



BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

FILED

08/18/25

04:59 PM

C2508017

Michael and Katrina Berube,

Complainants,

vs.

California Water Service (U60W),

Defendant.

Case

Complaint
(Rule 4.2)

COMPLAINANTS	DEFENDANT
Michael and Katrina Berube 40 Paso del Arroyo Portola Valley CA 94028 T: 650-678-9290 E-mail: michael@berube.com	California Water Service (U60W) Attn: Natalie Wales, Director of Rates 1720 North First Street San Jose CA 95112 T: 408-367-8566 E-mail: nwales@calwater.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

Michael and Katrina Berube
40 Paso del Arroyo
Portola Valley, CA 94028

COMPLAINANT(S)

vs.

California Water
Service

(B)

Bear Gulch Center
3525 Alameda
Menlo Park, CA
94025

DEFENDANT(S)

(Include Utility "U-Number", if known)

ORIGINAL

(C)

Have you tried to resolve this matter informally with
the Commission's Consumer Affairs staff?

☒ YES ☐ NO

Has staff responded to your complaint?

☒ YES ☐ NO

Did you appeal to the Consumer Affairs Manager?

☒ YES ☐ NO

Do you have money on deposit with the
Commission?

☐ YES ☒ NO

Amount \$ _____

Is your service now disconnected?

☐ YES ☒ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Michael Berube	40 Paso del Arroyo, Portola Valley, CA 94028	650-678-9290
Katrina Berube	40 Paso del Arroyo, Portola Valley, CA 94028	650-745-5805

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
California Water Service	3525 Alameda, Menlo Park, CA 94025	650-558-7800

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

Please see attached Notes and supporting documentation.

California Water Service is placing the primary burden of a natural disaster upon a customer that amounted to approx. \$30,000 water bill by their mis-use and interpretation of Rule No.16 A2.a.(1) titled, Service Connections, Meters and Customer's Facilities. I contend California Water Service categorization of a water release as a "leak" and "maintenance issue" in order to fit their Rule No. 16 was their dismissal of a more serious natural disaster that occurred. Their dismissal puts an unfair financial impact on me by their inequitable measurement of responsibility placed upon me. This broken water pipe resulted in a financial loss and not water usage by me. This event should be categorized as a natural disaster and treated differently than how they have handled their findings.

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☐ YES ☐ NO

(3) ☐ Regular Complaint ☐ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

Provide my wife and I financial relief of \$20,000 above and beyond the \$1,800 we have paid to date.

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	any available date
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

N/A

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

Provide me wife and I financial relief of \$20,000 above and beyond the \$1,800 we have paid to date.

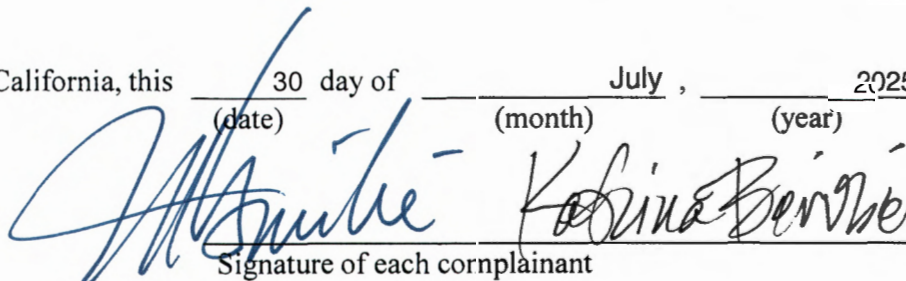
(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

michael@berube.com

(J)

Dated Portola Valley, California, this 30 day of July, 2025
(City) (date) (month) (year)


Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)

REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	N/A
Address:	
Telephone Number:	
E-mail:	
Signature	

VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on 7/30/2025, at Portola Valley, California
(date) (City)


(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office

505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

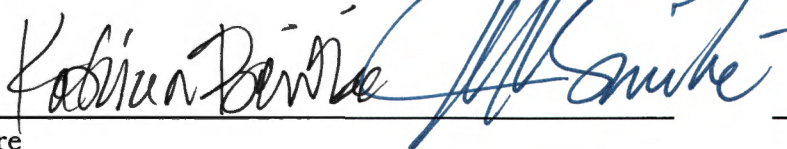
PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.

