

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

**Advice Letter Cover Sheet**

**Utility Name:** California Water Service Company  
California Regulated Service Areas  
**District:** Including Grand Oaks  
**Date Mailed to Service List:** 09/09/19

**CPUC Utility #:** U-60-W  
**Protest Deadline (20<sup>th</sup> Day):** 09/29/19

**Advice Letter #:** 2351  
**Review Deadline (30<sup>th</sup> Day):** 10/09/19

**Tier:** 1    2    3    Compliance  
**Requested Effective Date:** 09/09/19

**Authorization:** Decision 19-07-015

**Description:** Emergency Disaster Relief Customer  
Outreach Plan  
**Rate Impact:** N/A

The protest or response deadline for this advice letter is 20 days from the date that this advice letter was mailed to the service list. Please see the "Response or Protest" section in the advice letter for more information.

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**DWA USE ONLY**

DATE

STAFF

COMMENTS

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

APPROVED

WITHDRAWN

REJECTED

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

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

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

\_\_\_\_\_



**CALIFORNIA WATER SERVICE COMPANY**  
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September 9, 2019

## **Advice Letter No. 2351**

To the California Public Utilities Commission:

California Water Service Company (“Cal Water”) respectfully submits this Tier 1 advice letter submitting its emergency disaster relief customer outreach plan.

### **Background**

The California Public Utilities Commission (“Commission”) adopted D.19-07-015 on July 11, 2019. The decision implements an emergency disaster relief program for electric, natural gas, water, and sewer utility customers under the Commission’s jurisdiction. The emergency disaster relief program is designed to ensure that utility customers who experience a housing or financial crisis due to a disaster, keep vital utility services and receive financial support in the wake of a disaster.

### **Discussion**

According to D. 19-07-015, experience shows that some customers have relatively less access to information regarding emergency preparedness. In order for customers to have equal access to the protections provided in the decision, it is important to ensure that all utility customers are aware of the emergency customer protections before a disaster occurs. It is vital to raise awareness about the existence of the emergency protections before a disaster occurs so that customers are prepared. Therefore, the decision establishes a baseline of required outreach and education activities to ensure each utility’s plan is robust to reach affected customers.

Ordering paragraph 13 states,

*13. All Class-A Water utilities (California Water Service Company, California American Water Company, Golden State Water Company, Great Oaks Water Company, Liberty Utilities (Apple Valley Ranchos Water, and Park Water), San Jose Water Company, San Gabriel Valley Water Company, and Suburban Water Systems as well as all Class-B Water utilities (Fruitridge Vista Water Company, Bakman Water Company, Del Oro Water Company, East Pasadena Water Company, Santa Catalina Island Water (a division of Southern California Edison Company), and Alco Water Service).) shall file a Tier 1 Advice Letter 60 days from the effective date of this decision, setting forth the plan for customer outreach of these protections in English, Spanish, Chinese (including Cantonese, Mandarin, and other Chinese languages), Tagalog, and Vietnamese as well as Korean and Russian where those languages are prevalent within the utilities’ service territories.*

Submission of the attached emergency disaster relief customer outreach plan is made in compliance with the above ordering paragraph.



## CALIFORNIA WATER SERVICE COMPANY

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This advice letter is submitted with a Tier 1 designation pursuant to D. 19-07-015. Cal Water requests an effective date of **September 9, 2019**.

### **Notice**

**Customer Notice:** This is a Tier 1 compliance filing consistent with Water Industry Rule 7.3.1(3). Water Industry Rule 3.2 of General Order 96-B indicates that this kind of Tier 1 filing does not require customer notice.

**Service List:** 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 on September, 9 2019 to competing and adjacent utilities and other utilities or interested parties having requested such notification.

### **Response or Protest**

Anyone may respond to or protest this advice letter. When submitting a response or protest, please include the utility name and advice letter number in the subject line. A response supports the filing and may contain information that proves useful to the Commission in evaluating the advice letter. A protest objects to the advice letter in whole or in part and must set forth the specific grounds on which it is based. These grounds are:

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

A protest shall provide citations or proofs where available to allow staff to properly consider the protest. A response or protest must be made in writing or by electronic mail and must be received by the Water Division within 20 days of the date this advice letter is filed. The address for mailing or delivering a protest is:

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



**CALIFORNIA WATER SERVICE COMPANY**

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

Natalie Wales  
California Water Service Company  
1720 North First Street,  
San Jose, California 95112  
Fax 408/367-8430 or  
E-mail [nwales@calwater.com](mailto:nwales@calwater.com)

Cities and counties requiring Board of Supervisors or Board of Commissioners approval to protest should inform the Water Division within the 20-day protest period so a late-filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on. The advice letter process does not provide for any responses, protests or comments, except for the utility's reply, after the 20-day comment period.

**Replies:** The utility shall reply to each protest and may reply to any response. Each reply must be received by the Water Division within 5 business days after the end of the protest period and shall be served on the same day to the person who filed the protest or response. If you have not received a reply to your protest within 10 business days, contact California Water Service Company at (408) 367-8200.

