

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

Advice Letter Cover Sheet

Utility Name: California Water Service Company

Date Mailed to Service List: 12/17/2018

District: All Regulated Ratemaking Areas, including Grand Oaks

CPUC Utility #: U-60-W

Protest Deadline (20th Day): 01/06/2019

Advice Letter #: 2330-A

Review Deadline (30th Day): 01/16/2019

Tier: ☒ 1 ☐ 2 ☐ 3 ☐ Compliance

Requested Effective Date: 11/30/2018

Authorization: Resolution CSD-5

Rate Impact: none

Description: Updated CPUC Information

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: Melody Singh

Utility Contact: Natalie Wales

Phone: 916-200-6700

Phone: 408-367-8566

Email: msingh@calwater.com

Email: nwales@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☐ WITHDRAWN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

December 17, 2018

Advice Letter No. 2330-A

To The Public Utilities Commission of the State of California:

California Water Service Company (Cal Water) respectfully submits this advice letter and hereby transmits for filing the following changes in its tariff schedules applicable to all of its regulated ratemaking areas, including Grand Oaks:

New/Revised CPUC Sheet No.	Title of Sheet	Schedule No.	Cancelling CPUC Sheet No.
XXXXX-W	Table of Contents (Page 1)	TOC	XXXXX-W
XXXXX-W	Table of Contents (Page 12)	TOC	11621-W
XXXXX-W	Table of Contents (Page 14)	TOC	11681-W
XXXXX-W	Special Information Required on Forms (Page 1)	Rule No. 5	10416-W
XXXXX-W	Special Information Required on Forms (Page 2)	Rule No. 5	10417-W
XXXXX-W	Disputed Bills (Page 1)	Rule No. 10	10424-W
XXXXX-W	Discontinuance and Restoration of Service (Page 3)	Rule No. 11	10426-W
XXXXX-W	Monthly Bill for Service (Page 2)	Form B-1	11034-W
XXXXX-W	Final Notification Letter	Form B-2	NEW
XXXXX-W	Shut-Off for Nonpayment (Door Hanger)	Form B-3	NEW
XXXXX-W	Termination Notice (Door Hanger)	Form B-4	NEW
XXXXX-W	Final Bill	Form B-5	3181-W
Eliminate	Discontinuance Notice, Collection	1003 Rev/84	3183-W
Eliminate	Past Due Notice		3093-W

Summary

On November 30, 2018, Cal Water filed Advice Letter 2330 seeking approval of updates to its tariffs in compliance with Resolution CSD-5 and the request of the California Public Utilities Commission's (Commission's) Consumer Protection and Enforcement Division (CPED).

This Supplement revises AL 2330 to request the following changes to Cal Water's tariff:

- An updates to page 2 of Form B-1 (Sample Monthly Bill for Service)
- Creation of a Form B-2 with a sample "Final Notification Letter"
- Creation of a Form B-3 with a sample door hanger for "Shut-Off for Nonpayment"
- Creation of a Form B-4 with a sample door hanger providing a "Termination Notice"
- Modification of Form B-5 to a sample "Final Bill" (previously a Discontinuance Notice)



Background

On August 2, 2018, CPED issued an email requesting an update to certain portions of the utility's billing statements. The request stated:

Pursuant to Resolution CSD-5 (Attachment A to this letter), the CPUC's Director of the Consumer Protection and Enforcement Division has been delegated with the authority to require these changes without further action of the CPUC. Attachment B to this letter provides the required language to be included on your billing statements.

Billing statements must be updated with the attached contact information within 120 days, with exceptions as outlined in Resolution CSD-5. If you provide service on a national basis, you are still required to include this information on your California customers' billing statements. The Resolution further requires updating tariffs that contain CAB contact information, grants exception to 30-day notice requirements, and allows for exhausting supplies of preprinted forms or documents before updating CAB contact information.

Within 30 days, you are required to submit a plan that provides details of how you will comply with updating your billing statements. The compliance plan must be submitted to the email address cabutilityresponse@cpuc.ca.gov.

Changes to Tariff Forms

Cal Water submitted its plan of implementation to cabutilityresponse@cpuc.ca.gov on September 4, 2018.

Consistent with its implementation plan, Cal Water provides an updated page 2 of **Form B-1**, "Monthly Bill for Service." This bill format, which is already in use, includes the following verbiage on the pre-printed "back" of the first page:

If you believe there is an error on your bill or have a question about your service, please call Cal Water's Customer Center at [local office phone number].

