

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



August 15, 2025

Natalie Wales  
Director of Regulatory Policy & Compliance  
California Water Service Company  
1720 North First Street  
San Jose, CA 95112-4598

Dear Ms. Wales,

The Water Division of the California Public Utilities Commission has approved California Water Service Company's Advice Letter No. 2561, filed on July 24, 2025, regarding Post-Disaster Report on Emergency Customer Protections re 2024 Summer Wildfires for Chico, Oroville, and Kern River Valley districts.

Enclosed is a copy of the advice letter with an effective date of July 24, 2025 for the utility's files.

Please contact Van Harting at [VH4@cpuc.ca.gov](mailto:VH4@cpuc.ca.gov), if you have any questions.

Thank you.

Enclosures

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

**Advice Letter Cover Sheet**

<b>Utility Name:</b> California Water Service Company	<b>Date Mailed to Service List:</b> 7/24/2025
<b>District:</b> Chico, Oroville, Kern River Valley	
<b>CPUC Utility #:</b> U-60-W	<b>Protest Deadline (20<sup>th</sup> Day):</b> 08/13/2025
<b>Advice Letter #:</b> 2561	<b>Review Deadline (30<sup>th</sup> Day):</b> 08/23/2025
<b>Tier:</b> <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> Compliance	<b>Requested Effective Date:</b> 7/24/2025
<b>Authorization:</b> D.19-07-015	
<b>Description:</b> Post-Disaster Report on Emergency Customer Protections re 2024 Summer Wildfires	<b>Rate Impact:</b> 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.

<b>Utility Contact:</b> Karlee Kaylor	<b>Utility Contact:</b> Natalie Wales
<b>Phone:</b> 530-922-0855	<b>Phone:</b> 408-367-8566
<b>Email:</b> <a href="mailto:kkaylor@calwater.com">kkaylor@calwater.com</a>	<b>Email:</b> <a href="mailto:Nwales@calwater.com">Nwales@calwater.com</a>
 <b>DWA Contact:</b> Tariff Unit	
<b>Phone:</b> (415) 703-1133	
<b>Email:</b> <a href="mailto:Water.Division@cpuc.ca.gov">Water.Division@cpuc.ca.gov</a>	

**DWA USE ONLY**

DATE

STAFF

COMMENTS

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[ ] APPROVED

[ ] WITHDRAWN

[ ] REJECTED

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

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

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

\_\_\_\_\_



**CALIFORNIA WATER SERVICE COMPANY**  
1720 NORTH FIRST STREET  
SAN JOSE, CA 95112 • (408) 367-8200

July 24, 2025

**Advice Letter No. 2561**



To the California Public Utilities Commission:

California Water Service Company ("Cal Water") respectfully submits this Tier 1 advice letter in compliance with Ordering Paragraph 11 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 conclusion of its emergency customer protections due to the impact on Cal Water's customers during the 2024 Summer Wildfires in our Chico, Oroville, and Kern River Valley service areas. ***Please note that this advice letter will only be distributed electronically.***

**Summary**

This Tier 1 advice letter confirms Cal Water's compliance with the emergency customer protections triggered by the Governor of California's Proclamation of a State of Emergency.<sup>1</sup> Parts of Cal Water's Chico, Oroville, and Kern River Valley ratemaking areas were impacted by this emergency.

**Background**

D.19-07-015 requires water and sewer companies to file a Tier 1 advice letter 12 months after a state of emergency was proclaimed for an event affecting the water or sewer company. This Tier 1 advice letter is intended to notify the California Public Utilities Commission the conclusion of its emergency customer protections.

In D.19-07-015, the Commission provided as follows in Ordering Paragraph 11:

11. All Class-A Water utilities ... shall file a Tier 1 Advice Letter at the default, 12-month conclusion of customer protection period (running from the date that customer protections related to the specific disaster became effective), or as reasonably determined by the Governor's Office of Emergency Services, detailing the mandated protections offered to the customer affected by the disaster, the start and end periods customers received the emergency customer protections, the outreach efforts conducted, the customer impacts, and the associated cost.

