.
3. Pump Tax, Resolution W-4467, April 22, 2004.
4. Payroll, Resolution W-4467, April 22, 2004.
5. Payroll Taxes, Resolution W-4467, April 22, 2004.

(continued)

(To be inserted by utility)

Issued by

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

Advice Letter No. 33-W

Jay Gardner
Name

Date Filed _____

Decision No. _____

President
Title

Effective _____

Resolution No. _____

Meyers Water Company, Inc
(WTD-106)

REVISED

P.U.C. Sheet No. 273-W
Cancelling 272-W

TABLE OF CONTENTS

The following listed tariff sheets contain all effective rates and rules affecting the charges and services of the utility, together with other pertinent information.

<u>SUBJECT MATTER OF SHEET</u>	<u>P.U.C. SHEET NO.</u>
Title Page	21-W
Table of Contents	273-W, 246-W (T)
Preliminary Statements	3-W, 4-W, 267-W, 220-W (N)
Service Area Map	5-W
Rate Schedules:	
Schedule No. 1 – General Metered Service	259-W, 260-W
Schedule No. 2R – Residential Flat Rate Service	261-W
Schedule No. LC – Late Payment Charge	189-W
Schedule No. UF – Surcharge to Fund CPUC Reimbursement Fee	251-W
Schedule No. F, - Facilities Fees	264-W
Rules:	
No. 1 – Definitions	74-W, 75-W
No. 2 – Description of Service	8-W
No. 3 – Application for Service	190-W
No. 4 – Contracts	10-W
No. 5 – Special Information Required on Forms	238-W - 240-W
No. 6 – Establishment and Re-establishment of Credit	13-W
No. 7 – Deposits	194-W, 195-W
No. 8 – Notices	171-W, 172-W
No. 9 – Rendering and Payment of Bills	196-W-197-W, 266-W (N)
No. 10 – Disputed Bills	241-W, 242-W
No. 11 – Discontinuance and Restoration of Service	200-W – 262-W, 263-W
No. 12 – Information Available to Public	24-W, 25-W
No. 13 – Temporary Service	26-W, 27-W
No. 14 – Continuity of Service	28-W
No. 15 – Main Extensions	145-W - 157-W, 247-W
No. 16 – Service Connections, Meters, & Customer’s Facilities	158-W - 164-W
No. 17 – Standards for Measurements of Service	105-W
No. 18 – Meter Tests & Adjustment of Bills for Meter Error	47-W - 49-W
No. 19 – Service to Separate Premises & Multiple Units and Resale of Water	106-W, 107-W
No. 20 – Water Conservation	208-W
No. 21 – Fire Protection	209-W

(To be inserted by utility)

Advice Letter No. 33-W
Decision No. GO-96B

Issued By

Jay Gardner
Co-Owner

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

Date Filed _____
Effective _____
Resolution No. _____

APPENDIX B – ROGINA WATER COMPANY

ROGINA WATER COMPANY, INC. Revised Cal. P.U.C. Sheet No. 505-W
Mendocino County Canceling Revised Cal. P.U.C. Sheet No. 396-W

PRELIMINARY STATEMENT
(continued)

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

I. Balancing Accounts

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

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

(To be inserted by utility)	<i>Issued by</i>	(To be inserted by Cal. P.U.C.)
Advice Letter No. <u> 83 </u>	<u>Daniel D. Rogina</u>	Date Filed <u> </u>
Decision No. <u> </u>	Name <u>President</u>	Effective <u> </u>
	<i>Title</i>	Resolution No. <u> </u>

ROGINA WATER COMPANY, INC.
Mendocino County

Canceling Revised
Revised

Cal. P.U.C. Sheet No. 506-W
Cal. P.U.C. Sheet No. 153-W

Rule No. 9

RENDERING AND PAYMENT OF BILLS

A. Rendering of Bills

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

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

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

1. Metered Service

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

(continued)

(To be inserted by utility)

Issued by

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

Advice Letter No. 83

Daniel D. Rogina

Date Filed _____

Name

Decision No. _____

President

Effective _____

Title

Resolution No. _____

ROGINA WATER COMPANY, INC.
Mendocino County

Canceling Revised
Revised

Cal. P.U.C. Sheet No. 507-W
Cal. P.U.C. Sheet No. 154-W

Rule No. 9

RENDERING AND PAYMENT OF BILLS

(Continued)

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

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

2. Flat Rate Service

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

3. Proration of Bills

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

(1) Metered Service

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

(continued)

(To be inserted by utility)

Issued by

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

Advice Letter No. 83

Daniel D. Rogina

Date Filed _____

Decision No. _____

Name
President
Title

Effective _____

Resolution No. _____

ROGINA WATER COMPANY, INC.
Mendocino County

Canceling
Revised

Cal. P.U.C. Sheet No. 508-W
Cal. P.U.C. Sheet No. 367-W

Rule No. 9

RENDERING AND PAYMENT OF BILLS
(Continued)

