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ALJ/RWH/mef 12/16/2021

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Application of California-American
Water Company (U210W) for
Authority to Establish its Authorized
Cost of Capital for the Period from
January 1, 2022 through
December 31, 2024.

Application 21-05-001

And Related Matters.

Application 21-05-002

Application 21-05-003

Application 21-05-004

**ADMINISTRATIVE LAW JUDGE'S RULING SETTING PUBLIC
PARTICIPATION HEARINGS AND RELATED INSTRUCTIONS**

This ruling sets the time and date for the remote public participation hearings (PPHs) in the consolidated cost of capital cases for California-American Water Company, California Water Service Company, Golden State Water Company, and San Jose Water Company using live streaming and telephonic services.

The PPH for California-American Water Company for Application (A.) 21-05-001, is scheduled for March 15, 2022, at 6:00 p.m.

The PPH for California Water Service Company for A.21-05-002, is scheduled for March 16, 2022, at 6 p.m.

The PPH for Golden State Water Company for A.21-05-003, is scheduled for March 17, 2022, at 6 p.m.

The PPH for San Jose Water Company for A.21-05-004, is scheduled for February 24, 2022, at 6 p.m.

This ruling also directs California-American Water Company, California Water Service Company, Golden State Water Company, and San Jose Water Company (Water Companies) to each provide customer notice via a bill insert of their respective remote PPH and provides related instructions for how the parties shall participate in the PPH.

These PPHs provide an opportunity for the customers of the Water Companies to communicate directly with the Commission regarding the respective authorized costs of capital and rate of return on utility operations for the 2022-2024 period.

While we remain committed to providing customers with a variety of accessible forums to provide input regarding the cost of capital Applications, at this time, it remains unclear when it will be safe to resume in-person public gatherings. With due consideration to these safety concerns, this ruling sets remote PPHs in these proceedings. Details regarding how to participate in the remote PPHs is described below. Written public comments may also be provided at any time during the proceeding using the “Add Public Comment” button on the “Public Comment” tab of the Docket Cards for these proceedings.

1. Public Participation Hearing Details:

Proceeding	Date	Time	Call-In Information
A.21-05-001 California American Water Company	3/15/22	6 p.m.	Phone Number: 800-857-1917 Pass Code: 1673482# Webcast: http://www.adminmonitor.com/ca/cpuc/
A.21-05-002 California Water Service Company	3/16/22	6 p.m.	Phone Number: 800-857-1917 Pass Code: 1673482# Webcast: http://www.adminmonitor.com/ca/cpuc/
A.21-05-003 Golden State Water Company	3/17/22	6 p.m.	Phone Number: 800-857-1917 Pass Code: 1673482# Webcast: http://www.adminmonitor.com/ca/cpuc/
A.21-05-004 San Jose Water Company	2/24/22	6 p.m.	Phone Number: 800-857-1917 Pass Code: 1673482# Webcast: http://www.adminmonitor.com/ca/cpuc/

2. Instructions to Observe

Anyone may observe the PPH via the webcast information provided above.

3. Instructions to Participate and Provide Comments

To provide public comment during the PPH, participants must use the toll-free telephone number and participant code noted above. When it is time for public comment, the Administrative Law Judge (ALJ) will make an announcement through the telephone line for those who wish to speak. Participants who wish to speak must then press “star” followed by “one” to alert the operator, who will then put the speakers into a queue, and who will then announce each speaker’s name one at a time when the speaker’s turn comes up.

4. Instruction for Bill Insert Notice

The Water Companies shall each promptly prepare a bill insert informing their customers of this PPH and provide a draft of the notice to the Commission’s Public Advisor’s Office for review. The draft insert shall inform the Water Companies’ customers about the upcoming remote PPH, including the purpose of the PPH, a summary of the relief that each is requesting in its Application, as well as the date, time, and how to participate in the streaming and telephonic services for the remote PPH. The Public Advisor’s Office may alter or require changes to any of the bill inserts. After the Public Advisor’s Office approves the language in each of the bill insert notices, each of the Water Companies shall mail its respective notice to all its customers.

5. Instruction for Rule 13.1 Notice

Pursuant to Rule 13.1(b) and (c) of the California Public Utilities Commission’s Rules of Practice and Procedure, each of the Water Companies shall also cause the approved notice to be published in one or more newspapers

of general circulation in its general service area not less than five days before the PPH. The notice must be published for a minimum of one day. The Water Companies shall also prominently post a notice of the PPH on their websites and in offices where customers meet a company customer service representative.