*If you are not satisfied with **Cal Water's** response, submit a complaint to the CPUC by visiting www.cpuc.ca.gov/complaints. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:*

Telephone: (800) 649-7570 (8:30 a.m. to 4:30 p.m., Monday through Friday)

Mail: California Public Utilities Commission, Consumer Affairs Branch
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

*If you have limitations hearing or speaking, **dial 711** to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered*



in your mode of communication, dial one of the toll-free, language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	TTY/VCO/HCO to Voice	Voice to TTY/VCO/HCO	From or to Speech-to- Speech
Language	<i>English and Spanish</i>	<i>English and Spanish</i>	<i>English and Spanish</i>
Toll-free 800 number	<i>(800) 735-2929 or (800) 855-3000</i>	<i>(800) 735-2922 or (800) 855-3000</i>	<i>(800) 854-7784</i>

*To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service on.*

In reviewing its tariff, Cal Water has identified several forms that should be eliminated, replaced, or added. In order to provide the most relevant and understandable information in its communications to customers, Cal Water has modernized several of its forms and modified the terminology used for the nonpayment of water bills.

Because the modern forms no longer fit into the framework originally set up in Cal Water's tariff, which reflects an inconsistent approach to the numbering of forms, Cal Water proposes to eliminate obsolete forms and add the modern forms with a modified numbering convention. The following forms are obsolete:

- Past Due Notice (sheet number 3093-W) should be eliminated because it has been replaced with a letter that provides more information.
- The form referred to as "Discontinuance – Collection" (Form 1003 Rev/84, sheet number 3183-W) should be eliminated because

Cal Water also proposes to add new forms B-2, B-3, and B-4, and replace Form B-5, all of which include the language requested by CPED. Two of the new forms are door hangers rather than letters. As referenced above, these forms have more modern layouts and reflect terminology that Cal Water believes is more effective with customers. To assist in clarifying the purposes of the new and replacement forms, the proposed forms are numbered in the order in which they are used with customers:

- New Form B-2 Final Notification Letter
- New Form B-3 "Shut-Off for Nonpayment" Door Hanger
- New Form B-4 "Termination Notice" Door Hanger
- Replacement Form B-5 Final Bill (replacing a Discontinuance Notice)



Changes to Tariff Rules

In addition, the following tariff rules contain relevant information that has been modified to reflect the intent of the new language provided in CPED's August 2, 2018 email:

- **Rule 5** (Description of Service), Sheets 1 and 2
- **Rule 10** (Disputed Bills), Sheet 1
- **Rule 11** (Discontinuance and Restoration of Service), Sheet 3

Requested Effective Date

Under General Order 96-B, Water Industry Rule 7.3.1, as modified by Resolution W-4664 this is a Tier 1 advice letter with a requested effective date of **November 30, 2018**.

Notice

Customer Notice – Individual customer notice of this advice letter is not required under General Order 96-B, Water Industry Rule 3.1, because the request does not increase rates.

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 mailed or electronically transmitted on **December 17, 2018** 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. 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 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



CALIFORNIA WATER SERVICE COMPANY

Advice Letter 2330-A, Updated CPUC Information
Page 6

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 408/367-8430 or
E-mail 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

/s/Natalie Wales

Natalie D. Wales
Director, Regulatory Policy

Enclosures
cc: Ting-Pong Yuen, Public Advocates Office

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

<u>Sheet</u>	<u>Subject Matter</u>	<u>Service Area</u>	<u>Schedule No.</u>	<u>CPUC Sheet No.</u>
	Title Page			5613-W
	Table of Contents			
Page 1	Table of Contents			XXXXX-W (C)
Page 2	Preliminary Statements			11817-W
Page 3	Preliminary Statements			11793-W
Page 4	Preliminary Statements			11668-W
Page 5	Rate Schedules - All Districts			11810-W
Page 6	Rate Schedules - District Specific			11792-W
Page 7	Rate Schedules - District Specific			11816-W
Page 8	Rate Schedules - District Specific			11790-W
Page 9	Rate Schedules - District Specific			11789-W
Page 10	Rate Schedules - District Specific			11788-W
Page 11	Service Area Maps			11618-W
Page 12	Rules			XXXXX-W
Page 13	Rules			11643-W
Page 14	Sample Forms			XXXXX-W (C)
Page 15	Sample Forms			2926-W (T)

(continued)

(To be inserted by utility)
Advice Letter No. 2330-A
Decision No. _____

Issued by
PAUL G. TOWNSLEY
Name
Vice President
TITLE

(To be inserted by CPUC)
Date Filed _____
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RULES

Sheet Subject Matter

CPUC Sheet No.