A. 3. Proration of Bills

a. (1) Metered Service

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

(2) Flat Rate Service

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

(3) Average Billing Period

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

B. Payment of Bills

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

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

(N)

2. Credit/Debit Card Option

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

(To be inserted by utility)

Issued by

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

Advice Letter No. 83

Daniel D. Rogina

Date Filed _____

Name

Decision No. _____

President

Effective _____

Title

Resolution No. _____

ROGINA WATER COMPANY, INC. Revised Cal. P.U.C. Sheet No. 509-W
Mendocino County Canceling Revised Cal. P.U.C. Sheet No. 504-W

TABLE OF CONTENTS

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

<u>Subject matter of sheet</u>	<u>Cal. P.U.C. Sheet No.</u>	
Title Page	391-W	
Table of Content	509-W, 475-W	(T)
Preliminary Statement	36-W, 393-W-395-W, 505-W, 431-W-434-W	(N)
Service Area Map	107-W	
Rate Schedules:		
Schedule No. 1, General Metered Service	462-W, 455-W	
Schedule No. 3M, Irrigation Service	463-W, 456-W	
Schedule No. 4, Private fire Protection Service	464-W	
Schedule 9TS, Tank Service, Water from Hydrants on Main Lines	325-W	
Schedule F, Facilities Fees	465-W	
Schedule LC, Late Payment Charge	360-W	
Schedule UF, Surcharge to Fund PUC Reimbursement Fee	503-W	
Rules:		
No. 1 Definitions	482-W, 483-W	
No. 2 Description of Service	99-W	
No. 3 Application for service	41-W, 262-W	
No. 4 Contracts	42-W	
No. 5 Special Information Required on Forms	484-W-486-W	
No. 6 Establishment & Re-establishment of Credit	45-W	
No. 7 Deposits	365-W, 366-W	
No. 8 Notices	487-W -489-W	
No. 9 Rendering and Payment of Bills	506-W-508-W	(N)
No.10 Disputed Bills	490-W, 491-W	
No.11 Discontinuance & Restoration of Service	492-W -501-W	
No.12 Information Available to Public	56-W, 57-W	
No.13 Temporary Service	58-W, 59-W	
No.14 Continuity of Service	60-W	
No.14.1 Water Conservation and Rationing Plan	424-W – 429-W	
No.15 Main Extensions	211-W-223-W, 476-W	
No.16 Service Connections, Meters, and Customer’s Facilities	224 -W-230-W	
No.17 Measurement of Service	177-W	
No.18 Meter Tests and Adjustment of Bills for Meter Error	80-W- 82-W	
No.19 Service to Separate Premises and Multiple Units, and Resale of Water	178-W, 179-W	
No.20 Water Conservation	240-W	
No.21 Fire Protection	241-W	

(continued)

(To be inserted by Utility)

Issued by

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

Advice Letter No. 83

Daniel D. Rogina

Date Filed _____

Name

Decision No. _____

President _____

Effective _____

Title

Resolution No. _____

APPENDIX C – SIERRA PARK WATER COMPANY

Sierra Park Water Company
Tuolumne County

ORIGINAL SHEET

Sheet #: 78-w
Previous Sheet #: 11-w

Preliminary Statement (continued)

6. Legal Expense Memorandum Account

Purpose:

Commission Decision No. 16-01-047 permits Utility to establish a memorandum account to track legal expenses for review in its next general rate case, subject to reasonableness review. The Legal Expense Memorandum Account (“LEMA”) is established for that purpose.

Accounting Procedure:

The LEMA is for the purpose of recording legal expenses as discussed immediately above. Utility will make entries to this account for expenses and revenue as follows:

- a. Debit entries equal to the costs of legal expenses incurred that in the opinion of Utility are necessary and reasonable for Utility operations.
- b. Credit entries equal to amounts which the Commission allows in future Commission orders, after conduct of a reasonableness review, to be credited to the LEMA.

7. Payment Processing Costs Memorandum Account

(N)

G. Balancing Accounts

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

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

(continued)

Sierra Park Water Company
Tuolumne County

ORIGINAL SHEET

Sheet #: 114-W
Previous Sheet #: 22-W

Rule No. 9 – Rendering and Payment of Bills

A. Rendering of Bills

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

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

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

1. Metered Service

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

(continued)

(To be inserted by Utility)

Advice Letter # 14-W
Decision # _____

Issued By
Bill Ordwein
Name
Manager

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

Date Filed _____
Effective _____
Resolution # _____

Sierra Park Water Company
Tuolumne County

ORIGINAL SHEET

Sheet #: 115-w
Previous Sheet #: 23-W

Rule No. 9 – Rendering and Payment of Bills (continued)

1. Metered Service (continued)

A. 1. c. (3) For billing periods other than monthly or bi-monthly, adjustments will be made proportionate to that for a monthly billing period. (L)

d. Bills for metered service will show at least the reading of the meter at the end of the period for which the bill is rendered, the meter constant, if any, the number and kind of units, and date of the current meter reading.