6. Instruction for Compliance Letter

The Water Companies shall each provide the Public Advisor's Office, not later than five days prior to the PPH, a letter verifying that it has complied with the customer notice requirement. The compliance letter shall state the date(s) notices were sent to customers, the method used, and the approximate number of customers notified. One copy of the actual notice shall be attached. The compliance letter shall also provide the dates and locations of the publication and posting.

7. Procedural Instructions to the Parties Prior to the PPH

- 1) Parties shall ensure that they have necessary audio/visual equipment, sufficient power/battery, and sufficient connectivity.
- 2) Each party will be afforded no more than five (5) minutes at the start of each PPH for their respective presentation. (Parties will find instructions concerning these presentations later in this ruling).
- 3) Each of the Water Companies shall identify and have available at least one employee knowledgeable about the Application and at least one senior customer service representative who shall be observing the PPH and standing by during and after the PPH to receive and respond to calls, if needed, to address individual customers' billing or service questions. The Water Companies shall provide the name, position, phone number, and e-mail address of their respective employees by January 27, 2022. This shall be provided to the

Service List, Eric.Sawyer@cpuc.ca.gov, and Stephen.St.Marie@cpuc.ca.gov.

- 4) The Subject Line of the e-mail shall state A.21-05-00X PPH Employee Information – where the X shall be replaced by the relevant proceeding designation for each of the respective Water Companies.
- 5) Each party will be limited to one speaker unless permission is granted by the assigned ALJ. Parties must request permission from the ALJ in writing by January 27, 2022. The parties shall also provide a justification why more than one speaker is necessary.

Required Actions:	Due By: January 27, 2022
<p>California-American Water Company shall identify and have available at least one employee knowledgeable about the Application and at least one senior customer service representative who shall be observing the PPH and standing by during and after the PPH to receive and respond to calls, if needed, to address individual customers’ billing or service questions.</p>	<p>California-American Water Company must provide the name of the employee, title, phone number, and e-mail address who will be available to answer questions during the PPH. This information must be provided via e-mail with the subject line of the e-mail stating: A.21-05-001 PPH Employee Information This shall be provided to the Service List, Eric.Sawyer@cpuc.ca.gov, and Stephen.St.Marie@cpuc.ca.gov.</p>
<p>California Water Service Company shall identify and have available at least one employee knowledgeable about the Application and at least one senior customer service representative who shall be observing the PPH and standing by during and after the PPH to receive and respond to calls, if needed, to address individual customers’ billing or service questions.</p>	<p>California Water Service Company must provide the name of the employee, title, phone number, and e-mail address who will be available to answer questions during the PPH. This information must be provided via e-mail with the subject line of the e-mail stating: A.21-05-002 PPH Employee Information This shall be provided to the Service List, Eric.Sawyer@cpuc.ca.gov, and Stephen.St.Marie@cpuc.ca.gov.</p>

<p>Golden State Water Company shall identify and have available at least one employee knowledgeable about the Application and at least one senior customer service representative who shall be observing the PPH and standing by during and after the PPH to receive and respond to calls, if needed, to address individual customers' billing or service questions.</p>	<p>Golden State Water Company must provide the name of the employee, title, phone number, and e-mail address who will be available to answer questions during the PPH. This information must be provided via e-mail with the subject line of the e-mail stating: A.21-05-003 PPH Employee Information This shall be provided to the Service List, Eric.Sawyer@cpuc.ca.gov, and Stephen.St.Marie@cpuc.ca.gov.</p>
<p>San Jose Water Company shall identify and have available at least one employee knowledgeable about the Application and at least one senior customer service representative who shall be observing the PPH and standing by during and after the PPH to receive and respond to calls, if needed, to address individual customers' billing or service questions.</p>	<p>San Jose Water Company must provide the name of the employee, title, phone number, and e-mail address who will be available to answer questions during the PPH. This information must be provided via e-mail with the subject line of the e-mail stating: A.21-05-004 PPH Employee Information This shall be provided to the Service List, Eric.Sawyer@cpuc.ca.gov, and Stephen.St.Marie@cpuc.ca.gov.</p>

8. Instructions to the Parties Concerning Required Presentations at the PPH

Parties are directed to prepare a brief presentation, which shall be no longer than five minutes on their positions and analysis of the Application for presentation during the PPH in this proceeding. If a party wishes, they may compose no more than two slides each, which they can use during their presentations.