List of Contracts and Deviations

Page 1	2521-W
Page 2	2522-W
Page 3	2523-W
Page 4	5242-W
Page 5	11620-W

Rules

No. 1	Definitions	
	Page 1	10414-W
	Page 2	2984-W
No. 2	Descriptions of Services	1485-W
No. 3	Application for Service	
	Page 1	10415-W
	Page 2	5065-W
No. 4	Contracts	642-W
No. 5	Special Information Required of Forms	
	Page 1	XXXXX-W (C)
	Page 2	XXXXX-W (C)
No. 6	Establishment and Re-establishment of Credit	643-W
No. 7	Deposits	
	Page 1	10418-W
No. 8	Notices	
	Page 1	10419-W
	Page 2	10420-W
No. 9	Rendering and Payment of Bills	
	Page 1	10421-W
	Page 2	6761-W
	Page 3	10422-W
	Page 4	10423-W
No. 10	Disputed Bills	
	Page 1	XXXXX-W (C)
	Page 2	2989-W
No. 11	Discontinuance and Restoration of Service	
	Page 1	10425-W
	Page 2	10464-W
	Page 3	XXXXX-W (C)
	Page 4	10427-W
	Page 5	8599-W
No. 12	Information Available to the Public	
	Page 1	10428-W
	Page 2	4340-W
No. 13	Temporary Service	
	Page 1	3892-W
	Page 2	3893-W

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(To be inserted by utility)
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SAMPLE FORMS

<u>Utility Form Number</u>		<u>CPUC Sheet No.</u>
DP-1A	Application for Service - Existing Facilities	1338-W
B-1	Monthly Bill for Service	
	Page 1	11035-W
	Page 2	XXXXX-W (C)
	Page 3	11033-W
		(D)
B-2	Final Notification Letter	
	Page 1	XXXXX-W (N)
	Page 2	XXXXX-W (N)
B-3	"Shut-Off For Nonpayment" Door Hanger	XXXXX-W (N)
B-4	"Termination Notice" Door Hanger	XXXXX-W (N)
B-5	Final Bill	
	Page 1	XXXXX-W (C)
	Page 2	XXXXX-W (C)
B-7	Collection Order	3182-W (L)
1020	Service Deposit Receipt	4917-W (L)
1009	Notice of Increase in Consumption	1344-W (L)
		(D)
1426 Rev. 2/77	Authority for Use of Fire Hydrant	1819-W
1530	Uniform Fire Hydrant Service agreement	2818-W
FF-1	Fire Flow Test Application	10555-W
LIRA English	LIRA Application Form in English, Revised March 2015	11680-W
LIRA Spanish	LIRA Application Form in Spanish, Revised March 2015	11679-W

Main Extension Contracts

1522	"B" Rule, Standard Facilities, Company Installation	2913-W
1570	"B" Rule, Standard Facilities, Applicant Installation	2914-W
1520	"C" Rule, Standard Facilities, Company Installation	3360-W
1524	"C" Rule, Standard Facilities, Subdivider Installation	2916-W
1524-A	"C" Rule, Standard Facilities, Plus Oversize for Company Needs, Subdivider Installation	2917-W
1521	"C" Rule, Standard Facilities, Plus Overside for Fire Protection, Company Installation	3361-W
1569	"C" Rule, Standard and Special Facilities, Company Installation	3362-W
1569-A	"C" Rule, Special Facilities and Oversize Mains at Applicant's Request, Company Installation	3363-W
1569-B	"C" Rule, Special Facilities and Oversize Mains at Utility's Request, Company Installation	3364-W
1591	"C" Rule, Standard Facilities, Assessment District, Company Installation	3365-W
1535	"C" Rule, Standard Facilities, Assessment District, District Installation	2924-W

(continued)

(To be inserted by utility)
Advice Letter No. 2330-A
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(To be inserted by CPUC)
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Rule No. 5

Sheet 1 of 2

SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for service will contain substantially the following provisions:

1. Unless exempted by the Public Utilities Commission,
"This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction"
2. Unless otherwise not required by the Public Utilities Commission,
"It is the understanding of the parties to this contract that it shall not become effective until the authorization of the Public Utilities Commission of the State of California has been first obtained.

B. Bill for Service

On each bill for service will be printed substantially the following language:

" This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of the mailing..."

" If you believe there is an error on your bill or have a question about your service, please call Cal Water's Customer Center at [local office phone number].

