

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

Advice Letter Cover Sheet

California Water Service
Utility Name: Company
All Regulated Areas (including
District: Grand Oaks and Travis)
CPUC Utility #: U-60-W
Advice Letter #: 2379
Tier: 1 2 3 Compliance
Authorization:
Description: COVID-19 Customer Protections
Compliance Filing

Date Mailed to Service List: 3/30/2020
Protest Deadline (20th Day): 4/20/2020
Review Deadline (30th Day): 4/29/2020
Requested Effective Date: 3/30/2020
Rate Impact: none

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

Utility Contact: Natalie Wales
Phone: 408-367-8566
Email: Nwales@calwater.com

Utility Contact: James Polanco
Phone: 408-497-3739
Email: jpolanco@calwater.com

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

DWA USE ONLY

DATE

STAFF

COMMENTS

APPROVED

WITHDRAWN

REJECTED

Signature: _____

Comments: _____

Date: _____



CALIFORNIA WATER SERVICE COMPANY

1720 NORTH FIRST STREET
SAN JOSE, CA 95112 • (408) 367-8200 • F (408) 367-8428

March 30, 2020

Advice Letter No. 2379

To the California Public Utilities Commission:

California Water Service Company (“Cal Water”) respectfully submits this Tier 1 advice letter in compliance with the March 17, 2020 Letter from Executive Director Stebbins and Ordering Paragraph 9 of D.19-07-015, *Decision Adopting an Emergency Disaster Relief Program for Electric, Natural Gas, Water and Sewer Utility Customers* with regard to the impact of the COVID-19 pandemic in all regulated areas (including Grand Oaks and the Travis District).

Please note that, due to limitations on non-essential travel as a result of the COVID-19 virus, this advice letter will only be distributed electronically to the Water Division and the attached service lists. If applicable, paper copies will be distributed when administrative staff are able to return to company offices.

Summary

This Tier 1 advice letter affirms that Cal Water is complying with the emergency customer protections and outreach activities required by D.19-07-015 that are applicable to the current COVID-19 pandemic, as requested in the March 17, 2020 Letter from Executive Director Stebbins.

Background

In D.19-07-015, the Commission provided as follows in Ordering Paragraph 9:

9. In the event the Governor of California or the President of the United States declares a state of emergency because a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service, all Class-A Water utilities ... shall file a Tier 1 Advice Letter within 15 days of the Governor’s or the President of the United States state of emergency proclamation reporting compliance with implementing this Decision’s mandated emergency customer protections and outreach activities.

The Commission also adopted the following Conclusion of Law relevant to Ordering Paragraph 9:

25. It is reasonable to require the water and sewer corporations, as identified in Conclusion of Law 2, to file a Tier 1 advice letter with the Commission’s Water Division within 15 days of a governor’s state of emergency proclamation and/or a presidential state of emergency demonstrating implementation of the following emergency customer



protections: (1) activation of their CEMA effective to the time of the declaration of emergency; (2) make insurance claims on all costs and expenses incurred as a result of the fires, and credit insurance payments to their CEMA; (3) work cooperatively with affected customers to resolve unpaid bills, and minimize disconnections for non-payment; (4) waive reconnection or facilities fees for affected customers and suspend deposits for affected customers who must reconnect to the system; (5) provide reasonable payment options to affected customers; and (5) [sic] waive bills for victims who lost their homes or if their homes are rendered uninhabitable; and (6) [sic] authorize a pro rata waiver of any fixed element of a water bill for the time that the home is uninhabitable, even if the reason for it being uninhabitable is not loss of water service.

Discussion

On March 17, 2020, Executive Director Stebbins distributed a letter to Cal Water and other water companies indicating the expectation that companies “extend the same applicable customer protections directed in D.19-07-015 and D.19-08-025 to customers in response to the declared state of emergency due to the spread of COVID-10,” and that the protections should be “retroactively applied to March 4, 2020.”

In compliance with the March 17, 2020 letter, Cal Water stipulates as follows:

1. Activation of the CEMA;
 - Cal Water is tracking the costs associated with COVID-19 using an accounting “product code,” and will send a letter informing Executive Director Stebbins that it is activating its CEMA for COVID-19 retroactively to March 4, 2020.
2. Make insurance claims on all costs and expenses associated with COVID-19, if applicable, and credit insurance payments to their CEMA;
 - If Cal Water determines that there have been losses related to COVID-19 that qualify for recovery through insurance, Cal Water will file such insurance claims and credit any monies received to the CEMA.
3. Specific customer protections undertaken by Cal Water;
 - Closing of customer service centers to customer walk-ins
 - Restoring service to all customers who have been disconnected for nonpayment since February 27, 2020
 - For residential customers and small businesses, canceling all orders to disconnect for nonpayment indefinitely
 - For other commercial customers, suspending all orders to disconnect for nonpayment until April 3, 2020, with week-by-week extensions planned as situations evolve
 - Providing reasonable payment options to customers