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

2. Flat Rate Service

a. Bill for flat rate service area payable in advance.

b. The opening bill for flat rate service will be the established monthly charge for the service. Any amount paid in excess of the prorated charges otherwise applicable to the opening period will be credited against the charge for the succeeding regular billing period, except that no such credit shall accrue if the total period of service is less than one month.

c. For billing periods other than monthly, the charge for flat rate service will be computed by multiplying the monthly charge by the number of months in the billing period.

3. Proration of Bills

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

(Continued)

(To be inserted by Utility)

Advice Letter # 14-W
Decision # _____

Issued By
Bill Ordwein
Name
Manager

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

Date Filed _____
Effective _____
Resolution # _____

Sierra Park Water Company
Tuolumne County

ORIGINAL SHEET

Sheet #: 116-W
Previous Sheet #: 24-W

Rule No. 9 – Rendering and Payment of Bills (continued)

3. Proration of Bills (continued)

(1) Metered Service

The amount of the minimum charge (and the quantity allowed therefore) or the readiness-to-serve charge and the quantity in each of the several quantity rate blocks will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period. The measured quantity of usage will be applied to such prorated amounts and quantities. (L)

(2) Flat Rate Service

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

(3) Average Billing Period

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

B. Payment of Bills

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

- 1. The utility may charge \$20.00 for any bad check or electronic fund transfer not honored by the customer's financial institution or a payment processor. (L)
- 2. Credit Card, Debit Card, and ACH/Electronic Check Payment Options (N)

At the option of the customer a credit or debit card or ACH/electronic check payment can be made through a third-party vendor. A non-refundable transaction fee of \$2.95 or 2.75% on credit and debit card payments over \$300 or an ACH/electronic check payment fee of \$2.95 per transaction shall apply. The transaction fee will be over and above the utility bill amount and may be charged to the customer by a third-party vendor for this service and will not be on the utility billing statement. For customers with more than one account, a separate transaction fee is necessary for each account payment. This payment option is not available to customers who have made fraudulent payments within the last 12 months. (N)

(To be inserted by Utility)

Advice Letter # 14-W
Decision # _____

Issued By

Bill Ordwein

Name

Manager

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

Date Filed _____

Effective _____

Resolution # _____

SIERRA PARK Water Co.
(WTD 440)
Tuolumne County

REVISED

P.U.C. Sheet No. 117-W
Cancelling 112-W

TABLE OF CONTENTS

The following listed tariff sheets contain all effective rates and rules affecting the charges and services of the utility, together with other pertinent information.

<u>SUBJECT MATTER OF SHEET</u>	<u>P.U.C. SHEET NO.</u>	
Title Page	1-W	
Table of Contents	117-W	(N)
Preliminary Statements	2-W thru 4-W, 74-W, 113-W	(N)
Service Area Map	6-W	
Rate Schedules:		
Schedule No. 1 – General Metered Service	101-W	
Schedule No. 2R – Residential Flat Rate Service	108-W	
Schedule No. LC – Late Payment Charge	104-W	
Schedule No. UF – Surcharge to Fund CPUC Reimbursement Fee	99-W	
Rules:		
No. 1 – Definitions	77-W, 78-W	
No. 2 – Description of Service	12-W	
No. 3 – Application for Service	13-W	
No. 4 – Contracts	14-W	
No. 5 – Special Information Required on Forms	79-W thru 81-W	
No. 6 – Establishment and Re-establishment of Credit	18-W	
No. 7 – Deposits	19-W	
No. 8 – Notices	82-W thru 84-W	
No. 9 – Rendering and Payment of Bills	114-W thru 116-W	(N)
No. 10 – Disputed Bills	85-W, 86-W	
No. 11 – Discontinuance and Restoration of Service	87-W thru 97-W	
No. 12 – Information Available to Public	35-W	
No. 13 – Temporary Service	36-W	
No. 14 – Continuity of Service	37-W	
No. 14.1 – Water Conservation & Rationing Plan	38-W thru 44-W	
No. 15 – Main Extensions	45-W thru 57-W	
No. 16 – Service Connections, Meters, & Customer’s Facilities	58-W thru 64-W	
No. 17 – Standards for Measurements of Service	65-W	
No. 18 – Meter Tests & Adjustment of Bills for Meter Error	66-W thru 68-W	
No. 19 – Service to Separate Premises & Multiple Units and Resale of Water	69-W thru 70-W	
No. 20 – Water Conservation	71-W	
No. 21 – Fire Protection	72-W	