" If you are not satisfied with **Cal Water's** response, submit a complaint to the CPUC by visiting www.cpuc.ca.gov/complaints. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone (800) 649-7570 (8:30 a.m. to 4:30 p.m., Monday through Friday)
Mail California Public Utilities Commission, Consumer Affairs Branch
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

" If you have limitations hearing or speaking, **dial 711** to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free, language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	TTY/VCO/HCO to Voice	Voice to TTY/VCO/HCO	From or to Speech-to-Speech
Language	English and Spanish	English and Spanish	English and Spanish
Toll-free 800 number	(800) 735-2929 or (800) 855-3000	(800) 735-2922 or (800) 855-3000	(800) 854-7784

" To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service on."

(continued)

(To be inserted by utility)

Advice Letter No. 2330-A

Decision No. _____

Issued by

PAUL G. TOWNSLEY
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Vice President
TITLE

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

Date Filed _____

Effective _____

Resolution No. -

Rule No. 5

Sheet 2 of 2

DESCRIPTION OF SERVICE

(continued)

C. Customer's Deposit Receipt

Each receipt for cash deposit to establish or re-establish credit for service will contain the following statements: (L)

This deposit may be applied to unpaid balances where service has been discontinued by the utility for nonpayment of bills.

This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, in accordance with Rule 7, Deposits, or after the deposit has been held for 12 consecutive months, provided a service has not been discontinued for nonpayment

D. Discontinuance of Service Notice

Every notice of discontinuance of service for nonpayment of bills shall include all of the following information: (L)

- (1) The name and address of the customer whose account is delinquent.
- (2) The amount of the delinquency.
- (3) The date of which payment or arrangements for payment is required in order to avoid discontinuance.
- (4) The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
- (5) The procedure by which the customer may request installment payments for the unpaid charges.
- (6) The procedure for the customer to obtain information on the availability of financial assistance , including private, local, state, or federal sources, if applicable.
- (7) A local address and telephone number of the water utility for users to obtain additional information and assistance in continuing service or in making arrangements for payment.
- (8) The telephone number of the California Public Utilities Commission to which inquiries by the customer may be directed. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached at 800-649-7570, 8:30 a.m. to 4:30 p.m., Monday through Friday.

If you have limitations hearing or speaking, **dial 711** to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free, language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	TTY/VCO/HCO to Voice	Voice to TTY/VCO/HCO	From or to Speech-to- Speech
Language	English and Spanish	English and Spanish	English and Spanish
Toll-free	(800) 735-2929	(800) 735-2922	(800) 854-7784
800 number	or (800) 855-3000	or (800) 855-3000	

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(To be inserted by utility)

Issued by

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

Advice Letter No. 2330-A

PAUL G. TOWNSLEY

Date Filed _____

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TITLE

Effective _____

Resolution No. -

Rule No. 10

Sheet 1 of 2

DISPUTED BILLS

A. Correctness of Bill

Any customer who has initiated a complaint to the utility or requested an investigation by the utility within five days of receiving a contested bill shall be given an opportunity for review of such complaint or investigation by a review manager of the utility. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of his account over a reasonable period time.

B. Notice of Deposit to Avoid Discontinuance

If an explanation satisfactory to the customer is not made by the utility and the bill is not paid within 19 days after its presentation or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows:

1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and the non-residential customer within 7 days of the date of this notice, must deposit with the California Public Utilities Commission, State Building, 505 Van Ness Avenue, San Francisco, California 94102-3298,* the amount of the bill claimed by the utility to be due.
2. To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact the CPUC's Consumer Affairs Branch (CAB) for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service on.

(N)

(N)

C. Commission Appeal

(D)

When a customer and the utility fail to agree on a bill for service:

1. To avoid discontinuance of service, in lieu of paying the disputed bill the customer, may deposit with the California Public Utilities Commission at its office in the State Building, 505 Van Ness Avenue, San Francisco, California 94102-3298,* the amount claimed by the utility to be due.
2. Checks or other forms of remittance for such a deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for thru dispute of the amount of the bill.
3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.

(D)

(continued)

(To be inserted by utility)

Issued by

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

Advice Letter No. 2330-A

PAUL G. TOWNSLEY

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Vice President
TITLE

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Rule No. 11

Sheet 3 of 5

DISCONTINUANCE AND RESTORATION OF SERVICE

(continued)

B. Discontinuance of Service by Company (continued)

1. For Nonpayment of Bills (continued)

- h. Where water service is provided to residential users through a master meter, the company shall make every good faith to inform the actual users, by telephone, in person, or by means of a notice when the account is in arrears that service will be discontinued in 10 days. The 15-day discontinuance notice shall be posted within a conspicuous place of each residential unit. The notice shall further inform the actual users that they have the right to become company customers without being required to pay the amount due on the account. The company shall not be obligated to make service available unless and until each and every actual user of the water service then residing on the premises shall agree to the terms and conditions of service and shall meet the requirements of the company's rules and tariffs provided, however, that if (1) one or more actual users are willing and able to assume responsibility for the entire account to the satisfaction of the company, or (2) if there is a physical means, legally available to the company, of selectively discontinuing service to those actual users who have not met the requirements of the company's rules and tariffs, the company shall make service available to the actual users who have met those requirements.