CALIFORNIA WATER SERVICE COMPANY

/s/

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Todd Pray, Regulatory Program Manager

cc: Ting-Pong Yuen, Public Advocates Office

## **Emergency Disaster Relief Program**

### *Outreach and Communication Plan*

#### **Objective**

To demonstrate our commitment to our customers enduring hardship following natural disasters, and fulfill the provisions of the CPUC's D.19-07-015 to inform customers on an ongoing basis (at least twice per year) about options we have available to support and protect them. For wildfires in particular, customer outreach about available customer protections will occur before, during, and after a wildfire.

#### **Key Messages**

- California Water Service is committed to providing quality, service, and value to our customers, and part of this commitment includes supporting them when they have been impacted by natural disasters.
- We want our customers' water service/bills to be one less thing to worry about when they have been affected by a disaster, so we will implement a number of water service-related protections for all impacted customers following the disaster.
- We will also work with our customers individually if they need additional support.

#### **Audiences**

- Customers at large
- Low-income customers
- City/community leaders
- Media (secondary)

#### **Provisions**

- Waive any deposit requirements for residents and small businesses seeking to reestablish service for one year
- Expedite start/end service requests
- Automatically close accounts for homes destroyed and waive final bill
- Suspend disconnection for non-payment and related fees (late fees, deposits)
- Suspend collection activities for non-payment
- Stop any estimated usage for billing attributed to time when home unoccupied due to event
- Offer extended payment plan options on a case-by-case basis
- Provide bill credit for customers who had to evacuate, to account for time not able to be home, and/or prorate monthly service charge
- Provide additional bill credit for customers whose homes are not destroyed but are either damaged or uninhabitable for a time, and/or prorate monthly service charge
- Freeze certification reviews for low-income ratepayer assistance (LIRA) program participants affected, and make community-based assistance organizations aware of support/program to help reach low-income customers

**Tactical Plan: Before a Disaster**

Channel	Description	Due Date
Web site	Establish <b>web page</b> about Cal Water’s Emergency Disaster Relief Program and provisions; provide links to same information in Spanish, Chinese, Tagalog, and Vietnamese; ensure accessibility for visually or otherwise-impaired customers	9/16/19
Customer Center lobby	Provide copies of general <b>fact sheet</b> available for customers to take that includes program info and provisions; translate and make available in Spanish, Chinese, Tagalog, and Vietnamese	9/16/19
Community leaders	Send <b>email</b> to city/county leaders regarding program and provisions for customers in disasters	9/16/19
Media	Prepare and distribute <b>press release</b> announcing program/provisions across wire and send to local outlets; tie to Emergency Preparedness Month (September)	9/16/19
Community-based organizations	Send <b>email</b> to appropriate organizations to make them aware of our program and provisions for customers in disasters	9/16/19
Social media	Post about program twice per year on <b>Facebook and Twitter</b>	Spring (Feb/March) and September
Customer bills	Run <b>full-page bill onsert</b> (back of bill) with program information in English, Spanish, Chinese, Tagalog, and Vietnamese; add <b>bill message</b> on front of bill to note more information in back of bill	Spring and October
Customer Service/ Field Reps	Provide details via <b>intranet article</b> to help CSRs respond to customer inquiries	9/16/19
Corporate Citizenship Report	Add <b>paragraph</b> on program in customer section of annual corporate citizenship report	Annually in September
Community events	Provide copies of general program fact sheet at any emergency preparedness-related events	Throughout year

**Tactical Plan: During/After a Disaster**

Channel	Description
Web site	Establish <b>disaster-specific web page/alert</b> about Cal Water provisions/assistance; link to general page for additional info; ensure accessibility for visually or otherwise-impaired customers
Customer email	Send <b>email</b> to customers affected by disaster with information on steps we are taking to support them or handle their account
Customer phone	<b>Call</b> affected customers who are unable to be reached via email
Community leaders	Send <b>email</b> to city/county leaders regarding specific actions we are taking following disaster and support we are offering to customers

Emergency Disaster Relief Program of California Water Service (September 2019)

Media	Send <b>press release</b> to local media outlets regarding specific support being offered to affected customers, to help inform affected customers
Social media	Post on <b>Facebook and Twitter</b> regarding specific support for affected customers; boost to affected community
Customer Service/ Field Reps	Provide <b>talking points</b> for CSRs specific to disaster on customer provisions, details on service interruptions/restoration, other support
Customer Center lobby	Provide any disaster-specific fact sheet at lobby counter and talking points to cashier
Water distribution center/care station	Provide copies of general program fact sheet or disaster-specific fact sheet along with water and possibly food staples
Community assistance events	Establish presence/ <b>booth</b> at community assistance events post-disaster as appropriate to assist affected customers



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PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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 PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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 PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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**Kern River Valley District**  
 ADVICE LETTER FILING MAILING LIST  
 PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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ADVICE LETTER FILING MAILING LIST  
PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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ADVICE LETTER FILING MAILING LIST  
PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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 ADVICE LETTER FILING MAILING LIST  
 PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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 ADVICE LETTER FILING MAILING LIST  
 PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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 ADVICE LETTER FILING MAILING LIST  
 PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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 ADVICE LETTER FILING MAILING LIST  
 PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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 ADVICE LETTER FILING MAILING LIST  
 PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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 ADVICE LETTER FILING MAILING LIST  
 PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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 ADVICE LETTER FILING MAILING LIST  
 PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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 ADVICE LETTER FILING MAILING LIST  
 PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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ADVICE LETTER FILING MAILING LIST  
PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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