(To be inserted by Utility)
Advice Letter No. 14-W
Decision No. _____

Issued By
Bill Ordwein
Name
Manager

(To be inserted by PUC)
Date Filed _____
Effective _____
Resolution No. _____

WD

APPENDIX D – MAXIMUM AUTHORIZED AMOUNTS

Water Company Convenience Fees Calculated										
Customer Monthly Bill	Sierra Park Water Co	Rogina Water Co	Meyers Water Co	West San Martin Water Co	Lukins Brothers Water Co	Bakman Water Co	Apple Valley Ranchos Water Co	Great Oaks Water Co	Valencia Water Co	Maximum Authorized for Customer Bill Amount
	Authorized in Resolution W-XXXX			Previously Authorized						
\$ 10.00	\$ 2.95	\$ 3.95	\$ 0.65	\$ 2.95	\$ 3.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 3.95
\$ 20.00	\$ 2.95	\$ 3.95	\$ 1.00	\$ 2.95	\$ 3.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 3.95
\$ 30.00	\$ 2.95	\$ 3.95	\$ 1.35	\$ 2.95	\$ 3.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 3.95
\$ 40.00	\$ 2.95	\$ 3.95	\$ 1.70	\$ 2.95	\$ 3.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 3.95
\$ 50.00	\$ 2.95	\$ 3.95	\$ 2.05	\$ 2.95	\$ 3.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 3.95
\$ 60.00	\$ 2.95	\$ 3.95	\$ 2.40	\$ 2.95	\$ 3.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 3.95
\$ 70.00	\$ 2.95	\$ 3.95	\$ 2.75	\$ 2.95	\$ 3.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 3.95
\$ 80.00	\$ 2.95	\$ 3.95	\$ 3.10	\$ 2.95	\$ 3.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 3.95
\$ 90.00	\$ 2.95	\$ 3.95	\$ 3.45	\$ 2.95	\$ 3.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 3.95
\$ 100.00	\$ 2.95	\$ 3.95	\$ 3.80	\$ 2.95	\$ 3.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 3.95
\$ 110.00	\$ 2.95	\$ 3.95	\$ 4.15	\$ 2.95	\$ 6.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 6.00
\$ 120.00	\$ 2.95	\$ 3.95	\$ 4.50	\$ 2.95	\$ 6.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 6.00
\$ 130.00	\$ 2.95	\$ 3.95	\$ 4.85	\$ 2.95	\$ 6.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 6.00
\$ 140.00	\$ 2.95	\$ 3.95	\$ 5.20	\$ 2.95	\$ 6.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 6.00
\$ 150.00	\$ 2.95	\$ 3.95	\$ 5.55	\$ 2.95	\$ 6.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 6.00
\$ 160.00	\$ 2.95	\$ 3.95	\$ 5.90	\$ 2.95	\$ 6.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 6.00
\$ 170.00	\$ 2.95	\$ 3.95	\$ 6.25	\$ 2.95	\$ 6.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 6.25
\$ 180.00	\$ 2.95	\$ 3.95	\$ 6.60	\$ 2.95	\$ 6.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 6.60
\$ 190.00	\$ 2.95	\$ 3.95	\$ 6.95	\$ 2.95	\$ 6.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 6.95
\$ 200.00	\$ 2.95	\$ 3.95	\$ 7.30	\$ 2.95	\$ 6.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 7.30
\$ 210.00	\$ 2.95	\$ 3.95	\$ 7.65	\$ 2.95	\$ 9.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 9.00
\$ 220.00	\$ 2.95	\$ 3.95	\$ 8.00	\$ 2.95	\$ 9.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 9.00
\$ 230.00	\$ 2.95	\$ 3.95	\$ 8.35	\$ 2.95	\$ 9.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 9.00
\$ 240.00	\$ 2.95	\$ 3.95	\$ 8.70	\$ 2.95	\$ 9.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 9.00
\$ 250.00	\$ 2.95	\$ 3.95	\$ 9.05	\$ 2.95	\$ 9.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 9.05
\$ 260.00	\$ 2.95	\$ 3.95	\$ 9.40	\$ 2.95	\$ 9.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 9.40
\$ 270.00	\$ 2.95	\$ 3.95	\$ 9.75	\$ 2.95	\$ 9.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 9.75
\$ 280.00	\$ 2.95	\$ 3.95	\$ 10.10	\$ 2.95	\$ 9.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 10.10
\$ 290.00	\$ 2.95	\$ 3.95	\$ 10.45	\$ 2.95	\$ 9.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 10.45
\$ 300.00	\$ 8.25	\$ 3.95	\$ 10.80	\$ 8.25	\$ 9.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 10.80
\$ 310.00	\$ 8.53	\$ 3.95	\$ 11.15	\$ 8.53	\$ 12.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 12.00
\$ 320.00	\$ 8.80	\$ 3.95	\$ 11.50	\$ 8.80	\$ 12.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 12.00
\$ 330.00	\$ 9.08	\$ 3.95	\$ 11.85	\$ 9.08	\$ 12.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 12.00
\$ 340.00	\$ 9.35	\$ 3.95	\$ 12.20	\$ 9.35	\$ 12.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 12.20
\$ 350.00	\$ 9.63	\$ 3.95	\$ 12.55	\$ 9.63	\$ 12.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 12.55
\$ 360.00	\$ 9.90	\$ 3.95	\$ 12.90	\$ 9.90	\$ 12.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 12.90
\$ 370.00	\$ 10.18	\$ 3.95	\$ 13.25	\$ 10.18	\$ 12.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 13.25
\$ 380.00	\$ 10.45	\$ 3.95	\$ 13.60	\$ 10.45	\$ 12.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 13.60
\$ 390.00	\$ 10.73	\$ 3.95	\$ 13.95	\$ 10.73	\$ 12.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 13.95
\$ 400.00	\$ 11.00	\$ 3.95	\$ 14.30	\$ 11.00	\$ 12.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 14.30
\$ 410.00	\$ 11.28	\$ 7.90	\$ 14.65	\$ 11.28	\$ 15.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 15.00
\$ 420.00	\$ 11.55	\$ 7.90	\$ 15.00	\$ 11.55	\$ 15.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 15.00
\$ 430.00	\$ 11.83	\$ 7.90	\$ 15.35	\$ 11.83	\$ 15.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 15.35
\$ 440.00	\$ 12.10	\$ 7.90	\$ 15.70	\$ 12.10	\$ 15.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 15.70
\$ 450.00	\$ 12.38	\$ 7.90	\$ 16.05	\$ 12.38	\$ 15.00	\$2.95	\$2.50	\$ 2.95	\$ 2.95	\$ 16.05

