



BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

FILED

06/24/21
04:59 PM

Order Instituting Rulemaking Evaluating the Commission's 2010 Water Action Plan Objective of Achieving Consistency between Class A Water Utilities' Low-Income Rate Assistance Programs, Providing Rate Assistance to All Low-Income Customers of Investor-Owned Water Utilities, and Affordability.

Rulemaking 17-06-024
(Filed June 29, 2017)

**CALIFORNIA WATER SERVICE COMPANY'S (U 60 W)
ADVICE LETTER NO. 2414 COMPLIANCE FILING PURSUANT TO
ADMINISTRATIVE LAW JUDGE'S JANUARY 28, 2021 RULING**

Pursuant to Administrative Law Judge ("ALJ") Watts-Zhaga's Ruling on January 28, 2021 requiring that water utilities file in this proceeding all compliance advice letter associated with Resolution M-4849,¹ California Water Service Company (U 60 W) ("Cal Water") files its Advice Letter No. 2414, provided as Attachment A, which was submitted to the Water Division today.

Date: June 24, 2021

Respectfully submitted,

By: /s/ Natalie D. Wales

Natalie D. Wales

NATALIE D. WALES

Director, Regulatory Policy & Compliance
California Water Service Company

Attorney for California Water Service Company

¹ *Administrative Law Judge's Ruling Receiving Utility Annual Reports, Compliance Filings and Data Request Responses into the Proceeding and Directing Utilities to File Certain Future Advice Letters in the Proceeding (January 28, 2021).*

ATTACHMENT A



CALIFORNIA WATER SERVICE COMPANY

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

June 24, 2021

Advice Letter No. 2414

To the California Public Utilities Commission:

California Water Service Company (“Cal Water”) respectfully submits this Tier 1 advice letter applicable to all regulated areas in California (including Grand Oaks and the Travis District).

Consistent with the Commission’s guidelines during the COVID-19 pandemic, this advice letter is only being distributed electronically to the Water Division and the attached service lists.

Summary

In Resolution M-4842, the Commission adopted emergency protections for residential and small business customers to provide relief for hardships resulting from the Coronavirus Disease 2019 (“COVID-19”) pandemic. This Tier 1 advice letter complies with the Commission’s June 16, 2021 action letter directing Class A water companies to file a Tier 1 advice letter indicating their extension through September 30, 2021 of both the Emergency Customer Protections in Resolution M-4842 and appropriate memorandum accounts.¹

Background

On April 17, 2020, the Commission issued Resolution M-4842, *Emergency Authorization and Order Directing Utilities to Implement Emergency Customer Protections to Support California Customers During the COVID-19 Pandemic*, and adopted the following relevant Ordering Paragraphs:²

1. Electric, gas, communications, and water and sewer corporations subject to this Resolution shall retroactively apply the customer protection measures adopted in D.19-07-015 and D.19-08-025 from March 4, 2020 onward.
2. To the extent that they have not already done so in response to the Executive Director’s March 17, 2020 letter, or to the extent to which their response was not fully responsive to the requirements of this Resolution, electric, gas, communications, and water and sewer corporations subject to this Resolution shall file a Tier 2 Advice Letter describing all reasonable

¹ Letter from Terence Shia, Director of the Water Division, CPUC, to all CPUC-regulated water and sewer utilities with the subject line, “Extension of Emergency Customer Protections to Support California Customers Through September 30, 2021” (dated June 16, 2021).

² Res. M-4842 at 6-7.



- and necessary actions to implement the emergency customer protections adopted in D.19-07-015 and D.19-08-025 to support California customers.
3. Commission staff will review the Advice Letters for compliance with the customer protection measures adopted in D.19-07-015 and D.19-08-025.
 4. In the Tier 2 Advice Letter required in Ordering Paragraph #2, rate regulated electric, gas, communications, and water and sewer corporations subject to this Resolution may request authorization to track and recover incremental costs associated with complying with this resolution.
 5. The Emergency Customer Protections apply to residential and small business customers for up to one year from the date of this Resolution, with the option to extend.
 6. The electric, gas, communications, and water and sewer corporations subject to this resolution shall conduct community awareness and public outreach of the customer protection measures adopted in D.19-07-015 and D.19-08-025 consistent with the requirements of D.19-07-015, D.19-08-025, and D.20-03-004.³

The Commission also provided the following guidance with regard to community awareness and public outreach relating to these customer protections:⁴