- Waiving all reconnection fees
 - Maintaining the participant status of all customers in the Low-Income Ratepayer Assistance (LIRA) without requiring recertification
 - Note: Cal Water does not request deposits for initiation of service or late payment fees.
4. Customer outreach regarding emergency disaster relief program.
- Cal Water is regularly updating local communities and customers as circumstances change.
 - In addition, Cal Water is rolling out communications about suspension of shut-off for nonpayment and availability of payment arrangements through our website, media, city leaders, social media, email, bill messages or onserts, and talking points for Customer Service Representatives.¹

Requested Effective Date

This is being filed pursuant to General Order 96-B, Water Industry Rule 7.3.1(3), as modified by Resolution W-4664, is a Tier 1 advice letter. Because it is a compliance filing that does not require any changes to Cal Water's tariffs, Cal Water does not request a specific effective date.

Notice

Customer Notice – Customer notice of Tier 1 advice letters is not required under General Order 96-B, General Rule 7.3.1.

Service Lists – In accordance with General Order 96-B, General Rule 4.3 and 7.2 and Water Industry Rule 4.1, a copy of this advice letter will be transmitted **electronically** on **March 30, 2020**, to competing and adjacent utilities and other utilities or interested parties having requested such notification. ***Please note that, due to limitations on non-essential travel as a result of the COVID-19 virus, this advice letter will only be distributed electronically. If applicable, paper copies will be distributed when administrative staff are able to return to company offices.***

Response or Protest

Anyone may respond to or protest 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 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;

¹ The Outreach Plan approved by the Water Division in Advice Letter 2351-A includes communications channels that currently are not appropriate, such providing notifications in customer center lobbies and at community assistance events. Cal Water is using an outreach plan modified to reflect current limitations on mobility due to COVID-19.



- (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 that such a protest may not be made where it would require relitigating 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 advice letter process does not provide for any responses, protests or comments, except for the utility's reply, after the 20-day comment period. The address for mailing or delivering a protest is:

Tariff Unit, Water Division 3rd floor
California Public Utilities Commission,
505 Van Ness Avenue, San Francisco, CA 94102
water_division@cpuc.ca.gov

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

Natalie Wales
California Water Service Company
1720 North First Street,
San Jose, California 95112
Fax 408/367-8566 or
Nwales@calwater.com

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform the Water Division, within the 20-day protest period, so that a late filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on.

Replies

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

Advice Letter 2379, COVID-19 Customer Protections Compliance Filing

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CALIFORNIA WATER SERVICE COMPANY

/s/

Natalie Wales

Director of Regulatory Policy and Compliance

cc: Ting-Pong Yuen, Public Advocates Office of the CPUC

Hani Moussa, Public Advocates Office of the CPUC



Bakersfield District

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

ANNA LAROQUE
ConService

99 East 700 South
Logan, UT 84321
alaroque@conservice.com

DOUGLAS NUNNELEY
Olddale Mutual Water Company
P.O. Box 5368

Bakersfield, CA 93388
dnunneley@yahoo.com

LUDA FISHMAN, WATER RESOURCES

DEPARTMENT

City of Bakersfield

1000 Buena Vista Rd
Bakersfield, CA 93311
lfishman@bakersfieldcity.us

MICHAEL DAILLAK

Casa Loma Water Company

1016 Lomita Drive
Bakersfield, CA 93307
mike11318@aol.com

TIMOTHY RUIZ

East Niles Community Services District

P.O. Box 6038
Bakersfield, CA 93386
truiz@eastnilescsd.org

CITY MANAGER'S OFFICE

City of Bakersfield

1600 Truxton Avenue
Bakersfield, CA 93301
admmgr@bakersfieldcity.us

Victory Mutual Water Company

P.O. Box 40035
Bakersfield, CA 93304

Krista Mutual Water Company

7025 Cuddy Valley Rd.
Frazier Park, CA 93225

Colin L. Pearce

Jolie-Anne S. Ansley

Duane Morris LLP

One Market Plaza, Spear Tower, Suite
2200

San Francisco, Ca 94105-1127

c Pearce@duanemorris.com
jansley@duanemorris.com



Antelope Valley District

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

JACK L. CHACANACA
Leona Valley Cherry Growers
Association

26201 Tuolumne St
Mojave, CA 93501

JOSEPH S. LUCIDO

Leona Valley Cherry Growers
Association

26201 Tuolumne St
Mojave, CA 93501

PEGGY FULLER

Leona Valley Town Council

P.O. Box 795

Leona Valley, CA 93551
pfuller@leonavalleytc.org

LAURA FERNANDEZ

Braun Blaising Smith Wynne, P.C.