CERTIFICATE OF SERVICE

I certify that I have by either electronic mail or postal mail, this day, served a true copy of Proposed Resolution No. W-5253 on all parties in these filings or their attorneys as shown on the attached lists.

Dated July 1, 2022 at San Francisco, California.

/s/JENNIFER PEREZ

Jennifer Perez

Parties should notify the Water Division,
Third Floor, California Public Utilities
Commission, 505 Van Ness Avenue, San
Francisco, CA 94102, of any change of address
to ensure that they continue to receive
documents. You must indicate the Resolution
number on which your name appears.

SERVICE LIST

Meyers Water Company – Advice Letter 33

Juell Fullner
Meyers Water Company
1830 Milton Road
Napa, CA 94559
meyerswater@gmail.com

Stacey Harrington
Planning Building and Environmental Services
1195 Third Street, Second Floor
Napa, CA 94559

Frank Lagorio, President
Milton Road Water Company
1360 Milton Road
Napa, CA 94559

Jay M. Gardner
jay@adventurecat.com

Rogina Water Company – Advice Letter 83

Daniel D. Rogina
Rogina Water Company
P.O. Box 310
Talmage, CA 95481
drogina@pacific.net

Millview County Water District
151 Laws Avenue
Ukiah, CA 95482

Millview County Water District
151 Laws Avenue
Ukiah, CA 95482

City of Ukiah
300 Seminary Avenue
Ukiah, CA 95482

Sierra Park Water Company – Advice Letter 14

Brad Neiss
bradniess@gmail.com

Delwyn Wallis
Odd Fellow Sierra Recreation
P.O. Box 279
Miwuk Village, CA 95346
rosieanddel@gmail.com

Larry Vaughn
P.O. ox 341
Long Barn, CA 95335
klsanva@yahoo.com

Fred Coleman
P.O. Box 184
Long Barn, CA 95335
mtbunchfredann@gmail.com

Resolution W-5253
WD

August 4, 2022

Robbie Bettencourt
robbiebettencourt1969@yahoo.com

Lael Potter
potterlael@gmail.com

Kirk Knudson, President
Sierra Park Water Company
P.O. Box 424
Miwuk Village, CA 95346
kirkmknudsen@gmail.com

Ed Pattison
Tuolumne Utility District
18885 Nugget Blvd.
Sonora, CA 95370
epattison@TUDwater.com

Steven Wallace
P.O. Box 283
Miwuk Village, CA 95346
steve.paul.wallace@gmail.com

Charles Varvayanis
P.O. Box 395
Long Barn, CA 95335
charles@varvayanis.com

Kristyn Martin
25559 David Dr.
Long Barn, CA 95335

Ruth Dargitz
2400 Pinehurst Dr.
Oakdale, CA 95361
RDargitz@comcast.net

Duane and Candice Moschetti
1880 Mr. Diablo Way
Livermore, CA 94551
candice.moschetti@gmail.com

Dan and Deborah Soares
3701 So. Prairie Flower Rd.
Turlock, CA 95380
dananddeborah@yahoo.com

Stuart Hull
788 Oddstad Blvd
Pacifica, CA 94044
01shull78@gmail.com

Lisa Cartelli
600 Oak Street
Monterey, CA 93910
lmcartelli@aol.com

Lori Crivelli
2105 Evelle Lane
Turlock, CA 95380
loric@crivelliins.com

Mark Cole
1242 Chadwick Ct.
Modesto, CA 94350
adamscole@sbcglobal.net

Brad Niess
P.O. Box 161
Long Barn, CA 95335
bradniess@gmail.com

Jon Haro
800 Brommer St. Sp 2
Santa Cruz, CA 95062
fastroadster@comcast.net

John Wohler
P.O. Box 826
Miwuk Village, CA 95346
jwohler@yahoo.com

Mark Meyers
P.O. Box 423
Miwuk Village, CA 95346
mmeyers@paloaltojcc.org

**Resolution W-5253
WD**

August 4, 2022

Rick and Michelle Nisbet
P.O. Box 260
Long Barn, CA 95335
Nisb4@comcast.net

Nina and Finbarr O'Regan
3618 Portage Circle South
Stockton, CA 95219
oregonnina@gmail.com