In D.19-07-015 and D.19-08-025, we directed the utilities and communications service providers to raise awareness about the existence of the emergency customer protections before, during, and after a disaster so customers are prepared. In these decisions, we established a baseline set of required outreach and education activities to ensure ratepayers have robust awareness about the Commission's customer protections.⁵ Then in D.20-03-004 we adopted further in-language community outreach awareness and public outreach requirements before, during and after a wildfire for our regulated, investor-owned electrical utilities.⁶

For meaningful public impact during this COVID-19 crisis, we direct the utilities and communications service providers to conduct outreach of these protections to customers. Outreach and public awareness should

³ The requirements [i]n D.19-08-025 apply to the communications service providers. The requirements in D.19-07-015 and D.20-03-004 apply to the electrical corporations. The requirements of D.19-07-015 apply to the natural gas and Class A and Class B water corporations.

⁴ Res. M-4842 at 9-10.

⁵ D.19-07-015 at 35-37; *see also* D.19-08-025 at 39-42.

⁶ D.20-03-004 at 19-25.



be consistent with D.19-07-015, D.19-08-025, and D.20-03-004 regarding the type of service the various utilities and communications service providers offer.⁷ The utilities and communications service providers have flexibility in how they deliver messages about the customer protections ordered in D.19-07-015, D.19-08-025 and in the languages ordered in D.20-03-004 as long as the messages are designed to reach customers to the maximum extent and aid them in their understanding of these customer protections.

On February 11, 2021, the Commission adopted Resolution M-4849, *Authorization and Order Directing Utilities to Extend Emergency Customer Protections to Support California Customers through June 30, 2021, and to File Transition Plans for the Expiration of the Emergency Customer Protections*.⁸ Resolution M-4849 required the Investor-Owned Utilities (IOUs) to file a transition plan “to facilitate a smooth transition for customers when the Emergency Customer Protections are lifted.”⁹ In addition, OP 2 requires IOUs to demonstrate compliance with emergency customer protections through June 30, 2021:

2. Electric, gas, communications, and water corporations subject to this Resolution shall file a Tier 1 Advice Letter no later than 10 days after this Resolution’s approval demonstrating compliance with the extension of Emergency Customer Protections to June 30, 2021. Should any of the actions utilities are taking to implement Emergency Customer Protections need be revised from already disposed Resolution M-4842 Advice Letter compliance filings, or if certain customer protections were inapplicable during the pandemic and not already noted and accepted as such in prior filings, these revisions should be noted in the compliance Advice Letter to this Resolution. ... Water corporations shall serve copies of the Advice Letters to R.18-03-011 and R.17-06-024 proceeding service lists. ...¹⁰

On June 11, 2021, the Governor of California signed an Executive Order to extend emergency protections to September 30, 2021. Accordingly, on June 16, 2021 the Commission directed water and sewer utilities to also extend the Emergency Customer Protections and appropriate memorandum accounts through September 30, 2021.

⁷ The requirements in D.19-08-025 apply to the communications service providers. The requirements in D.19-07-015 and D.20-03-004 apply to the electrical corporations. The requirements of D.19-07-015 apply to the natural gas and Class A and Class B water corporations.

⁸ <https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M365/K448/365448995.PDF>

⁹ Res. M-4849 at 10.

¹⁰ Res. M-4849 at 33.



Discussion

This advice letter is intended to comply with the Commission's June 16, 2021 letter directing water and sewer utilities to extend the Emergency Customer Protections previously requested in Resolution M-4849, through September 30, 2021, and to extend appropriate memorandum accounts under Resolution M-4842, through September 30, 2021.

In response to the March 17, 2020 Letter from Executive Director Stebbins, Cal Water submitted AL 2379 on March 30, 2020 affirming the company's compliance with specific emergency customer protections and outreach activities in light of the COVID-19 pandemic.

On May 1, 2020, Cal Water submitted AL 2383 providing a more detailed response to address the seven items listed for water companies in Resolution M-4842, as well as Cal Water's outreach regarding those emergency customer protections.

