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11:07 AM

A2401001

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

In the Matter of the Application of  
SAN JOSE WATER COMPANY  
(U168W) for an Order authorizing it to  
increase rates charged for water  
service by \$55,196,000 or 11.11% in  
2025, by \$22,041,000 or 3.99% in 2026,  
and by \$25,809,000 or 4.49% in 2027.

Application 24-01-001

**ADMINISTRATIVE LAW JUDGE’S RULING NOTICING PUBLIC  
PARTICIPATION HEARINGS**

This ruling sets two remote public participation hearings (PPHs) on June 13, 2024, at 2 pm. and 6 pm., in the application by San Jose Water Company (San Jose Water) for authorization to increase its revenue requirements and base rates effective January 1, 2025, and to further increase their revenue requirements in the 2026-2027 post-test years. This is a general rate case proceeding with a Test Year 2025. The main purpose of the PPHs is to provide opportunity for the utilities’ customers to communicate directly with the Commission regarding the proposed revenue and rate base changes. Public comments made at the PPHs are not evidence and are not the basis for deciding the outcome of this proceeding.

Details regarding how to participate in the remote PPH are provided below. San Jose Water Company shall take certain actions to further notice and facilitate public participation at these hearings.

## **1. Remote Public Participation Hearing**

The remote PPHs, which will be held on June 13, 2024, at 2 pm. and 6 pm. and can be viewed via the internet, or listened to via phone, with the information below. If you wish to make a public comment, please participate by dialing:

Toll-Free: 800-857-1917  
Public Access: 7032766#

The link below will provide the public access to the internet broadcast of on the day of the hearing:

<http://www.adminmonitor.com/ca/cpuc/>

The call-in line will run from 1:15 pm. to a (soft-scheduled) end of 8:30 pm. and sessions will be accessible using the information above.

## **2. General Participation Information**

Please note that a quorum of commissioners may attend but no decisions will be made or voted on at a public participation hearing.

Members of the public must use the in-person or phone number options to provide verbal comments. When it is time for comments, the presiding Administrative Law Judge (ALJ) will make an announcement. Participants using the phone options who wish to make a comment must follow the procedures, as directed above.

Public officials wishing to speak should provide their name, title, and governmental entity prior to speaking.

Based on the number of speakers wishing to provide comments, the ALJ may limit speakers' time so that all speakers have an opportunity to comment, and to conduct an efficient, respectful hearing.

The Commission's court reporters will record the statements made during the hearing and post the transcript on the Commission's website at the Docket Card for this proceeding.

If you need a language interpreter, please contact the Commission's Public Advisor's Office at least five business days before the hearing, using one of the following methods:

- Phone: 1-866-849-8390 (toll-free) or 1-415-703-2074
- Mail: CPUC Public Advisor's Office,  
505 Van Ness Avenue  
San Francisco, CA 94102
- E-mail: [Public.Advisor@cpuc.ca.gov](mailto:Public.Advisor@cpuc.ca.gov)

In addition to the June 13, 2024, PPHs, customers may submit written public comments at any time during the proceeding and read other public comments via the Commission's website at the Docket Card for this proceeding, using the Public Comment tab at:

<https://apps.cpuc.ca.gov/apex/f?p=401:65>

### **3. Directives to San Jose Water**

For the PPHs on June 13, 2024, San Jose Water shall provide the name, title, and telephone number of at least one senior customer service representative who can be reached by customers during the hearing for individual service or billing issues; and at least one representative capable and prepared to respond to specific questions about the material in the Application. San Jose Water shall provide this information to the Public Advisor's Office no later than seven days before the PPHs. This information may be posted for use by the public during the hearing.