- i. A reasonable attempt must be made by the company to personally contact an adult person on the residential customer's premises either by telephone, in person, or by mail delivery, at least 24 hours prior to discontinuance.

For elderly and handicapped residential customers, the company shall provide at least 48 hours' notice by telephone or in person. For elderly or handicapped customers, if telephone or personal contact cannot be made, a notice of discontinuance of service shall be posted in a conspicuous location at the service address at least 48 hours prior to discontinuance.

- j. Residential Customer's Remedies Upon Receipt of Discontinuance Notice

(1) If upon receipt of a 10-day discontinuance notice, a residential customer is unable to pay, he or she must contact the company before discontinuance of service to make payment arrangements to avoid discontinuance of service.

(2) If, after contacting the company, the residential customer alleges to the Commission an inability to pay and that he is unable to make payment arrangements with the Company, he or she should write to the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. This action must be taken within the 10-day discontinuance of service notice.

(3) To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service on.

(N)
|
(N)
(D)

(4) Failure of the residential customer to observe these time limits shall entitle the Company to insist upon payment or, upon failure to pay, to discontinue the customer's service.

(continued)

(To be inserted by utility)
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PAUL G. TOWNSLEY
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Vice President
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed _____
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Resolution No. -

Utility Form No. B-1

MONTHLY BILL FOR SERVICE

(Continued)

Page 2 of 3

What do these charges on my bill mean?

CPUC Fee

The CPUC fee is set by, collected for, and sent to the California Public Utilities Commission (CPUC) to cover the costs of oversight by the CPUC. The CPUC's engineers, financial analysts, utility experts, and consumer advocates are responsible for ensuring that you receive good service and setting rates that are based upon the actual costs of delivering a clean, reliable water supply to your home or business.

WRAM

The Water Revenue Adjustment Mechanism (WRAM) breaks the link between water sales and utility revenues. This is important because it enables Cal Water and its customers to achieve conservation targets while still ensuring that the utility has the resources necessary to provide a reliable supply of high-quality water. Here's how it works: After a thorough review process, the California Public Utilities Commission (CPUC) sets rates that allow Cal Water to cover its fixed and variable operating expenses, based on sales projections for the coming years. If water sales in a particular district are higher than projected when the rates were set, the customers receive a refund. If water sales in a particular district are lower than projected, the customers pay a surcharge. Cal Water does not earn a profit on these fixed and variable operating expenses—they are passed through to customers on a dollar-for-dollar basis. Cal Water is only allowed to earn a return on capital that is invested in water system infrastructure, and this return is a very small percentage of the total water bill.

Service Charge

Although the service charge is based upon your meter size, it is not a "meter charge." The service charge covers a portion of the fixed costs of having a clean, reliable water supply ready to be delivered to your home or business 24 hours per day, seven days per week. These fixed costs include the costs of the wells, pipes, pumps, water quality processes, and people that are required, whether you actually use the water or not. The service charge increases for larger meters because the larger your meter, the more water your home or business would typically need.

Other Charges or Credits

"Other Charges or Credits" are small, temporary surcharges or credits that have been authorized by the CPUC due to unique conditions in your area, such as completion of a water system upgrade that isn't included in your rate or a change in the cost of electricity required to pump water to your home or business. Because these are typically small, we combine them on your bill. You can find a list of all current surcharges and credits on our web site at www.calwater.com/rates.

Public Purpose Programs

The "Public Purpose Programs" charge is a nominal fee approved by the CPUC to assist customers who have difficulty paying their water bill, either because they meet low-income qualifications or because they live in economically challenged communities where the costs of providing water are significantly higher than average. Although it is typically pennies per customer, the Public Purpose Programs charge makes a real difference to customers in need.

For Water Bills Only

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing.

If you believe there is an error on your bill or have a question about your service, please call Cal Water's Customer Center at (661) 837-7200.