- (1) Activation of the Catastrophic Event Memorandum Account (CEMA) effective to the date of the Governor's declaration of a state of emergency - March 4, 2020;
 - Cal Water is tracking the costs associated with COVID-19 using an accounting "product code," and sent a letter on April 1, 2020 informing Executive Director Stebbins that it was activating its CEMA for COVID-19 retroactively to March 4, 2020.
- (2) Make insurance claims on all costs and expenses incurred as a result of the pandemic, and credit insurance payments to the CEMA;
 - If Cal Water determines there have been losses related to COVID-19 that qualify for insurance recovery, Cal Water will file such insurance claims and credit any monies received to the CEMA.
- (3) Work cooperatively with affected customers to resolve unpaid bills, and minimize disconnections for non-payment;
- (4) Waive reconnection or facilities fees for customers and suspend deposits for customers who must reconnect to the system;
- (5) Provide reasonable payment options to customers;
 - Consistent with the Emergency Customer Protections described in Items 3, 4, and 5, above, Cal Water has been working with residential and small business customers to resolve unpaid bills, minimize disconnections for nonpayment, provide reasonable payment options, and waive all reconnection fees (Cal Water does not request deposits for initiation of service or charge fees for late payment.)
- (6) Waive bills for victims who lost their homes or if their homes are rendered uninhabitable; and



(7) 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.¹¹

- At this time, Cal Water does not believe that the customer protections described in **Items 6 and 7** are applicable to this emergency because the COVID-19 pandemic is not rendering homes uninhabitable in the manner discussed in D.19-07-015.

In addition, Cal Water has suspended shut-offs for nonpayment for all customers, consistent with Executive Orders N-42-20 (April 2, 2020) and N-08-21 (June 4, 2011) of Governor Newsom,¹² and worked to reconnect customers who had been disconnected for nonpayment since March 4, 2020 (and in some cases, since February 27, 2020). Cal Water is also maintaining the participant status of all customers in the Customer Assistance Program (CAP) without requiring recertification. The trend in CAP participation since the start of the pandemic can be seen in the monthly submissions of data filed in R.17.06-024. Cal Water's customer outreach about the emergency customer protections include the following:

- Cal Water is regularly updating local communities and customers as circumstances change.
- 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.¹³

With the year-end close of its financial accounting books, Cal Water is now in the process of determining which costs tracked in the CEMA may be incremental to those already in rates.

Requested Effective Date

Pursuant to the Commission's June 16, 2021 action letter, this is being filed as 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.

¹¹ Res. M-4842 at 6-7.

¹² <https://www.gov.ca.gov/wp-content/uploads/2020/04/4.2.20-EO-N-42-20.pdf> ; <https://www.gov.ca.gov/wp-content/uploads/2021/06/6.11.21-EO-N-08-21-signed.pdf>.

¹³ 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.



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 **June 24, 2021**, to competing and adjacent utilities and other utilities or interested parties having requested such notification. ***Please note that, consistent with the Commission’s guidelines for service during the COVID-19 pandemic, this advice letter will only be distributed electronically.***

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 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:



CALIFORNIA WATER SERVICE COMPANY

Advice Letter 2414, COVID-19 Customer Protections Compliance Filing #3

Page 8

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

A handwritten signature in cursive script that reads "Natalie Wales".

Natalie Wales
Director of Regulatory Policy and Compliance

cc: Syreeta Gibbs (Public Advocates Office of the CPUC)
PublicAdvocatesWater@cpuc.ca.gov



Antelope Valley District (Los Angeles Region)

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

GABE NEVAREZ, PUBLIC WORKS
MANAGER

City of Lancaster

615 West Avenue H
Lancaster, CA 93534
gnevarez@cityoflancasterca.org



Bakersfield District

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

DOUGLAS NUNNELEY

Oildale Mutual Water Company

P.O. Box 5368
Bakersfield, CA 93388
dnunneley@oildalewater.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@eastnilesd.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

Colin L. Pearce

Jolie-Anne S. Ansley

Alexandra B. Jones

Duane Morris LLP

One Market Plaza, Spear Tower, Suite
2200

San Francisco, Ca 94105-1127

cpearce@duanemorris.com

jsansley@duanemorris.com

BAJones@duanemorris.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

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

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

JEFF MONEDA, PUBLIC WORKS
DIRECTOR, CITY ENGINEER
Foster City City Hall
610 Foster City Blvd
Foster City, CA 94044
jmoneda@fostercity.org

DENNIS BOCH, DEPUTY DIRECTOR OF
MAINTENANCE & OPERATIONS
San Bruno Water Department
567 El Camino Real
San Bruno, CA 94066
dboch@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

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

TONY BRENNER, WATER DIVISION
SUPERVISOR
Town of Hillsborough
1600 Floribunda Ave
Hillsborough, CA 94010
tbrenner@hillsborough.net

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

JANET COPPINGER
County of Lake Special Districts
230 North Main
Lakeport, CA 95453
janet.coppinger@lakecountyca.gov

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

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

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



Bear Gulch District

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

CHRIS LAMMI, ASSISTANT PUBLIC
WORKS DIRECTOR
City of Menlo Park
701 Laurel St
Menlo Park, CA 94025
ctlammm@menlopark.org