Michelle Condrey
918 Rose Dr.
Benicia, CA 94510
kidcondrey@yahoo.com

Christin Borges
292 Lloyd St.
Livermore, CA 94550
christinborges@gmail.com

Bob Guthrie
11500 Wild Oak Dr.
Oakdale, CA 95361
bob.guthrie63@gmail.com

Ron and Cheryl Clementi
1571 Hanchett Ave.
San Jose, CA 95126
buddydaw@pacbell.net

William Keller
P.O. Box 1018
Atwater, CA 95301
dollarbill88@sbcglobal.net

James Findlay
1121 Kimberly Ct.
Seaside, CA 93955
jfindlay@me.com

Sherry Anderson
40445 Foster St.
Fremont, CA 94538
anders05@pacbell.net

Mike and Tresa Ford
412 Palm Ave.
Modesto, CA 94350
tford@thevision.net

Erin Eddy
5529 Autumn Way
Livermore, CA 94550
soccerineddy@gmail.com

Dennis Johnson
P.O. Box 506
Winton, CA 95388
dennisj3153@yahoo.com

Angie and Paul Keppel
1940 E French Camp Rd.
Manteca, CA 95336
akeppel@yahoo.com

Class A

California American Water Company
ca.rates@amwater.com

California Water Service Co.
rateshelp@calwater.com

Golden State Water Company
GSWC_Reg_Affairs@gswater.com

Great Oaks Water Company
tguster@greatoakswater.com

Liberty Utilities (Apple Valley Ranchos)
Corp.
Edward.Jackson@libertyutilities.com