If you are not satisfied with Cal Water's response, submit a complaint to the CPUC by visiting www.cpuc.ca.gov/complaints. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone (800) 649-7570 (8:30 a.m. to 4:30 p.m., Monday through Friday)
Mail California Public Utilities Commission, Consumer Affairs Branch
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free, language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	TTY/VCO/HCO to Voice	Voice to TTY/VCO/HCO	From or to Speech-to-Speech
Language	English and Spanish	English and Spanish	English and Spanish
Toll-free 800 number	(800) 735-2929 or (800) 855-3000	(800) 735-2922 or (800) 855-3000	(800) 854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service on.

(N)

(N)

(D)

(To be inserted by utility)

Issued by

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

Advice Letter No. 2330-A

PAUL G. TOWNSLEY

Date Filed

Decision No.

Vice President

Effective

Resolution No.

-

Utility Form No. B-2

(N)

Page 1 of 2

FINAL NOTIFICATION LETTER

WHEN MAKING INQUIRIES
CONTACT OUR OFFICE AT:

[REDACTED]

BILLING NAME

ACCOUNT NUMBER

SERVICE ADDRESS

MAILING DATE

[REDACTED]

FINAL NOTIFICATION

Dear [REDACTED]:

Your water bill is due upon receipt, and our records indicate that we have not received payment on your account. Please pay your balance of \$[REDACTED] in full or contact us to make payment arrangements **before** [REDACTED] to avoid disconnection of your water service.

We offer several payment options:

- You may pay in person at our Customer Center, located at [REDACTED].
- You may pay using your VISA debit or credit card or your bank account by visiting www.calwater.com or phoning (866) 734-0743.
- You may pay at a Cal Water-approved Western Union, which will charge a \$[REDACTED] fee. Contact your Customer Center to find an approved Western Union near you.

Please note that if you pay online, by phone, or at a Western Union, you must notify your Customer Center at [REDACTED] to avoid an interruption in water service.

Reconnection of Service

If your water service is discontinued for non-payment, you will be charged a reconnection fee (\$[REDACTED] during regular business hours, \$[REDACTED] during non-business hours). Due to safety concerns, our employees no longer accept cash or attempt to collect payment at your property before turning the water off, so we encourage you to remit payment today to avoid disconnection and a reconnection fee.

Additional Assistance

Although some customers simply forget to pay their bill, others have difficulty making ends meet. There may be non-profit organizations in your area that can help. In addition, Cal Water offers a Low-Income Rate Assistance program for qualified customers.

Please contact your Customer Center at [REDACTED] (TDD [REDACTED] for hearing-impaired) if you dispute your bill or would like to discuss payment options. If you are not satisfied with Cal Water's response, submit a complaint to the California Public Utilities Commission by visiting www.cpuc.ca.gov/complaints. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached at (800) 649-7570, 8:30 a.m. to 4:30 p.m., Monday through Friday, if you prefer not to submit your complaint online.

Thank you for your attention to this matter.

Sincerely,
CALIFORNIA WATER SERVICE

CALIFORNIA WATER SERVICE
P.O. BOX 51967
LOS ANGELES, CA 90051-6267

MAILING DATE

[REDACTED]

[REDACTED]

(N)

(To be inserted by utility)

Issued by

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

Advice Letter No. 2330-A

PAUL G. TOWNSLEY

Date Filed _____

Decision No. _____

NAME
Vice President
TITLE

Effective _____

Resolution No. _____ -

Utility Form No. B-2

(N)

Page 2 of 2

FINAL NOTIFICATION LETTER

CALL CALIFORNIA WATER SERVICE ABOUT WATER SERVICE

RATES AND OTHER INFORMATION

Rate schedules and rules are available at all Cal Water Customer Centers during regular business hours, Monday through Friday. The location and telephone number of the office that serves you are on the other side of this bill.

PAYMENTS

To avoid service termination, you must pay your past due bill in person at any Cal Water Customer Center. A night payment drop box is also available at the Customer Center for payments made after business hours. To avoid having service turned off while you wait for the outcome of a complaint to the CPUC, **specifically regarding the accuracy of your bill**, please contact the Consumer Affairs Branch (CAB) for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service on.

EMERGENCY SERVICE

If you require emergency service, please call the telephone number printed on the other side of this bill.

EMPLOYEE IDENTIFICATION

Our authorized service representatives carry a company identification card with photograph. Please ask for identification before admitting an employee to your property. Even then, if you have any doubts, call the Cal Water Customer Center.