Parties shall provide by e-mail to the Service List by January 27, 2022, with the name, position, e-mail, and phone number of the individual who will be

conducting the presentations. If the parties will be using a script at the PPH they shall also include a copy of the script.

Any slides used in the presentation shall be provided concurrently when submitting the name of the of the individual conducting the presentation. To ensure a smooth presentation at the PPH, Commission staff will control the presentation materials, at the direction of the party speakers. Please provide the materials by January 27, 2022, in Microsoft PowerPoint (preferred), Microsoft Word, or PDF format.

Parties shall also provide this information to Mr. Eric Sawyer at Eric.Sawyer@cpuc.ca.gov and Mr. Stephen St. Marie at Stephen.St.Marie@cpuc.ca.gov. The Subject Line of the e-mail shall state A.21-05-00X PPH Presentations – where the X shall be replaced by the relevant proceeding designation for each of the respective Water Companies.

Required Actions:	Due By: January 27, 2022
Parties shall provide the name, position, e-mail, and phone number of the individual who will be conducting the presentation. If the parties will be using a script at the PPH they shall also provide a copy of the script. If a party wishes to use any slides during their presentations, they shall also include no more than two slides as set forth above.	Parties shall provide the information set forth in the required actions on the left side of this table. This information must be provided via e-mail with the subject line of the e-mail stating the appropriate proceeding, <i>e.g.</i> , A.21-05-001 PPH Presentations This shall be provided to the Service List, Eric.Sawyer@cpuc.ca.gov , and Stephen.St.Marie@cpuc.ca.gov .

9. Procedural Instructions to the Parties on the Day of the PPHs

Any permitted speakers shall 1) call into the phone number listed above with the speaker code and 2) thereafter, log into the Webex link (and mute the Webex audio), at least 30 minutes prior to each PPH to address housekeeping

matters prior to going on the record. (The WebEx link and speaker code will be e-mailed to the permitted speakers no later than February 17, 2022, for the first PPH, and March 10, 2022, for the three PPHs to be held in March.)

- 1) Parties are further directed to adhere to the following ground rules for PPHs participation:
 - Mute yourself unless you are speaking.
 - Speak only when addressed by the ALJ.
 - The first time that you speak, please state and spell your name and identify whom you represent. Each subsequent time that you speak, please identify yourself each time before you begin speaking.
 - Do not interrupt or speak over one another.
 - Designated visible speakers must leave their camera on during their presentations.
 - The PPH will start with presentations from Commission staff or the ALJ regarding (a) participation in Commission proceedings and (b) the specific Application under consideration.
 - It is anticipated that the ALJ or the Public Advisor's Office will give the presentation on participation and that the parties will give their respective presentations regarding the Application beginning with the Applicant.
 - For audio or video technical issues with WebEx or the telephone line, parties may call the Help Line at 415-703-5263 for assistance. The Help Line will be available starting at 5:30 p.m. on the day of the PPH.

10. Procedural Instructions to Support Remote PPH

The court reporters will be relying on the audio from the Verizon telephone system, and not WebEx, to transcribe the PPH. To ensure a complete and accurate record, participants should comply with the following instructions:

- Speakers must identify themselves before speaking each time and state and spell their name the first time that they speak;
- Speakers must speak slowly, clearly, and one at a time; and
- Speakers should pause between statements during the PPH.

As this this an audio and video remote PPH which relies on technology to relay statements in verbatim format by those in attendance to the court reporter, (1) the reporter will be interrupting the speakers, if necessary, when there is/are inaudible statement(s) or portions thereof, and (2) the reporter will be inserting the word “inaudible” in the transcript when there is dropped, garbled, or otherwise indecipherable audio.

11. How Parties Should Indicate They Want to Speak at the PPH

Parties should speak only when addressed and called on by the ALJ.

To the extent that parties have an issue or question that they would like to raise, but that is not time-sensitive, the ALJ may inquire with the parties prior to the conclusion of the PPH as to whether there are any questions or unresolved issues that need to be addressed.

IT IS SO RULED.

Dated December 16, 2021, at San Francisco, California.

/s/ ROBERT HAGA

Robert Haga
Administrative Law Judge