915 L Street, Suite 1480
Sacramento, CA 95814
fernandez@braunlegal.com



Bay Area Region

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



Bay Area Region

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

CARY DAHL, WATER DIVISION
SUPERVISOR
Town of Hillsborough
1600 Floribunda Ave
Hillsborough, CA 94010
cdahl@hillsborough.net

Jeffrey Young
473 Woodley Pl
Santa Rosa, CA 95409
jffyoung@gmail.com

Marcos Pareas
P.O.Box 152
Dillon Beach, CA 94929
mapreas@gmail.com

DIRECTOR OF PUBLIC WORKS
County of Marin
P.O. Box 4186
San Rafael, CA 94913
ctackabery@marincounty.org
esteger@marincounty.org
rojás@marincounty.org

JOSHUA ZIESE
California Department of Public Health
P.O. Box 997377, MS 7418 1616 Capital
Ave
Sacramento, CA 95899

LANCE REESE
California Department of Public Health
P.O. Box 997377, MS 7418 1616 Capital
Ave
Sacramento, CA 95899

MARK DELLINGER
County of Lake Special Districts
230 North Main
Lakeport, CA 95453
mark.dellinger@lakecountyca.gov

REBECCA ANDERSON-POTTS
AMPL, LLC.
5402 Arrowhead Court
Livermore, CA 94550
rebecca.potts@comcast.net

SHARON DEMARTINI, ASSISTANT TO
DIRECTOR OF PUBLIC WORKS
County of Marin
P.O. Box 4186
San Rafael, CA 94913
sdemartini@marincounty.org

ANN LAROQUE
ConService
99 East 700 South
Logan, UT 84321
alaroque@conservice.com

ART MORIMOTO, ASSISTANT DIRECTOR
OF PUBLIC WORKS
City of Burlingame
501 Primrose Rd
Burlingame, CA 94010
amorimoto@burlingame.org

DARRYL BARROW, GENERAL MANAGER
Westborough Water District
P.O. Box 2747
South San Francisco, CA 94083
dbarrow@westboroughwater.com

JEFF MONEDA, PUBLIC WORKS
DIRECTOR, CITY ENGINEER
Foster City City Hall
610 Foster City Blvd
Foster City, CA 94404
jmoneda@fostercity.org

JIM BURCH, DEPUTY DIRECTOR OF
MAINTENANCE & OPERATIONS
San Bruno Water Department
567 El Camino Real
San Bruno, CA 94066
jburch@sanbruno.ca.gov

JIMMY TAN, PUBLIC SERVICES
DIRECTOR
San Bruno Water Department
567 El Camino Real
San Bruno, CA 94066
jtian@sanbruno.ca.gov

JUSTIN CHAPEL, WATER UTILITIES
SUPERINTENDENT
City of Redwood City
1400 Broadway
Redwood City, CA 94063
jchapel@redwoodcity.org

LOU DURAN, PUBLIC WORKS
SUPERINTENDENT
City of San Carlos
600 Elm St
San Carlos, CA 94070
lduran@cityofsancharlos.org

MIKE FUTRELL, CITY MANAGER
City of South San Francisco
400 Grand Ave
South San Francisco, CA 94080
mike.futrell@ssf.net

PATRICK SWEETLAND, WATER & WATER
RESOURCES
City of Daly City
153 Lake Merced Blvd
Daly City, CA 94005
psweetland@dalycity.org

PAUL WILLIS, PUBLIC WORKS DIRECTOR,
CITY ENGINEER
Town of Hillsborough
1600 Floribunda Ave
Hillsborough, CA 94010
pwillis@hillsborough.net

PUBLIC WORKS DIRECTOR
City of San Mateo
330 West 20th Ave
San Mateo, CA 94403
publicworks@cityofsanmateo.org

STUART SCHILLINGER, ADMINISTRATIVE
SERVICES DIRECTOR
City of Brisbane
50 Park Place
Brisbane, CA 94005
schillinger@ci.brisbane.ca.us

TAMMY RUDOCK, GENERAL MANAGER
Mid-Peninsula Water District
P.O. Box 129
Belmont, CA 94002
tammyr@midpeninsulawater.org



Chico District

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

ANNA LAROQUE
ConService
99 East 700 South
Logan, UT 84321
alaroque@conservice.com

CHRIS CONSTANTIN, ASSISTANT CITY
MANAGER
City of Chico
P.O.Box 3420
Chico, CA 95927
chris.constantin@chicoca.gov