The Commission also adopted the following Conclusion of Law relevant to Ordering Paragraph 11:

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<sup>1</sup> <https://www.gov.ca.gov/wp-content/uploads/2023/01/1.4.23-SOE.pdf?emrc=e53f34>



10. It is reasonable to require the [...] water, and sewer utilities, as identified in Conclusion of Law 2, to conclude the administration of the mandated customer protections no sooner than twelve (12) months from the date of the emergency proclamation or as appropriately determined by the Governor’s Office of Emergency Services and to affirmatively communicate with customers throughout the duration of the protection period about the timeline of protections

In an email on October 28, 2020,<sup>2</sup> Staff issued additional guidance as to what information is required in the advice letters filed at the conclusion of the customer protection period.

- 1) The mandated protections offered to the customers affected by the disaster
- 2) The start and end periods customers received the emergency customer protections
  - Start date = when the proclamation was declared
  - End date = the date the provider stopped offering the consumer protections
- 3) The outreach efforts the company undertook to inform their customers about the availability of the mandated protections.
- 4) The customer impacts
  - Number of customers impacted by the declared disaster event
- 5) Basic metrics that can be measured or estimated, including number of consumers that received each of the available protections over the course of the year.
  - For example, the number of customers that received extended payment dates for their bills

## **Discussion**

Governor Gavin Newsom signed an Emergency Proclamation relating to the 2024 Summer Wildfires striking the State of California. For the Park Fire in Chico the proclamation was signed 7/22/2024. For the Thompson Fire in Oroville the proclamation was signed 7/26/2024. Finally, the proclamation for the Borel Fire in Kern River Valley was signed 7/24/2024.<sup>3</sup> Approximately 1,200 customers across all three Cal Water service areas were affected by mandatory evacuation orders as a result of these fires. Customers in the Oroville and Chico service areas were allowed to return to their homes after three days. Customers in Kern River Valley were allowed to return after six days of mandatory evacuations. Cal Water has been performing various outreach activities related to the event.

In accordance with D.19-07-015, Cal Water confirms that it implemented the required customer protections as discussed further below. These included working cooperatively with residential customers to establish reasonable payment options, waiving any reconnection fees for impacted customers, freeze certification reviews for low-income ratepayer assistance program participants

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<sup>2</sup> Email from Kim Hua, Water Division, CPUC, to numerous utility representatives (October 28, 2020) with subject line “12 Month Post-Disaster AL Filing – CPUC Disaster Relief D.19-08-025”.

<sup>3</sup> <https://www.gov.ca.gov/wp-content/uploads/2023/01/1.4.23-SOE.pdf?emrc=e53f34>



## **CALIFORNIA WATER SERVICE COMPANY**

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affected, expediting start/end service requests, and providing bill credits for customers who had to evacuate.

California Water Service is committed to providing quality, service, and value to our customers, and part of this commitment includes supporting them when they have been impacted by natural disasters. Cal Water regularly communicates about emergency customer protections through bill inserts, and when customer protections are implemented, we communicate with the affected customers comprehensively via social media (broader outreach), Nextdoor (more targeted), emails, phone calls, and our website (ensuring accessibility for visually or otherwise-impaired customers) in both Spanish and English, the languages commonly spoken in our service areas. For the 2024 summer wildfires, we utilized Facebook, Instagram, Twitter (for broad outreach) and emails to inform customers affected by the disaster on steps we were taking to support them and manage their account. If we could not get ahold of them by those means, we called them directly.

### **Park Fire – Chico Service Area**

Cal Water provided a pro rata credit of \$20 for approximately 215 non-residential customers impacted by the mandatory evacuation triggered by this event that occurred between 7/24/2024 and 7/26/2024. Cal Water included a message on all active accounts that were impacted by this wildfire about the credit and other customer protections.

### **Thompson Fire – Oroville Service Area**

Cal Water provided a pro rata credit of \$10 for approximately 250 customers impacted by the mandatory evacuation triggered by this event that occurred between 7/2/2024 and 7/8/2024. Cal Water included a message on all active accounts that were impacted by this wildfire about the credit and other customer protections.