Signature



Date

7/30/2025

KATRINA BERUBE

Michael Berube

Print your name

Michael & Katrina Berube
40 Paso del Arroyo
Portola Valley, CA 94028

August 4, 2025

California Public Utilities Commission
Attn: Docket Office
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

Re: Commision File No: 684248 Formal Complaint with California Water Service

To Whom it Concerns:

Please excuse my awkward efforts in trying to comply with the CPUC procedures when filing this Formal Complaint. After much effort trying to file this Complaint On-Line, the process was overwhelmingly difficult and complicated even with the assistance of a Public Advisor over the phone. We've made our best effort to comply with the CPUC procedures knowing the workload when dealing with submittals that fall short and incomplete in order to render any reasonable response.

Enclosed are the following items:

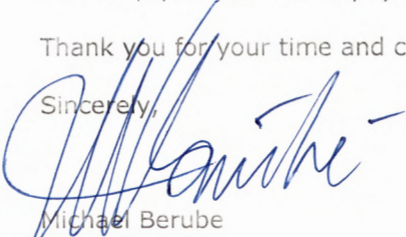
1. Executed Formal Complaint Form
2. Copy of Rule 16- Service Connections, Meters and Customer's Facilities
3. Document dated 3/27/25 to CPUC for Account No. 78589666666 (Bear Gulch)
4. Document dated 6/18/25 from Janna O'Meara, Bear Gulch Office for California Water Service
5. Document dated 6/23/25 to Janna O'Meara in response to her 6/18/25 letter
6. Document dated 6/30/25 from PUC
7. Document dated 7/8/25 to Janna O'Meara in response to the PUC letter
8. Document dated 7/15/25 from PUC Informal Appeal denied.
9. 2025 Water bills January - July 2025
10. 2024 Water bills July - October 2024

According to Rule No.16 A.2.a.(1) Service Connections, Meters and Customer's Facilities, it is a homeowner's responsibility to maintain water lines. California Water Service is being unfair by their interpretation and application of Rule No.16 to a natural disaster/accident which is completely unequitable. This paragraph does not address accidents caused by a natural disaster in Rule. No.16. The fact of the matter is a large tree fell during a wind and rainstorm on an outdoor water bib, that was properly maintained and continues to be maintained, evidenced by actual historical monthly water use records, monthly invoices, and repairs. The March 2024 water release was not a maintenance issue. California Water Service is misinterpreting and twisting the actual incident as a "leak" which is unfair and deserves my appeal for fairness. California Water Service based their decision on a mistaken interpretation of Rule No. 16, which specifically addresses repair/maintenance, not a natural disaster. The water release was not detected by California Water Company for 30 days until they read the meter and because they did not install a Smart Meter. The damaged pipe was on the rear acre of my property unable to be readily noticed. The water released was not used intentionally for individual use or for my landscaping and therefore I did not benefit in any way from this excessive water because it only ran into an off-site seasonal drainage creek. My wife appealed to California Water Service to install immediately after the discovery of the broken bib a California Smart Meter Reader. The mistake I contend being made by California Water Service is their categorization of this event as a "leak", and "maintenance issue" in order to fit their Rule 16 A.2.a (1). It should be categorized as a natural disaster. Their position is not accurate or the true facts, and my complaint should be given more serious sensitivity as an unfortunate natural disaster. Their denial dismisses this event was an act of God and not any negligence on my part. My average water bills during 2024 were \$1,072.07 and in 2025 the average has been \$685.00 per month; not \$30,000 in a 30-day period (March 2024) which I was bill for during a Non-Peak Month.

Placing the primary responsibility of a \$30,000+ water bill on me to pay is unfair and defining the natural disaster without merit. Without any explanation, California Water did waive \$6,931.45 based upon an arbitrary calculation and placing approximately 80% of the financial burden on me. The relief I am requesting is a total additional payment which I am prepared to pay in one-(1) lump sum of \$4,250 for a total payment of \$6,050 as of July 2025.

Thank you for your time and consideration in reviewing this very important issue for my family.