MARK ORME, CITY MANAGER
City of Chico
P.O.Box 3420
Chico, CA 95927
mark.orme@chicoca.gov

SCOTT DOWELL
City of Chico
P.O.Box 3420
Chico, CA 95927
scott.dowell@chicoca.gov



Bear Gulch District

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

AZALEA MITCH, CITY ENGINEER
City of Menlo Park
701 Laurel St
Menlo Park, CA 94025
aamitch@menlopark.org

DONG NGUYEN, DEPUTY TOWN
ENGINEER
Town of Woodside
P.O.Box 620005
Woodside, CA 94062
dnguyen@woodsidetown.org

DUNCAN JONES
Town of Atherton
91 Ashfield Rd
Atherton, CA 94027
djones@ci.atherton.ca.us

ERIK KENISTON
City of Palo Alto
250 Hamilton Ave
Palo Alto, CA 94301
eric.keniston@cityofpaloalto.org

JOE LOCOCO, DEPUTY DIRECTOR OF
ROADS DIVISION
Los Trancos Water District
1263 Los Trancos Rd
Portola Valley, CA 94025
jlococo@smcgov.org

KEVIN BRYANT, TOWN MANAGER
Town of Woodside
P.O.Box 620005
Woodside, CA 94062
kbryant@woodsidetown.org

PAM LOWE, SENIOR CIVIL ENGINEER
City of Menlo Park
701 Laurel St
Menlo Park, CA 94025
phlowe@menlopark.org

PUBLIC WORKS DIRECTOR
Town of Portola Valley
765 Portola Rd
Portola Valley, CA 94028
hyoung@portolavalley.net

PUBLIC WORKS DIRECTOR
City of Menlo Park
701 Laurel St
Menlo Park, CA 94025
pwsupportstaff@menlopark.org
nmmeigar@menlopark.org

WATER DEPARTMENT
City of Menlo Park
701 Laurel St
Menlo Park, CA 94025
jpmcgirr@menlopark.org

WATER DEPARTMENT
Redwood City
P.O.Box 391
Redwood City, CA 94064
revenueservices@redwoodcity.org



Dominguez District

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

ALAN BERNDT

City of Torrance Public Works
20500 Madrona Ave
Torrance, CA 90630
aberndt@torranceca.gov

AUDREY JACKSON, REGULATORY
AFFAIRS

Golden State Water Company
630 East Foodhill Blvd
San Dimas, CA 91733
afjackson@gswater.com

GEORGE CHEN, RATES MANAGER
**City of Los Angeles, Department of
Water & Power**
P.O. Box 51111 Room 956
Los Angeles, CA 90051
ZhengGeorge.Chen@ladwp.com

MICHAEL HARVEY, OPERATIONS
MANAGER
City of Compton Water Utility Division
205 S Willowbrook Ave
Compton, CA 90220
mharvey@comptoncity.org

RONALD MOORE, REGULATORY
AFFAIRS
Golden State Water Company
630 East Foodhill Blvd
San Dimas, CA 91733
rkmoore@gswater.com

PAUL FUJITA, WATER DEPARTMENT
City of Long Beach
1800 East Wardlow Rd
Long Beach, CA 90807
paul.fujita@lbwater.org

Park Water Company
P.O. Box 7002
Downey, CA 90241
regulatoryaffairs@parkwater.com



Dixon District

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

FINANCE DEPARTMENT
City of Dixon
600 East A St
Dixon, CA 95620

GENERAL MANAGER
Solano Irrigation District
508 Elmira Rd
Vacaville, CA 95687
admin@sidwater.org



Grand Oaks District

ADVICE LETTER FILING MAILING LIST
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East Los Angeles District

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

JON CURRY, PUBLIC WORKS DIRECTOR
City of Tehachapi
115 S. Robinson St
Tehachapi, CA 93561
jcurry@tehachapipw.com

MIKE SIDES, ASSISTANT GENERAL MANAGER
Golden Hills Community Services District
P.O. Box 637
Tehachapi, CA 93581
msides@ghcsd.com

ANNA LAROQUE
ConService
99 East 700th
Logan, UT 84321
alaroque@conservice.com

DANIEL A DELL'OSA
San Gabriel Valley Water Company
11142 Garvey Ave
El Monte, CA 91733
dadelloso@sgwater.com

FRANK HELDMAN
City of Monterey Park
320 W Newmark Ave
Monterey Park, CA 91754
fheldman@montereypark.ca.gov

KENNETH S BRADBURY
Montebello Land & Water Company
344 E Madison Ave
Montebello, CA 90640
ken@mtblw.com

