



ALJ/ABT/avs 11/15/2024

**FILED**

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

11/15/24

09:40 AM

A2407003

In the Matter of the Application of CALIFORNIA WATER SERVICE COMPANY (U60W), a California corporation, for an order: (1) Authorizing it to increase rates for water service by \$140,558,101 or 17.1% in test year 2026; (2) Authorizing it to increase rates on January 1, 2027, by \$74,162,564 or 7.7%; (3) Authorizing it to increase rates on January 1, 2028, by \$83,574,190 or 8.1% in accordance with the Rate Case Plan; and (4) Adopting other related rulings and relief necessary to implement the Commissions ratemaking policies.

Application 24-07-003

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

California Water Service Company (Cal Water) filed Application (A.) 24-07-003 with the California Public Utilities Commission (Commission) for authority to increase rates for water service by \$140,558,101 or 17.1% in test year 2026; to increase rates on January 1, 2027, by \$74,162,564 or 7.7%; and to increase rates on January 1, 2028, by \$83,574,190 or 8.1%.

In this ruling, the Commission sets two remote public participation hearings (PPHs) on Thursday, **January 23, 2025**, at 1:00 p.m. and 6:00 p.m. The main purpose of the PPHs is to provide opportunities for the utilities' customers to communicate directly with the Commission regarding the proposed revenue and rate base changes.

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

### **1. Remote Public Participation Hearings**

The remote PPHs, which will be held on Thursday, January 23, 2025, at 1:00 p.m. and 6:00 p.m., can be viewed via the internet, or listened to via phone, with the following public web links:

**Public Web Link for 1:00 P.M. Proceeding:**

<https://www.adminmonitor.com/ca/cpuc/hearing/20250123/>

**Public Web Link for 6:00 P.M. Proceeding:**

<https://www.adminmonitor.com/ca/cpuc/hearing/202501232/>

If you wish to make a public comment, please participate by dialing:

**Toll-Free Phone Number:**

1-800-857-1917

**Commenter Access:**

Public Access: 6032788#

Members of the public who want to listen only but not provide comments may do so by using the toll-free phone number above.

### **2. General Participation Information**

Though a quorum of commissioners may attend, please note that no decisions will be made or voted on at a PPH.

Members of the public must use the phone number option to provide verbal comments. When it is time for comments, the presiding Administrative Law Judge (ALJ) will make an announcement. Participants using the phone option who wish to make a comment should dial \*1 to be added to the queue.

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 PPHs on Thursday, January 23, 2025, 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=401:56:::RP,57,RIR:P5\\_PROCEEDING\\_SELECT:A2407003](https://apps.cpuc.ca.gov/apex/f?p=401:56:::RP,57,RIR:P5_PROCEEDING_SELECT:A2407003)

### **3. Directives to Cal Water**

For the PPHs on Thursday, January 23, 2025, Cal 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 A.24-07-003. Cal 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) of the Commission's Rules of Practice and Procedure (Rules), Cal 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;
- Include notice of the PPHs in mailed bills to customers that currently receive bills via the United States Postal Service, and send direct mailers to those same customers where the requirement for notice of not less than 5 days before and not more than 30 days in advance of the PPH cannot be met by the bill insert;
- Send email messages to all customers that have provided Cal Water with an email address and the subject line of this email must clearly advise the recipient that these PPHs will be held in this proceeding. The body of the email must include the same information as approved by the Commission's Public Advisor's Office in the bill notice. In addition, email messages shall not be combined with an email electronic bill but, instead, be sent separately from a customer's electronic bill;
- Cal Water shall publicize the PPHs on all social media platforms it uses;
- Cal Water shall post notice of its PPHs on its website in a prominent location so that customers may easily access the notice/information; and
- Ensure all the above communication methods are compatible with electronic or remote access and clearly state hearing can be accessed remotely.

- No later than five days before the PPHs, Cal 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. Cal Water shall also provide the dates and locations of publication and posting. Copies of its PPH notices shall be attached to this filing.

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

Each party to this proceeding may make a brief two-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. This information shall be e-mailed to the assigned ALJ, copying the service list and the Public Advisor's Office ([public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov)), no later than seven days before the PPHs. Any slides to be used by the presenters should be e-mailed directly to [Eric.Sawyer@cpuc.ca.gov](mailto:Eric.Sawyer@cpuc.ca.gov) no later than seven days before the PPHs.

The Commission will e-mail a separate web link and speaker code to each designated party presenter prior to the PPHs.

**IT IS RULED that:**

1. The remote access public participation hearings for California Water Service Company's Application 24-07-003 are scheduled for Thursday, **January 23, 2025**, at 1:00 p.m. and 6:00 p.m.
2. California Water Service Company (Cal Water) shall provide customer notice via direct mailing or bill insert not less than five days before and not more than 30 days in advance of the Thursday, January 23, 2025

public participation hearings. Where customer email addresses are available, Cal Water shall also provide the notice through direct email communication.

3. California Water Service Company (Cal Water) shall publish a notice of the Thursday, January 23, 2025 public participation hearings (PPHs) in one or more local newspapers of general circulation in each geographic region in its service territory. In geographic regions with a notable number of non-English speaking customers, Cal Water shall also publish a notice of the PPHs in a regional newspaper in those languages.

4. California Water Service 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. At a minimum, the notices discussed above shall include the date, times, web links, and call-in information of the two sessions of public participation hearings taking place on Thursday, January 23, 2025, at 1:00 p.m. and 6:00 p.m.

6. In addition to the notice required by this ruling, California Water Service Company shall give notice of the public participation hearings in the manner required by Rule 13.1(b) of the Commission's Rules of Practice and Procedure.

7. No later than five days before the Thursday, January 23, 2025 public participation hearings, California Water Service Company shall provide the Public Advisor's Office a letter verifying that it has complied with the customer-notice requirement.

8. At each of the respective public participation hearings (PPHs) California Water Service Company (Cal Water) shall ensure the attendance of the following: (i) one customer service representative available to answer any billing or service questions that individual customers may have; and (ii) one representative capable and prepared to respond to specific questions about the material in

Application 24-07-003. Cal Water shall provide this information to the Public Advisor's Office no later than seven days before the PPHs.

9. If any active party in this proceeding wishes to present a brief summary (not to exceed two minutes per party) of its position at the beginning of one or both of the public participation hearings (PPHs), this information shall be emailed to the assigned Administrative Law Judge at least seven days prior to the Thursday, January 23, 2025 PPHs, copying the official Service List for Application 24-07-003 and the Public Advisor's Office ([public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov)). Moreover, if the party also wishes to use one or two slides during their presentation, those slides shall be e-mailed directly to [Eric.Sawyer@cpuc.ca.gov](mailto:Eric.Sawyer@cpuc.ca.gov) no later than seven days before the PPHs.

Dated November 15, 2024 at, at Sacramento, California.

/s/ ALBERT T. ROSAS  

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Alberto T. Rosas  
Administrative Law Judge