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

ROBERT OVADIA
Town of Atherton
91 Ashfield Rd
Atherton, CA 94027
rovadia@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
philowe@menlopark.org



Chico District

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

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

EREN ROMERO, BUSINESS MANAGER
City of Menlo Park
701 Laurel St
Menlo Park, CA 94025
eromero@menlopark.org

NIKKI NAGAYA, PUBLIC WORKS
DIRECTOR
City of Menlo Park
701 Laurel St
Menlo Park, CA 94025
nhnagaya@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



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

ANDY DARLAK

City of Torrance Public Works
20500 Madrona Ave
Torrance, CA 90630
adarlak@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



East Los Angeles District

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

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

RICHARD GONZALES
City of Monterey Park
320 W Newmark Ave
Monterey Park, CA 91754
rgonzales@montereypark.ca.gov

GEORGE NORIEGA
City of Monterey Park
320 W Newmark Ave
Monterey Park, CA 91754
gnoriega@montereypark.ca.gov

KOREY BRADBURY
Montebello Land & Water Company
344 E Madison Ave
Montebello, CA 90640
korey@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
publicworks@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

DON MARSH
City of Tehachapi
115 S. Robinson St
Tehachapi, CA 93561
dmarsh@tehachapipw.com

TYLER NAPIER
City of Tehachapi
115 S. Robinson St
Tehachapi, CA 93561
tnapier@tehachapipw.com

SUSAN WELLS, ASSISTANT GENERAL MANAGER
Golden Hills Community Services District
P.O. Box 637
Tehachapi, CA 93581
gm@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



Kern River Valley District

ADVICE LETTER FILING MAILING LIST

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

ANDY DARLAK

City of Torrance Public Works

20500 Madrona Ave
Torrance, CA 90630
adarlak@torranceca.gov

AUDREY JACKSON, REGULATORY

AFFAIRS

Golden State Water Company

630 East Foodhill Blvd
San Dimas, CA 91773
afjackson@gswater.com

FRANK FENG, FINANCE DIRECTOR

City of Hawthorne

4455 W 126th St
Hawthorne, CA 90250
ffeng@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

Park Billing Company

P.O. Box 910
Dixon, CA 95620
parks@parkbilling.com

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



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

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

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

JOHN B. TANG, P.E.
San Jose Water Company
110 W. Taylor Street
San Jose, CA 95110
john.tang@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

MANSOUR NASSER
City of Sunnyvale, Water Dept.
P.O.Box 3707
Sunnyvale, CA 94088
mnasser@sunnyvale.ca.gov

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



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@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

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

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



Palos Verdes District (Los Angeles Region)

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



Selma District

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

ANDY DARLAK
City of Torrance Public Works
20500 Madrona Ave
Torrance, CA 90630
adarlak@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

CAROLYNN PETRU
City of Palos Verdes Estates
340 Palos Verdes Dr West
Palos Verdes Estates, CA 90274
Cpetru@pvestates.org

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

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

TRANG NGUYEN, DEPUTY DIRECTOR
City of Rancho Palos Verdes
30940 Hawthorne Blvd
Rancho Palos Verdes, CA 90275

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

CARLA DILLON
City of Lomita
P.O. Box 339
Lomita, CA 90717
c.dillon@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

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

TERESA GALLAVAN, CITY MANAGER
City of Selma, City Hall
1710 Tucker Street
Selma, CA 93662
teresag@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

MICHAEL CARBAJAL, DIRECTOR
City of Fresno, Department of Public Utilities
2600 Fresno St, Room 4019
Fresno, CA 93721
Michael.carbajal@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
vaguiar@sjgov.org

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

HARRY BLACK, 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

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@solanalafco.com

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



Travis District

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

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@dlr.mil

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



Travis District

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

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



Visalia District

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

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

LESUE 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



Willows District

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

JOHN ZHAO, P.E.

Las Virgenes Municipal Water District

4232 Las Virgenes Road

Calabasas, CA 91302

jzhao@lvmwd.com

URSULA BOSSON

Las Virgenes Municipal Water District

4232 Las Virgenes Road

Calabasas, CA 91302

ubosson@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

jocelynblisma@vrstd.com

California-American Water Company

4701 Beloit Dr

Sacramento, CA 95838

ca.rates@amwater.com

WAYNE PEABODY, INTERIM CITY

MANAGER

City of Willows Civic Center

201 N Lassen St

Willows, CA 95988

wpeabody@cityofwillows.org