MARIKO MARIANES, RATES MANAGER
City of Los Angeles Department of Water & Power
P.O.Box 51111 Room 956
Los Angeles, CA 90051
mariko.marianes@ladwp.com

PUBLIC WORKS & DEVELOPMENT SERVICES DEPARTMENT
City of Commerce
2535 Commerce Way
Commerce, CA 90040
publicworksdevelopmentservices-development@ci.commerce.ca.us

ROBERTA LACAYO, ENGINEERING DEPT
City of Montebello
1600 W Beverly Blvd
Montebello, CA 90640
rlacayo@cityofmontebello.com

SCOTT RIGG
City of Vernon
4305 Santa Fe Ave
Vernon, CA 90058
srigg@ci.vernon.ca.us

Park Water Company
P.O.Box 7002
Downey, CA 90241
pwcadviseletterservice@parkwater.com



Kern River Valley District

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



Hermosa-Redondo District

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

DARLENE STUDDARD, COMMITTEE
MEMBER
Residents Against Water Rates RAW
P.O. Box 3701
Wofford Heights, CA 93285

JEREMY CALLIHAN
**Department of Water Resources Safe
Drinking Water Program**
1416 Ninth St, Rm. 816
Sacramento, CA 95814
jeremy.callihan@water.ca.gov

LINDA NG
**Department of Water Resources Safe
Drinking Water Program**
1416 Ninth St, Rm. 816
Sacramento, CA 95814
linda.ng@water.ca.gov

Rob Benson
P.O. Box 1557
Kernville, CA 93238
rcbenson@earthlink.net

ALAN BERNDT
City of Torrance Public Works
20500 Madrona Ave
Torrance, CA 90630
aberndt@torranceca.gov

ANNA LAROQUE
ConsService
99 East 700 South
Logan, UT 84321
alaroque@conservice.com

AUDREY JACKSON, REGULATORY
AFFAIRS
Golden State Water Company
630 East Foodhill Blvd
San Dimas, CA 91773
afjackson@gswater.com

FINANCE DIRECTOR
City of Hawthorne
4455 W 126th St
Hawthorne, CA 90250
rmanbahal@cityofhawthorne.org

GEORGE CHEN, RATES MANAGER
**City of Los Angeles, Department of
Water & Power**
P.O. Box 51111 Room 956
Los Angeles, CA 90051
ZhengGeorge.Chen@ladwp.com

GLEN KAU, PUBLIC WORKS DIRECTOR
City of Hermosa Beach
1315 Valley Dr
Hermosa Beach, CA 90254
gkau@hermosabch.org

ROB OSBORNE
**City of Redondo Beach, Public Works
Department**
415 Diamond St
Redondo Beach, CA 90277
rob.osborne@redondo.org

RONALD MOORE, REGULATORY
AFFAIRS
**Golden State Water Company,
Department of Water & Power**
630 East Foodhill Blvd
San Dimas, CA 91773
rkmoore@gswater.com

SHAWN IGOE
City of Manhattan Beach
3621 Bell Ave
Manhattan Beach, CA 90266
sigoe@citymb.info

TINA DAVIS AND VICKY MILLER
Park Billing Company
P.O. Box 910
Dixon, CA 95620
tdavis@parkbilling.com
vmiller@parkbilling.com



Livermore District

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

ALAMEDA COUNTY FLOOD CONTROL &
WATER CONSERVATION
District Zone 7 Water Agency
100 North Canyons Parkway
Livermore, CA 94551
tbaptista@zone7water.com

ANNA LAROQUE
ConService
99 East 700 South
Logan, UT 84321
alaroque@conservice.com

ERIK PETERSON, UTILITY BILLING
DIVISION
City of Livermore
1052 S. Livermore Ave
Livermore, CA 94550
etpeterson@ci.livermore.ca.us



King City District

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

STEVE ADAMS
King City
212 S. Vanderhurst Ave
King City, Ca 93930
sadams@kingcity.com

TINA DAVIS AND VICKY MILLER
Park Billing Company
P.O.Box 910
Dixon, CA 95620
tdavis@parkbilling.com
vmiller@parkbilling.com

Little Bear Water Company
51201 Pine Canyon Rd, Space #125
King City, CA 93930



Marysville District

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

DIANA LANGLEY, PUBLIC WORKS
DIRECTOR/CITY ENGINEER
City of Yuba City
302 Burns Dr
Yuba City, CA 95991
dlangley@yubacity.net

GENERAL MANAGER
Linda County Water District
1280 Scales
Marysville, CA 95901
ebullard@suceed.net

GENERAL MANAGER
Olivehurst Public Utility District
P.O. Box 670
Olivehurst, CA 95961
opudmgr@opud.org