### **Borel Fire – Kern River Valley Service Area**

Cal Water provided a pro rata credit of \$25 for approximately 740 customers impacted by the mandatory evacuation triggered by this event that occurred between 7/24/2024 and 7/31/2024. Cal Water included a message on all active accounts that were impacted by this wildfire about the credit and other customer protections.

### **Requested Effective Date**

Pursuant to OP 11 of D.19-07-015, this is filed as a Tier 1 advice letter with a proposed effective date of today.

### **Notice**

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



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*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 **July 24, 2025**, to competing and adjacent utilities and other utilities or interested parties having requested such notification.

### **Response or Protest**

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

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

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

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

Natalie Wales  
California Water Service Company  
1720 North First Street,  
San Jose, California 95112  
E-mail: [cwsrates@calwater.com](mailto:cwsrates@calwater.com)

Cities and counties requiring Board of Supervisors or Board of Commissioners approval to protest should inform the Water Division within the 20-day protest period so a late-filed protest can be



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entertained. The informing document should include an estimate of the date the proposed protest might be voted on. The advice letter process does not provide for any responses, protests or comments, except for the utility's reply, after the 20-day comment period.

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

CALIFORNIA WATER SERVICE COMPANY

/s/

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Karlee Kaylor,  
Rates Analyst

cc: Syreeta Gibbs (Public Advocates Office)  
[PublicAdvocatesWater@cpuc.ca.gov](mailto:PublicAdvocatesWater@cpuc.ca.gov)



## Chico District (North Valley Region)

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

JENNIFER MACARTHY, DEPUTY CITY  
MANAGER

**City of Chico**

P.O.Box 3420

Chico, CA 95927

[Jennifer.macarthy@chicoca.gov](mailto:Jennifer.macarthy@chicoca.gov)

SCOTT DOWELL

**City of Chico**

P.O.Box 3420

Chico, CA 95927

[scott.dowell@chicoca.gov](mailto:scott.dowell@chicoca.gov)

MARK SORENSON, CITY MANAGER

**City of Chico**

P.O. Box 3420

Chico, CA 95927

[Mark.Sorensen@chicoca.gov](mailto:Mark.Sorensen@chicoca.gov)

BARBARA MARTIN, ADMINISTRATIVE  
SERVICES DIRECTOR

**City of Chico**

P.O. Box 3420

Chico, CA 95927

[Barbara.martin@chicoca.gov](mailto:Barbara.martin@chicoca.gov)

**ONLY FOR SERVICE AREA MAPS:**

STEPHEN LUCAS, EXECUTIVE OFFICER

**Butte County LAFCO**

1453 Downer St, Suite C

Oroville, CA 95965

[slucas@buttecounty.net](mailto:slucas@buttecounty.net)

GARRETT SJOLUND, FIRE CHIEF

**Butte County Fire Rescue**

176 Nelson Ave

Oroville, CA 95965





## Oroville District (North Valley Region)

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

RUTH WRIGHT

**City of Oroville**

1735 Montgomery St

Oroville, CA 95965

[wrightr@cityoforoville.org](mailto:wrightr@cityoforoville.org)

JAYME BOUCHER

**Thermalito Irrigation District**

410 Grand Ave

Oroville, CA 95965

[jboucher@twisd.info](mailto:jboucher@twisd.info)

RATH MOSELEY, GENERAL MANAGER

**South Feather Water & Power**

2310 Oroville Quincy Hwy

Oroville, CA 95966

[rmoseley@southfeather.com](mailto:rmoseley@southfeather.com)

**ONLY FOR SERVICE AREA MAPS:**

STEPHEN LUCAS, EXECUTIVE OFFICER

**Butte County LAFCO**

1453 Downer St, Suite C

Oroville, CA 95965

[slucas@buttecounty.net](mailto:slucas@buttecounty.net)

FIRE CHIEF

**City of Oroville**

1735 Montgomery St

Oroville, CA 95965



**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](mailto:jeremy.callihan@water.ca.gov)

**Department of Water Resources Safe  
Drinking Water Program**  
1416 Ninth St, Rm. 816  
Sacramento, CA 95814

**ROB BENSON**  
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[rcbenison@earthlink.net](mailto:rcbenison@earthlink.net)

**ONLY FOR SERVICE AREA MAPS:**

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