(N)

(To be inserted by utility)

Issued by

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

Advice Letter No. 2330-A

PAUL G. TOWNSLEY

Date Filed _____

Decision No. _____

NAME
Vice President
TITLE

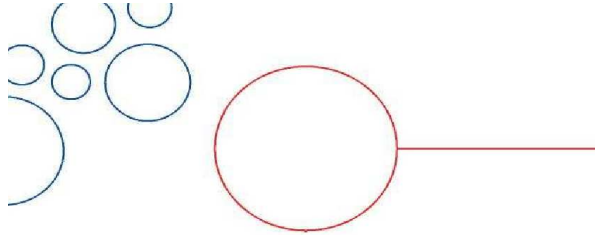
Effective _____

Resolution No. _____ -

Utility Form No. B-3

(N)

"SHUT-OFF FOR NONPAYMENT" DOOR HANGER



**Please Pay to Avoid
Water Shut-Off**

Service Address

According to our records, your account with us is more than 55 days past due.

If we do not receive payment of \$ _____ before _____, your water service will be discontinued in accordance with California Public Utilities Commission rules.

For your convenience, you may pay:

- At our Customer Center (address below). Our Customer Center accepts cash, checks, money orders, and VISA, MasterCard, and Discover credit cards.
- Online at www.calwater.com using your credit or debit card or your bank account.
- By phone, at (866) 734-0743, with a credit or debit card or your bank account.
- At an approved Western Union location, for a \$x processing fee. For approved Western Union locations near you, please call our Customer Center or visit www.calwater.com.

If you pay online, by phone, or at Western Union, you must call your Customer Center and provide a payment confirmation number to avoid a water service interruption.

Please DO NOT mail your payment; doing so could result in a water service interruption.

If your service is discontinued, you will be charged a \$xx reconnection fee (during regular business hours) or \$xx (after hours) to reinstate service.

If you are unable to pay this past-due bill, please contact us to make payment arrangements. Although some customers simply forget to pay their bill, others have difficulty making ends meet. There may be nonprofit organizations in your area that can help. In addition, Cal Water offers a Low-Income Rate Assistance program to qualified customers.

Please contact your local Customer Center at the number at the bottom of this door hanger if you dispute your bill or would like to discuss payment options. For the hearing-impaired (TTY machine), please call (559) 625-4889.

If you are not satisfied with Cal Water's response, you may submit a complaint to the California Public Utilities Commission by visiting www.cpuc.ca.gov/complaints. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached at (800) 649-7570, 8:30 a.m. to 4:30 p.m., Monday through Friday, if you prefer not to submit your complaint online.

Thank you for your immediate attention to this matter.



Quality. Service. Value.

(N)

(To be inserted by utility)

Advice Letter No. 2330-A

Decision No. _____

Issued by

PAUL G. TOWNSLEY

NAME

Vice President

TITLE

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

Date Filed _____

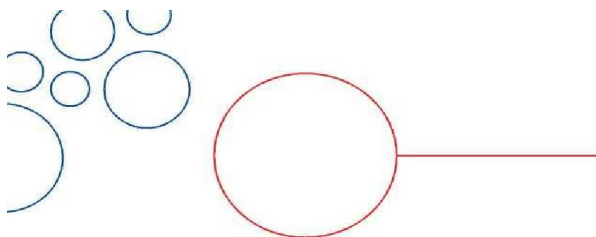
Effective _____

Resolution No. _____

Utility Form No. B-4

(N)

"TERMINATION NOTICE" DOOR HANGER



Water Service Termination Notice

Service address

Date _____ Time _____

Your water service has been discontinued for non-payment of the water bill in accordance with California Public Utilities Commission rules.

To have your water service restored, please pay \$

- VISA, MasterCard, and Discover
- Online at www.calwater.com using your credit or debit card or your bank account.
- By phone, at (866) 734-0743, using your credit or debit card or your bank account.
- At an approved Western Union location, for a \$x processing fee. For approved Western Union locations near you, please call our Customer Center or visit www.calwater.com.

Please DO NOT mail your payment.

You will be charged a \$xx reconnection fee (during regular business hours) or \$xx (after hours) to reinstate service.

Please contact your local Customer Center at the number at the bottom of this door hanger if you dispute your bill or would like to discuss payment options. For the hearing-impaired (TTY machine), please call (xxx) xxx-xxxx.

If you are not satisfied with Cal Water's response, you may submit a complaint to the California Public Utilities Commission by visiting www.cpuc.ca.gov/complaints. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached at (800) 649-7570, 8:30 a.m. to 4:30 p.m., Monday through Friday, if you prefer not to submit your complaint online.

Thank you for your immediate attention to this matter.



• calwater.com

Quality. Service. Value.