JENNIFER STYCZYNSKI, SENIOR
ACCOUNTANT
City of Marysville
P.O. Box 150
Marysville, CA 95901
jennifers@marysville.ca.us



Los Altos District

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

ANNA LAROQUE
ConService
99 East 700 South
Logan, UT 84321
alaroque@conservice.com

CARL CAHILL
Town of Los Altos Hills
26379 Fremont Road
Los Altos Hills, CA 94022
ccahill@losaltoshills.ca.gov

CATHERINE COX
City of Palo Alto, City Hall
250 Hamilton Ave
Palo Alto, CA 94301
catherine.cox@cityofpaloalto.org

CHRISTOPHER L DE GROOT
**City of Santa Clara, Water Department,
Water & Sewer Utilities**
1500 Warburton Ave
Santa Clara, CA 95050
cdegroot@santacalaraca.gov

DEBORAH PADOVAN
Town of Los Altos Hills
26379 Fremont Road
Los Altos Hills, CA 94022
dpadovan@losaltoshills.ca.gov

PALLE JENSEN
San Jose Water Company
110 W. Taylor Street
San Jose, CA 95110
palle.jensen@sjwater.com

PATRICK D WALTER
Purissima Hills Water District
26375 Fremont Rd
Los Altos Hills, CA 94022
pwalter@purissimawater.org

SHILPA MEHTA
**City of Santa Clara, Water Department,
Water & Sewer Utilities**
1500 Warburton Ave
Santa Clara, CA 95050
smehta@santacalaraca.gov

SUSANNA CHAN
City of Los Altos
1 North San Antonio Rd
Los Altos, CA 94022
schan@losaltosca.gov

TIMM BORDEN
City of Cupertino
10300 Torre Ave
Cupertino, CA 95014
timmb@cupertino.org

VAL CONZET, WATER OPERATIONS
MANAGER
City of Sunnyvale, Water Dept.
P.O. Box 3707
Sunnyvale, CA 94088
vconzet@ci.sunnyvale.ca.us
jperry@ci.sunnyvale.ca.us

Santa Clara Valley, Water District
5750 Almaden Expressway
San Jose, CA 95118
dtaylor@valleywater.org

Great Oaks Water Company
15 Great Oaks Blvd #100
San Jose, CA 95119
tguster@greatoakswater.com

**City of Santa Clara, Water Department,
Water & Sewer Utilities**
1500 Warburton Ave
Santa Clara, CA 95050
water@santacalaraca.gov

City of Mountain View, Water Dept.
231 N Whisman Rd
Mt. View, CA 94043
will.medina@mountainview.gov



Palos Verdes District

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



Oroville District

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

ALAN BERNDT

City of Torrance Public Works
20500 Madrona Ave
Torrance, CA 90630
aberndt@torranceca.gov

GEORGE CHEN, RATES MANAGER

City of Los Angeles, Department of Water & Power
P.O. Box 51111 Room 956
Los Angeles, CA 90051
ZhengGeorge.Chen@ladwp.com

JANE LIN

City of Rancho Palos Verdes
30940 Hawthorne Blvd
Rancho Palos Verdes, CA 90275
janel@rpvca.gov

KEN RUKAVINA, DIRECTOR OF PUBLIC

WORKS, CITY ENGINEER
City of Palos Verdes Estates
340 Palos Verdes Dr West
Palos Verdes Estates, CA 90274
krukavina@pvestates.org

MARK MCAVOY

City of Lomita
P.O. Box 339
Lomita, CA 90717
m.mcavoy@lomitacity.com

MIKE WHITEHEAD

City of Rolling Hills Estates
4045 Palos Verdes Drive North
Rolling Hills Estates, CA 90274

TRANG NGUYEN, DEPUTY DIRECTOR OF

FINANCE
City of Rancho Palos Verdes
30940 Hawthorne Blvd
Rancho Palos Verdes, CA 90275
tnguyen@rpvca.gov

VICKI KRONEBERGER

City of Palos Verdes Estates
340 Palos Verdes Dr West
Palos Verdes Estates, CA 90274
cityclerk@pvestates.org

VINA RAMOS, ACCOUNTING

SUPERVISOR
City of Rancho Palos Verdes
30940 Hawthorne Blvd
Rancho Palos Verdes, CA 90275
vramos@rpvca.gov

TRANG NGUYEN, DEPUTY DIRECTOR

City of Rancho Palos Verdes
30940 Hawthorne Blvd
Rancho Palos Verdes, CA 90275

YVETTE HALL, CITY CLERK

City of Rolling Hills
No. 2 Portuguese Bend Road
Rolling Hills, CA 90274
yhall@cityofrh.net