Liberty Utilities (Park Water) Corp.
Edward.Jackson@libertyutilities.com

San Gabriel Valley Water Company
ratesdepartment@sgwater.com

San Jose Water Company
customer.service@sjwater.com

Suburban Water Systems
bkelly@swwc.com

Class B, C, D and Sewer

Stone Creek
72810 Ambrosia St
Palm Desert, CA 92260-5971

Pierpoint Springs Water Co.
1720 Nelson Dr. PMB 7
Springville, CA 93265-9158

Meadow Valley
PO BOX 37
Meadow Valley, CA 95956

January Water
14002 Avenue 232
Tulare, CA 93274

Long Canyon Water
7908 Calle Torcido
Bakersfield, CA 93309

Yosemite Springs
30250-B Yosemite Springs Parkway
Coarsegold, CA 93614

Cottage Springs Real Estate, LLC
PO Box 4425
Camp Connell, CA 95233

Alisal Water
tom@alcowater.com

Macdoel Water Works
vanessa.bennett@oit.edu

Bakman Water
shay@bakmanwater.com

Mecchi Water Co.
garyled7@aol.com

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WD

August 4, 2022

Del Oro Water
jeh@corporatecenter.us

Meyers Water Co., Inc.
jay@adventurecat.com

Agate Bay Water Co.
glazerwest@att.net

Mira Monte Water Co.
epatterson133@gmail.com

Bass Lake Water Co.
steveuw@basslakerealty.com

Mountain Mesa Water Co., Inc.
skissack@msn.com

Big Basin Water Co.
sjmoore600@aol.com

Owens Valley Water Co.
owensvalleywaterco@gmail.com

Erskine Creek Water Co., Inc.
Erskinecreekh20@aol.com

Point Arena Water Works, Inc.
paww@mcn.org

Fulton Water Co.
fultonwater@yahoo.com

PureSource Water, Inc.
martin@psh2o.com

Graeagle Water Co., Inc.
west@playgraeagle.com

R.R. Lewis Small Water Co.
rrlewish2o@gmail.com

Little Bear Water Co., Inc.
dmorisoli@hotmail.com

Ramona Water Co.
louis@louisdemartino.com

Lukins Brothers Water Co., Inc.
jennifer@lukinswater.com

Redwood Lodge Water Co.
rlwcpat@gmail.com

Nacimiento Water Co.
ops@nacimientowater.com

Riverview Estates Water Co.
louieandreini@gmail.com

North Gualala Water Co., Inc.
office@ngwco.com

Rolling Green Utilities, Inc.
rollinggreenutilities@gmail.com

Penngrove Water Co.
julie@mfcomputing.com

Sequoia Crest, Inc.
cpcrest@aol.com

Rogina Water Co., Inc.
drogina@pacific.net

Sereno Del Mar Water Co.
rruwater@sonic.net

Searles Domestic Water Co.
schuylea@svminerals.com

Sierra City Water Works, Inc.
sierracitywaterworks@gmail.com

WD

Southern California Edison
cooper.cameron@sce.com

Sierra Park Water Co.
potterlael@gmail.com

Tahoe Park Water Co.
rmdewane@sbcglobal.net

Slide Inn/ Snobowl Water Co.
slideinnwater@yahoo.com

The Sea Ranch Water Co.
kciabatti@tsra.org

Sonoma Springs, LLC
sean@mortonswarmsprings.com

Weimar Water Co.
glabudde@hydros-engineering.com

Sonora Water Co.
brown.bev@gmail.com

Alpine Village Water Co
bill@robertsengineering.com

Spreckels Water Co., Inc.
kerry@tapproduce.com

Arroyo Center Water Co., Inc.
solomoncourrejou@yahoo.com

Spring Crest Water & Power Co.
louis@louisdemartino.com

Baycliff Water System
pnolasco@pacific.net

Susan River Park Water Co.
mherman530@gmail.com

California Hot Springs Water Service
rwg57tb@gmail.com

Tahoe Swiss Village Utilities, Inc.
glazerwest@att.net

Canada Woods Water Co.
jzischkelaw@charter.net

Twin Lakes Enterprises, Inc.
monovillage1952@yahoo.com

Casmite Corporation
kaduran@chevron.com

Twin Valley Water Co., Inc.
marlene@demeryandassoc.com

Cazadero Water Co., Inc.
admin@cazaderowaterco.com

Vista Grande Water System
epatterson133@gmail.com

Central Camp Water Co., Inc.
mcdougaldbranch@yahoo.com

Warring Water
water.warring@sbcglobal.net

Cobb Mountain Water Co.
cmwc@onemain.com

West San Martin Water Works, Inc.
b.ukestad@wemwater.com

Easton Estates Water Co.
ysferraro@yahoo.com

West Water Co.
rruwater@sonic.net

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August 4, 2022

Foothill Ditch Co.
rockyhill592@aol.com

Yerba Buena Water Co.
rberry34@aol.com

Goodyears Bar Water Co.
rett@lovelandsmart.com

Big Basin Sanitation Co.
sjmoore600@aol.com

Havasu Water Co., Inc.
cnmoney@aol.com

California Hot Springs Sewer Service
rwg57tb@gmail.com

McMor Chlorination, Inc.
dgatson@mcmorchlor.com

California Utilities Service, Inc.
tom@alcowater.com

Keene Water System
rcbylsma@up.com

California-American Water Co. (Sewer)
Jonathan.morse@amwater.com

Kenwood Village Water Co.
julie@mfcomputing.com

Canada Woods Water Co. (Sewer)
jzischkelaw@charter.net

Lake Alpine Water Co., Inc.
info@lakealpinewater.com

Cypress Ridge Sewer Co.
cypressridgewwtp@gmail.com

Las Flores Water Works
epatterson133@gmail.com

Golden Hills Sanitation Co., Inc.
Larry@GHsanitation.com

Llano Del Rio Water Co.
blalockj@msn.com

McMor Chlorination, Inc.
dgatson@mcmorchlor.com

Lytle Springs Water Co., Inc.
allanm@mountainlakesca.com

Little Bear Water Co., Inc. (Sewer)
dmorisoli@hotmail.com

MHC Acquisition One, LLC
Ron_Bunce@equitylifestyle.com

MHC Acquisition One, LLC (Sewer)
Ron_Bunce@equitylifestyle.com

Rolling Green Utilities, Inc. (Sewer)
rollinggreenutilities@gmail.com

Public Advocates Office
PublicAdvocatesOffice@cpuc.ca.gov

Richard Rauschmeier
Richard.Rauschmeier@cpuc.ca.gov

Exhibit B

Del Oro Water Company Advice Letter No. 534

Analysis and Proposals

DEL ORO CREDIT CARD VENDOR ANALYSIS

Credit Card and Debit Card transactions fees are dependent on the different card brands that consumers use. The average interchange rates for the four most common card types are 2.46% derived from the averages below.

MasterCard: 1.45% to 2.90%
 Visa: 1.30% to 2.60%
 American Express: 1.80% to 3.25%
 Discover: 1.55% to 2.45%

Stripe Processing

Stripe a third party vendor proposed a processing fee based on interchange currently averaged at 2.46% + .20% + \$0.10 along with a \$10 monthly service fee.

CUSI Turnkey

CUSI provided a turnkey solution proposing a flat percentage processing fee of 2.5%.

BlueFin Processing

BlueFin's processing quote was identical to the fee structure as Stripe, however BlueFin was recommended by our Utility Billing Vendor based on our utility's size and that fact that we are a multi-district company.

For credit card or debit card payments made through the provided internet/web-based system, or through the Interactive Voice Response (IVR) system, the convenience/transaction fees are summarized below.