(N)

(To be inserted by utility)

Advice Letter No. 2330-A

Decision No. _____

Issued by

PAUL G. TOWNSLEY

NAME

Vice President

TITLE

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

Date Filed _____

Effective _____

Resolution No. _____

Utility Form No. B-5

(N)

Page 1 of 2

FINAL BILL

BILLING NAME

██████████

WHEN MAKING
INQUIRIES CONTACT OUR
OFFICE AT: ██████████

MAILING DATE

██████████

ACCOUNT NUMBER

██████████

SERVICE ADDRESS

██████████

FINAL BILL

Dear ██████████:

According to our records, we have not received payment on your Cal Water account ██████████, which is past due in the amount of \$ ██████████. Please remit payment by ██████████, to avoid having your account forwarded to a collection agency.

If you would like to pay using either your bank account or a VISA debit or credit card, please log on to www.calwater.com or call our toll-free number, 1-866-734-0743. If you choose either option, please provide your payment confirmation number to your local Customer Center.

If you cannot pay your water bill in full by the above date, please contact your local Customer Center to make payment arrangements. We would like to avoid involving a collection agency if at all possible.

Please contact us if you believe you are receiving this final notification in error.

If you dispute your bill and are unable to resolve your concerns with Cal Water, you may submit a complaint to the California Public Utilities Commission by visiting www.cpuc.ca.gov/complaints. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached at 800-649-7570, 8:30 a.m. to 4:30 p.m., Monday through Friday, if you prefer not to submit your complaint online.

Sincerely,

CALIFORNIA WATER SERVICE

CALIFORNIA WATER SERVICE
P.O. BOX 51967
LOS ANGELES, CA 90051-6267

ACCOUNT NUMBER

██████████

MAILING DATE

██████████

AMOUNT DUE

██████████

(N)

(To be inserted by utility)

Issued by

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

Advice Letter No. 2330-A

PAUL G. TOWNSLEY

Date Filed _____

Decision No. _____

NAME
Vice President
TITLE

Effective _____

Resolution No. _____ -

Utility Form No. B-5

(N)

Page 2 of 2

FINAL BILL

CALL CALIFORNIA WATER SERVICE ABOUT WATER SERVICE

RATES AND OTHER INFORMATION

Rate schedules and rules are available at all Cal Water Customer Centers during regular business hours, Monday through Friday. The location and telephone number of the office that serves you are on the other side of this bill.

PAYMENTS

To avoid service termination, you must pay your past due bill in person at any Cal Water Customer Center. A night payment drop box is also available at the Customer Center for payments made after business hours. To avoid having service turned off while you wait for the outcome of a complaint to the CPUC, **specifically regarding the accuracy of your bill**, please contact the Consumer Affairs Branch (CAB) for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service on.

EMERGENCY SERVICE

If you require emergency service, please call the telephone number printed on the other side of this bill.

EMPLOYEE IDENTIFICATION

Our authorized service representatives carry a company identification card with photograph. Please ask for identification before admitting an employee to your property. Even then, if you have any doubts, call the Cal Water Customer Center.

(N)

(To be inserted by utility)

Issued by

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

Advice Letter No. 2330-A

PAUL G. TOWNSLEY

Date Filed

Decision No.

Vice President

Effective

Resolution No. -



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 Concil
P.O. Box 795
Leona Valley, CA 93551
pfuller@leonavalleytc.org



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
Oldale Mutual Water Company
P.O. Box 5368
Bakersfield, CA 93388
dnunneley@yahoo.com

JOE NAVARRO, WATER RESOURCES
DEPARTMENT
City of Bakersfield
1000 Buena Vista Rd
Bakersfield, CA 93311
jnavarro@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
adm_mgr@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



Bay Area Region

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

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
jtan@sanbruno.ca.gov

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



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
rojas@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



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
nmmelgar@menlopark.org

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

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

FRANK FIELDS
City of Chico
P.O. Box 3420
Chico, CA 95927
frank.fields@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



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



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
mhharvey@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



East Los Angeles District

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

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

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

FRANK HELDMAN
City of Monterey Park
320 W Newmark Ave
Monterey Park, CA 91754
feldman@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



Grand Oaks District

ADVICE LETTER FILING MAILING LIST
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@teahachapipw.com

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



Hermosa-Redondo 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

ANNA LAROQUE

ConService

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



Kern River Valley 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



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



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



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
cdgroot@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



Marysville District

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

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

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@succeed.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



Oroville District

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

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@twisd.info



Palos Verdes 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



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
brianf@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



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



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
vagular@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



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@lvwmwd.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@vrsd.com

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