City of Rancho Palos Verdes

30940 Hawthorne Blvd
Rancho Palos Verdes, CA 90275
finance@rpvca.gov

City of Lomita

P.O. Box 339
Lomita, CA 90717

RATH MOSELEY, GENERAL MANAGER

South Feather Water & Power
2310 Oroville Quincy Hwy
Oroville, CA 95966
rmoseley@southfeather.com

RUTH WRIGHT

City of Oroville
1735 Montgomery St
Oroville, CA 95965
wrightr@cityoforoville.org

JAYME BOUCHER

Thermalito Irrigation District
410 Grand Ave
Oroville, CA 95965
jboucher@twsd.info



Selma District

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

ANNA LAROQUE
ConService
99 East 700 South
Logan, UT 84321
alaroque@conservice.com

BUD TICKEL, INTERIM ASSISTANT
DIRECTOR
**City of Fresno, Department of Public
Utilities**
2600 Fresno St, Room 4019
Fresno, CA 93721
bud.tickel@fresno.gov

DAVID WEISSER, PUBLIC WORKS
DIRECTOR
City of Fowler
128 S 5th St
Fowler, CA 93625
dweisser@ci.fowler.ca.us

HENRY PEREA, INTERIM CITY MANAGER
City of Selma, City Hall
1710 Tucker Street
Selma, CA 93662
henryp@cityofselma.com

MAY ALBIANI, EXECUTIVE ASSISTANT
**City of Fresno, Department of Public
Utilities**
2600 Fresno St, Room 4019
Fresno, CA 93721
may.albiani@fresno.gov

THOMAS ESQUEDA, DIRECTOR
**City of Fresno, Department of Public
Utilities**
2600 Fresno St, Room 4019
Fresno, CA 93721
thomas.esqueda@fresno.gov



Salinas District

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

ANNA LAROQUE
ConService
99 East 700 South
Logan, UT 84321
alaroque@conservice.com

BRIAN FRUS, SENIOR CIVIL ENGINEER
City of Salinas
200 Lincoln Ave
Salinas, CA 93901
briantf@ci.salinas.ca.us

CHRISTOPHER A. CALLIHAN, CITY
ATTORNEY
City of Salinas
200 Lincoln Ave
Salinas, CA 93901
chrisc@ci.salinas.ca.us

TINA DAVIS AND VICKY MILLER
Park Billing Company
P.O. Box 910
Dixon, CA 95620
vmiller@parkbilling.com
tdavis@parkbilling.com

TOM ADCOCK
Alco Water Service
249 Williams Rd
Salinas, CA 93905
andrea@alcowater.com

Gavilan Water Company
644 San Juan Grade Road
Salinas, CA 93906

Monterey County Administration
855 East Laurel Drive, Bldg C
Salinas, CA 93905



Travis District

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

KAREN L. REES
City of Fairfield
1000 Webster St
Fairfield, Ca 94533
klrees@fairfield.ca.gov

Rich Seithel
Solano Local Agency Formation Commission
675 Texas St, Suite 6700
Fairfield, Ca 94533
rseithel@solanolaftco.com

Michelle McIntyre
Solano Local Agency Formation Commission
675 Texas St, Suite 6700
Fairfield, Ca 94533
mmcintyre@solanolaftco.com

Mike Malone
City of Vallejo – Water Department
202 Fleming Hill Road
Vallejo, Ca 94589
mike.malone@cityofvallejo.net

Beth Schoenberger
City of Vallejo – Water Department
202 Fleming Hill Road
Vallejo, Ca 94589
beth.schoenberger@cityofvallejo.net

George Shimboff
City of Fairfield Public Works – Water Division
1000 Webster Street
Fairfield, Ca 94533
gshimboff@fairfield.ca.gov

Paul Fuchslin
Solano Irrigation District (SID)
810 Vaca Valley Pkwy
Vacaville, Ca 95688
fuchslip@sidwater.org

Elizabeth Luna
Suisun City Municipal Utilities
701 Civic Center Blvd.
Suisun City, Ca 94585
eluna@suisun.com

Cary Keaten
Suisun-Solano Water Authority
810 Vaca Valley Pkwy
Vacaville, Ca 95688
ckeaten@sidwater.org

Mindy Boele
City of Vacaville - Utilities Department
650 Merchant Street
Vacaville, Ca 95688
Mindy.Boele@cityofvacaville.com

Justen Cole
City of Vacaville - Utilities Department
650 Merchant Street
Vacaville, Ca 95688
Justen.Cole@cityofvacaville.com

Aisha Robbins
Air Force Civil Engineer Center
3515 South General McMullen Drive
Joint Base San Antonio, Tx 78225
aisha.robbins@us.af.mil