#### 4. Public Notice

Pursuant to Rule 13.1(b) and (c),<sup>1</sup> San Jose Water must, at a minimum, take the actions listed below to ensure that customer notice regarding the PPHs is distributed in a comprehensive manner:

- 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 non-English languages;
- Include notice of the PPHs in mailed bill to customers that currently receive bills via the United States Postal Service;
- Send e-mail messages to all customers that have provided San Jose Water with an e-mail address and the subject line of this e-mail must clearly advise the recipient that this PPHs will 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. In addition, e-mail messages shall not be combined with an e-mail electronic bill but, instead, be sent separately from a customer's electronic bill;
- San Jose Water shall publicize the PPHs on all social media platforms it uses;
- SJW shall post notice of its PPHs on its website in a prominent location so that customers easily access the notice/information; and

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<sup>1</sup> Rule 13.1(b) and (c) provides as follows: (b) Whenever any electrical, gas, heat, telephone, water, or sewer system utility files an application to increase any rate, the utility shall give notice of any public participation hearing that may be set in the proceeding, not less than five nor more than 30 days before the date of the public participation hearing, to entities or persons who may be affected thereby, by posting notice in public places, which may include the website of the utility, and by publishing notice in a newspaper or newspapers of general circulation in the area or areas concerned, of the time, date, and place of hearing. Proof of publication and sample copies of the notices shall be filed within 10 days after publication. (c) In addition to the notice required by this rule, parties shall provide such notice of hearing as the presiding officer may designate.

- Ensure all the above communication methods are compatible with electronic or remote access and clearly state hearing can be accessed remotely.

Not later than seven days prior to the PPHs, San Jose Water shall file and provide the Commission's Public Advisor's Office a letter verifying that it has complied with the above directives. This letter shall state the dates when the referenced types of notices were sent to customers, the methods used, and the approximate number of customers notified by each method. San Jose Water shall also provide the dates and locations of publication and posting. A copy of its PPH notice shall be attached to this filing.

#### **5. Party Participation in the Public Participation Hearings**

Each party to this proceeding may make a brief 2-minute presentation at the start of each PPH session. Each party may also prepare no more than two slides for use during their presentations. Parties wishing to participate in the PPHs 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 assigned ALJ, copying the Service List, no later than seven days prior to the PPHs in which the party seeks to participate. For the remote PPHs, a separate Webex link and speaker code will also be emailed to each designated party presenter prior to the event.

#### **IT IS RULED that:**

1. The schedule for the remote access public participation hearings for San Jose Water Company's Application 24-0-001 for its test year 2025 general rate case is June 13, 2024, at 2 pm. and 6 pm.

2. San Jose Water Company shall provide customer notice via direct mailing or the Internet not less than five days before the June 13, 2024, public participation hearings. Where customer email addresses are available, San Jose Water Company shall also provide the notice through direct e-mail communication.

3. San Jose Water Company shall publish a notice of the June 13, 2024, public participation hearings in one or more local newspapers of general circulation in its service territory for seven consecutive days prior to, and including, the date and times of the two sessions.

4. San Jose Water Company shall prominently post a notice of the public participation hearings on its website and in all its offices where customers come into contact with a company customer service representative.

5. San Jose Water Company shall provide the Public Advisor's Office, not later than five days prior to the public participation hearings, a letter verifying that it has complied with the customer notice requirement.

6. San Jose Water Company shall have: one customer service representative available at each of the respective public participation hearings to answer any billing or service questions that individual customers may have; and one representative capable and prepared to respond to specific questions about the material in the Application. San Jose Water shall provide this information to the Public Advisor's Office no later than seven days before the public participation hearing.

7. If any active party in this proceeding wishes to present a brief summary (not to exceed 2 minutes each) of its position at the beginning of public participation hearing sessions (PPH), the party must inform the assigned

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Administrative Law Judge at least seven days prior to the June 10, 2024, date of the PPH and serve the request on the service lists to Application 24-01-001.

Dated March 26, 2024, at, at San Francisco, California.

/s/ DOUGLAS M. LONG

Douglas M. Long  
Administrative Law Judge