



May 14, 2020

California Public Utilities Commission  
Water Division  
505 Van Ness Avenue, Third Floor  
San Francisco, CA 94102-3298

**Advice Letter 39-W**  
**Llano del Rio Water Company to the California Public Utilities Regarding**  
**Implementation of Emergency Customer Protections**

Llano del Rio Water Company transmits this Tier 1 advice letter filing showing compliance with California Public Utilities Commission (Commission) Executive Director Stebbins March 26, 2020 Letter to Class C, D Water and Sewer utilities.

Background and Compliance with Executive Director Stebbins' Instructions

On March 26, 2020, Executive Director Stebbins issued a letter to all Class C, D Water and Sewer utilities in which she indicated that the Commission expects the utilities to extend customer protections to customers affected by the COVID-19 pandemic.

Other Actions by Llano del Rio Water Company

Llano del Rio Water Company has activated its Catastrophic Event Memorandum Account (CEMA) in response to the COVID-19 emergency.

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

No Effect on Water Service

This Advice Letter filing will not cause the withdrawal of service, nor conflict with other schedules or rules.

Tier Designation

This is a Tier 1 Advice Letter pursuant to General Order 96-B and Water Industry Rule 7.3.1(3) (Compliance with mandatory statute, decision, or resolution).

Notice and Service

As this Advice Letter is for compliance with Executive Director Stebbins' March 26, 2020 letter, no additional notice to customers is required.

Protests and Responses

Anyone may protest and respond to this Advice Letter. A Response supports the filing and may contain information that proves useful to the Commission in evaluating the Advice Letter. A Protest objects to the Advice Letter in whole or in part and must set forth specific grounds on which it is based.

These grounds may be based upon the following:

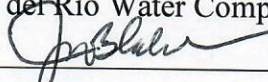
- (1) The utility did not properly serve or give notice of the Advice Letter; or
- (2) The relief requested in the Advice Letter would violate a statute or Commission order, or is not authorized by statute or Commission order on which the utility relies; or
- (3) The analysis, calculations, or data in the Advice Letter contain material error or omissions; or
- (4) The relief requested in the Advice Letter is pending before the Commission in a formal proceeding; or
- (5) The relief requested in the Advice Letter requires consideration in a formal hearing, or is otherwise inappropriate for the Advice Letter process; or
- (6) The relief requested in the Advice Letter is unjust, unreasonable, or discriminatory (provided that such a Protest may not be made where it would require re-litigating a prior order of the Commission).

Any Protest or Response must be made in writing or by electronic mail and must be received by the Water Division of the Commission within 20 days of the date this Advice Letter is filed. The Advice Letter process does not provide for any Protests, Responses or other comments, except for a reply by Utility Name, after the 20-day comment period expires. The address for mailing or delivering a Protest or Response is:

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

On the same date any Protest or Response is submitted to the Water Division, the protesting or responding person, entity or party must serve a copy of the Protest or Response on Utility addressed to John Blalock, Llano del Rio Water Company, 32810 165<sup>th</sup> Street East LLANO, CA 93544, 661 944 2939, Fax 661 944 2830 , email: [CrystalairCC@aol.com](mailto:CrystalairCC@aol.com)

Llano del Rio Water Company

  
\_\_\_\_\_  
John Blalock

### **Certificate of Service**

I hereby certify that I have this day served a copy of Advice Letter 39-W on the parties listed on the following Distribution List by mailing a properly addressed copy by first class mail with postage prepaid or by email to those marked with an asterisk (\*).

Palmdale Water District  
2029 E. Avenue Q  
Palmdale, CA 93550

L.A. County Public Works  
900 S. Fremont  
Alhambra, CA 91803

California Water Association  
601 Van Ness Ave., Ste. 2017  
San Francisco, CA 94102

Llano del Rio Water Company  
Advice Letter 39-W

**Emergency Customer Protections**

## **Llano del Rio Water Company**

### **EMERGENCY CUSTOMER PROTECTIONS**

Llano del Rio Water Company's Emergency Customer Protections provide protections for customers due to the COVID-19 pandemic.

Llano del Rio Water Company shall:

1. Suspend disconnections of water service for delinquent accounts.
2. Work cooperatively with affected customers to resolve unpaid bills and minimize disconnections for non-payment.
3. Waive reconnection or facilities fees for affected customers and suspend deposits for affected customers who must reconnect to the system.
4. Provide reasonable payment options to affected customers.
5. Others - if utility have other suggested protections in place.

To learn more about Utility's Emergency Customer Protections, please contact Customer Service at 661 944 2939.