Carl Silverstone
Defense Logistics Agency Energy
8725 John J. Kingman Road STP 10400
Fort Belvoir, Va 22060-6222
Carl.Silverstone@dlia.mil

Raymond Lin
Travis Air Force Base
241 V St, Bldg 877
Travis AFB, Ca 94535
raymond.lin.1@us.af.mil



Stockton District

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

BOARD OF SUPERVISORS
San Joaquin County
44 N San Joaquin St, 6th Floor, Suite
627
Stockton, CA 95202
mdzenski@sjgov.org

DIRECTOR OF PUBLIC WORKS
County of San Joaquin
1810 East Hazelton Ave
Stockton, CA 95205
vaguiar@sjgov.org

JOHN ABREW, MUNICIPAL UTILITIES
DEPARTMENT DIRECTOR
City of Stockton
425 N El Dorado St
Stockton, CA 95202
mud@stocktonca.gov

KURT O. WILSON, CITY MANAGER
City of Stockton
425 N El Dorado St
Stockton, CA 95202
city.manager@stocktonca.gov

MICHAEL D. TUBBS, MAYOR
City of Stockton
425 N El Dorado St
Stockton, CA 95202
mayor@stocktonca.gov

MUNICIPAL UTILITY DEPARTMENT
City of Stockton
2500 Navy Dr
Stockton, CA 95206
mud@stocktonca.gov

SCOT A. MOODY, GENERAL MANAGER
Stockton-East Water District
6767 East Main Street
Stockton, CA 95215
sewd@sewd.net

TINA DAVIS AND VICKY MILLER
Park Billing Company
P.O.Box 910
Dixon, CA 95620
vmiller@parkbilling.com
tdavis@parkbilling.com



Visalia District

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

ANNA LAROQUE
ConService
99 East 700 South
Logan, UT 84321
alaroque@conservice.com

GLEN LUBLIN
Bedel Mutual Water Company
2536 E College Ave
Visalia, CA 93292

LESLIE CAVIGLIA, ASSISTANT CITY
MANAGER
City of Visalia
Visalia, CA 93291
lcaviglia@ci.visalia.ca.us

OSA WOLFF
Shute, Mihaly & Weinberger LLP
396 Hayes Street
San Francisco, CA 94102
wolff@smwlaw.com

RANDY GROOM, CITY MANAGER
City of Visalia
220 N. Santa Fe St
Visalia, CA 93291
randy.groom@visalia.city



Travis District

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

Randall Stutzman
Air Force Civil Engineer Center
AFIMSC Det 9; 709 Ward Ave; (T-1990, Rm 248)
Scott AFB, IL 62255-5022
randall.stutzman.1.ctf@us.af.mil

Nikki Rooksby
Defense Logistics Agency Energy
8725 John J. Kingman Road STP 10400
Fort Belvoir, Va 22060-6222
Nikki.Rooksby@dla.mil

Chasio McDaniels
Defense Logistics Agency Energy
8725 John J. Kingman Road STP 10400
Fort Belvoir, Va 22060-6222
Chasio.McDaniels@dla.mil

Kevin Brown
City of Vallejo – Water Department
202 Fleming Hill Road
Vallejo, Ca 94589
kevin.brown2@cityofvallejo.net

Joe Abitong
City of Vallejo – Water Department
202 Fleming Hill Road
Vallejo, Ca 94589
joe.abitong@cityofvallejo.net

Dawn G. Abrahamson
City of Vallejo
555 Santa Clara Street
Vallejo, Ca 94590
dawn.abrahamson@cityofvallejo.net

County Administrator's Office
675 Texas St
Fairfield, Ca 94533
cao-clerk@solanocounty.com



Willows District

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

WAYNE PEABODY, INTERIM CITY
MANAGER
City of Willows Civic Center
201 N Lassen St
Willows, CA 95988
wpeabody@cityofwillows.org



Westlake District

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

CAROL PALMA
Las Virgenes Municipal Water District
4232 Las Virgenes Road
Calabasas, CA 91302
cpalma@lvmwd.com

GEORGE CHEN, RATES MANAGER
**City of Los Angeles, Department of
Water & Power**
P.O. Box 51111 Room 956
Los Angeles, CA 90051
ZhengGeorge.Chen@ladwp.com

JAY SPURGIN, PUBLIC WORKS DIRECTOR
City of Thousand Oaks
2100 Thousand Oaks Blvd
Thousand Oaks, CA 91362
jspurgin@toaks.org

JOCELYN BLYSMA
Ventura Regional Sanitation District
1001 Partridge Dr Suite 150
Ventura, CA 93003
jocelynbylsma@vrisd.com

California-American Water Company
4701 Beloit Dr
Sacramento, CA 95838
ca.rates@amwater.com