	Stripe	BlueFin	CUSI
	\$2.50 Flat	\$2.50 Flat	2.5%
Average Bill Estimate (\$100.00)	\$2.50	\$2.50	\$2.50
High Bill Estimate (\$500.00)	\$2.50	\$2.50	\$12.50

For credit card and debit card payments made through the provided Customer Service Representative-assisted system, the convenience/transaction fees are summarized below.

	Stripe	BlueFin	CUSI
	\$2.50 + \$0.45	\$2.50 + \$0.45	2.5% + \$0.45
Average Bill Estimate (\$100.00)	\$2.95	\$2.95	\$2.95
High Bill Estimate (\$500.00)	\$2.95	\$2.95	\$12.95



CONTINENTAL UTILITY SOLUTIONS, INC.

Sales Representative: Sean Harrington

P. O. Box 1515

Jonesboro, AR 72403

www.cusi.com

(870) 336-2227

Quote #: sh220810132344

August 10, 2022

Sales Agreement



DEL ORO WATER COMPANY, INC

Drawer 5172

Chico, CA

95927

Bryan Fortino

(530) 894 1100

Bryan@corporatecenter.us

Stripe or Blue Fin Merchant Services

billed by provider

1 Traditional Merchant Service Credit Card Package	\$10.00	per month
<i>Visa, MasterCard, Discover Interchange Program</i>	Interchange + .20% + \$0.10	per transaction

IVR Service - UMS

1 CUSI IVR Service - Inbound and Outbound IVR	\$0.00	per month
<i>If requirements cannot be met for \$0 CUSI IVR Services, a new Sales Agreement for IVR Tech and associated services may be required to void and replace this service.</i>		

Text Messaging Service

1 CUSI SMS Messaging Service - Inbound and Outbound SMS	\$0.00	per month
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Terms of Sale

Company has ordered and agrees to purchase from CUSI the products and services defined under this Sales Agreement at the listed quantities and rates. Upon receipt of an executed Sales Agreement CUSI shall ship all products to the Company address and contact defined above and services shall be scheduled and initiated. Company acknowledges that CUSI's products and services are subject to the terms and conditions of a separate Software License Agreement between Company and CUSI located at www.cusi.com/legal. Monthly or yearly rates for services provided by CUSI or third parties may be subject to price increases with or without notice. Any service requiring CUSI or third parties to travel will incur corresponding expenses that will be billed actual as incurred unless otherwise noted. Travel requiring more than 5 hours of travel time will be billed an additional charge equal to 50% of the daily rate. If Company is not tax exempt or does not provide exemption documentation, CUSI shall invoice for such applicable taxes on each invoice. In the event the tax exemption documentation provided by the Company is disallowed or deemed invalid, Company agrees to pay in full all such taxes, including any applicable interest or penalties.

Quotation Terms

This quote is valid until 09/09/2022. Quote was created using Sales Agreement Version: 2022.04.20

Execution Instructions

Execute, date, and email all pages to sales representative.



Purchaser Authorization

I certify that as the person signing this form I have purchasing authority for DEL ORO WATER COMPANY, INC.

Print Name:

Title:

Authorized Signature:

Date:



CONTINENTAL UTILITY SOLUTIONS, INC.

Sales Representative: Sean Harrington

P. O. Box 1515

Jonesboro, AR 72403

www.cusi.com

(800) 240-1420

Quote #: sh220810131115

August 10, 2022

Sales Agreement



DEL ORO WATER COMPANY, INC

Drawer 5172

Chico, CA

95927

Bryan Fortino

(530) 894 1100

Bryan@corporatecenter.us

CUSI Turnkey Merchant Services

billed by provider

1	CUSI Turnkey Merchant Services Package - Service fee :	2.50%	per transaction
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Includes Visa, MasterCard, Discover Merchant Services, and Payment Gateway Service. Figures based on an Average Bill Estimate of \$105 and a High Bill Estimate of \$500. Average bill estimate and service fee subject to annual review. CUSI reserves the right to bill a minimum monthly fee of \$20.00 to recover any losses from inactive merchant accounts or accounts that do not cover fixed processing costs.

In conjunction with the Turnkey Merchant Services, CUSI is providing software licenses at no cost. In the event that client terminates Turnkey Merchant Services, any and all software licenses provided at no cost shall be billable at then current retail price.

Turnkey Merchant Services fees are paid by utility customers and collected by CUSI.

IVR Service - UMS

1	CUSI IVR Service - Inbound and Outbound IVR	\$0.00	per month
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If requirements cannot be met for \$0 CUSI IVR Services, a new Sales Agreement for IVR Tech and associated services may be required to void and replace this service.

Text Messaging Service

1	CUSI SMS Messaging Service - Inbound and Outbound SMS	\$0.00	per month
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Quotation Terms

This quote is valid until 09/09/2022. Quote was created using Sales Agreement Version: 2022.08.10

Execution Instructions

Execute, date, and email all pages to sales representative.



Purchaser Authorization

I certify that as the person signing this form I have purchasing authority for DEL ORO WATER COMPANY, INC.

Print Name:

Title:

Authorized Signature:

Date: