



**FILED**

05/24/22

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A2201003

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

Application of SAN GABRIEL VALLEY WATER COMPANY (U337W) for Authority to Increase Rates Charged for Water Service in its Los Angeles County Division by \$10,791,000 or 13.1% in July 2023, \$4,847,000 or 5.2% in July 2024, and \$5,044,000 or 5.1% in July 2025, and in its Fontana Water Company Division by \$9,202,000 or 11.3% in July 2023, \$5,164,000 or 5.7% in July 2024, and \$5,281,000 or 5.4% in July 2025, and related relief.

Application 22-01-003

**RULING OF ADMINISTRATIVE LAW JUDGE SETTING  
REMOTE PUBLIC PARTICIPATION HEARINGS**

This ruling sets four remote public participation hearings (remote PPHs) on July 7, 2022 (at 2:00 p.m. and 6:00 p.m.), and July 11, 2022 (at 2:00 p.m. and 6:00 p.m.), in the general rate case Application (GRC Application) of San Gabriel Valley Water Company (San Gabriel Water), Application (A.) 22-01-003, and directs San Gabriel Valley Water to provide its customers with notice of the remote PPHs.

The remote PPHs are an opportunity for San Gabriel Water’s customers to communicate directly with the California Public Utilities Commission (Commission or CPUC) regarding the revenue and rate base changes proposed in San Gabriel Water’s GRC Application. While the Commission remains committed to providing customers with a variety of accessible forums to provide

input regarding the GRC Application, at this time, it remains unclear when it will be safe to resume public gatherings. With due consideration to these safety concerns, this ruling sets four remote PPHs in this proceeding.

Any member of the public may provide written public comments on the GRC Application by using the “Add Public Comment” button on the “Public Comment” tab at: [apps.cpuc.ca.gov/c/A2201003](https://apps.cpuc.ca.gov/c/A2201003)

### **1. How to View the Remote PPHs and Participate**

The four remote PPHs for the GRC Application of San Gabriel Water will be held as follows:

<b>Thursday, July 7, 2022, at 2 p.m. and 6 p.m.</b>
<b>Monday, July 11, 2022, at 2 p.m. and 6 p.m.</b>

These remote PPHs can be accessed as follows:

To listen and/or comment publicly: 1-800-857-1917  Passcode for English: 1767567# Passcode for Spanish: 3799627#  Press “*1” to alert the operator you want to speak.	To view online:  <a href="http://www.adminmonitor.com/ca/cpuc/">www.adminmonitor.com/ca/cpuc/</a>
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Updates and further information are available at: [www.cpuc.ca.gov/pph](http://www.cpuc.ca.gov/pph).

Any customer may observe the remote PPH via the webcast information provided above.

To participate and provide public comment, dial the toll-free telephone number and passcode noted above. When it is time for public comment, the Administrative Law Judge will make an announcement through the telephone line for those who wish to speak. Participants who wish to speak must then

press \*1 (star one) to alert the operator, who will line up the speakers one-at-a-time and announce each speaker's name at the allotted time.

The Commission's court reporters will transcribe/record the statements made during the hearings and post the transcripts on the Commission's website in the Docket Card for this proceeding, which may be accessed at:

[apps.cpuc.ca.gov/p/A2201003](https://apps.cpuc.ca.gov/p/A2201003)

## **2. Directives to San Gabriel Water**

### **A. Appearances at the PPHs**

San Gabriel Water shall provide the name, title, and telephone number of:

1. At least one designated senior customer service representative who can be reached by customers during the remote hearings for individual service or billing issues; and
2. At least one designated San Gabriel Water representative prepared to respond to specific questions about materials in the GRC Application.

This information shall be provided to the Commission's Public Advisor's Office no later than seven days before the July 7, 2022 PPH. This information may also be posted for the public during the hearings.

Each of the designated San Gabriel Water representatives must observe the remote PPHs and stand by during and after the remote PPHs to receive and respond to calls, if needed, and to address questions that individual customers may have about billing or service questions.

### **B. Notification to Customers**

Pursuant to Rule 13.1(b) and (c) of the Commission's Rules of Practice and Procedure (Rules), San Gabriel Water is directed to take, at a minimum, the below actions to ensure the customer notice regarding the four PPHs is distributed in a comprehensive matter:

- Post notice of the PPHs in at least one newspaper in each geographic region in its service territory. In a geographic region with a notable number of non-English speaking customers, post notice of the PPHs in a regional newspaper in those languages and secure radio advertising broadcasted in those non-English languages;
- Include notice of the PPHs in mailed bill to customers that currently receive bills via the United States Postal Service (see section 3);
- Send e-mail messages to all customers that have provided San Gabriel Water with an e-mail address. The *Subject line* of this e-mail must clearly advise the recipient of the PPHs to be held in this proceeding. The body of the e-mail must include the same information as approved by the Commission's Public Advisor's Office in the bill notice. The notice as an attachment is acceptable. The message shall not be combined with an e-mail electronic bill;
- Publicize the PPHs on all social media platforms used by San Gabriel Water;
- Post notice of the PPHs on San Gabriel Water's website in a prominent location so that customers can easily access the notice/information; and
- Ensure all the above communication methods are compatible with electronic or remote access and clearly state the remote hearings will not be held in-person or at a physical location.

### **C. Filings with the Commission**

Not later than seven days prior to the July 7, 2022 PPH, San Gabriel Water shall file and provide the Commission's Public Advisor's Office a letter verifying San Gabriel Water has complied with the above directives. This letter shall state the dates San Gabriel Water sent the referenced types of notices to customers, the methods used, and the approximate number of customers notified by each method. San Gabriel's filing shall also provide the dates and locations of

publication and posting. A copy of San Gabriel Water's customer notice shall be attached to this filing.

### **3. Customer Notice: Bill Insert**

San Gabriel shall prepare a bill insert notice informing its customers of the remote PPHs and provide a draft of the notice to the Commission's Public Advisor's Office within 10 days of the issuance of this ruling. The draft notice shall inform customers about the upcoming remote PPHs, including their purpose and a summary of the relief that San Gabriel Water requests in its GRC Application. The notice must provide the details about how to view the remote PPHs and how to participate. The Public Advisor's Office may alter or require changes to the bill insert notice. After the Public Advisor's Office approves the language in the bill insert notice, San Gabriel Water shall include the notice in the bills of all its customers, by mail and electronically per section 2.B.

### **4. Party Participation in PPHs**

Each party to the proceeding shall make a brief presentation at the start of each PPH, which shall be no longer than five minutes. Each party may also prepare no more than three slides for use during each presentation. Parties shall provide the name, position, e-mail address, and phone number of the individual who will be conducting the presentation, and any slides to be used during the presentation. This information shall be e-mailed to the service list and to the Commission's Public Advisor's Office at [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov) no later than seven days prior to the first remote PPH. A separate Webex link and speaker code will be emailed to each designated party presenter prior to the remote PPHs.

**IT IS ORDERED that:**

1. San Gabriel Valley Water Company shall provide a draft of the customer notice to the Public Advisor's Office of the California Public Utilities Commission (Commission) within ten days of the issuance of this ruling.

2. San Gabriel Valley Water Company shall file and provide the Public Advisor's Office of the Commission a letter verifying San Gabriel Water has complied with the directives in this ruling no later than seven days before the first public participation hearing.

3. All parties shall e-mail to the service list and to the Public Advisor's Office of the Commission at [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov) the name, position, e-mail address, and phone number of the individual who will be conducting the presentation no later than seven days before the first public participation hearing.

4. The final customer notice of San Gabriel Valley Water Company shall be provided to the Public Advisor's Office no later than seven days before the first public participation hearing.

Dated May 24, 2022, at San Francisco, California.

/s/ SUSAN LEE  
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Susan Lee  
Administrative Law Judge