Sincerely,



Michael Berube
650-678-9290

Rule No. 16 – Service Connections, Meters, and Customer’s Facilities

(N)

A. General

1. Utility’s Responsibility

- a. In urban areas with dedicated front streets, rear service roads, or public utility easements the utility will furnish and install the service pipe, curb stop, meter, and meter box at its own expense for the purpose of connecting its distribution system to the customer’s piping, except for temporary services and as otherwise provided in Rule 15, Main Extensions. The service connection, curb stop, meter, and meter box will be installed at a convenient place between the property line and the curb, or inside the customer’s property line where necessary.

In areas which do not have dedicated front streets, rear service roads, or public utility easements, the utility will furnish and install the service pipe, curb stop, meter, and meter box as above provided but at a convenient point on or near the customer’s property except for service beyond the service area.

- b. The service connection will determine the point of delivery of water service to the customer.

2. Customer’s Responsibility

a. Condition Precedent to Receiving Service

The customer as a condition precedent to receiving service shall:

- (1) Furnish and lay the necessary piping to make the connection from the service connection to the place of consumption and shall keep such piping in good repair in accordance with such reasonable requirements of the utility as may be incorporated in its rules herein.
- (2) Provide a main valve on the piping between the service connection and the point of customer use.
- (3) Where service is rendered at or near the service area boundary for use beyond the service area, install, operate, and maintain the facilities necessary to provide service.

(N)

(continued)

Advice Letter # 1
Decision # 16-01-047

Issued By
Kirk M. Knudsen
Name
President
Title

Date Filed April 4, 2016
Effective April 4, 2016
Resolution # _____

Rule No. 16 – Service Connections, Meters, and Customer’s Facilities (continued)

(N)

- b. The customer’s piping shall extend to that point on the curb line or property line of easiest access to the utility from its existing distribution system or requiring the least extension of the existing distribution main. The utility shall be consulted before installation thereof and its approval of location secured.

3. Ownership and Absence of Rental Obligation Where Facilities Are on Premises of Customer.

- a. The service pipe, curb stop, meter, and meter box furnished by or on behalf of the utility at its own expense and located wholly or partially upon a customer’s premises are the property of the utility.
- b. No rent or other charge will be paid by the utility where the utility-owned service facilities are located on a customer’s premises.

4. Access to Premises of Customer

- a. The utility shall at all reasonable hours have access to meters, service connections, and other property owned by it which may be located on customer’s premises for purposes of installation, maintenance, operation, or removal of the property at the time service is to be terminated. The customer’s system should be open for inspection at all reasonable times to authorized representatives of the utility.
- b. Any inspection work or recommendations made by the utility or its agents in connection with plumbing or appliances or any use of water on the customer’s premises, either as a result of a complaint or otherwise, will be made without charge.

5. Responsibility for Loss or Damage

- a. The utility will not be responsible for any loss or damage caused by any negligence or wrongful act of a customer or of a customer’s authorized representatives in installing, maintaining, operating, or using any or all appliances, facilities, or equipment for which service is supplied.
- b. The customer will be held responsible for damage to utility’s meters and other property resulting from the use or operation of appliances and facilities on customer’s premises, including, but not limited to damage caused by steam, hot water, or chemicals.

(N)

(continued)

Advice Letter # 1
Decision # 16-01-047

Issued By
Kirk M. Knudsen
Name

President
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Date Filed April 4, 2016
Effective April 4, 2016
Resolution # _____

Rule No. 16 – Service Connections, Meters, and Customer’s Facilities (continued)

(N)

B. Services

1. Charge for Service Connections

Except as provided in subparagraphs a., b., or c. below, the utility shall make no charge to a customer for making a service connection except in case of connections for private fire protection service, connections for temporary service, changes made at the request, and for the convenience of the customer, where additional connections are requested because of divisions of land ownership when the land before division was receiving service, and as otherwise provided in the utility’s main extension rules.

a. Individual Customer Connection Fee

A Class C or Class D utility, or a Class A or Class B utility district or subsidiary serving 2,000 or fewer connections, may accept from individual customers amounts in contribution as a connection fee calculated pursuant to the Commission’s Connection Fee Data Form contained in the utility’s tariffs.

- b.** In lieu of paying the connection fee, an applicant for a service connection may retain a licensed contractor, qualified in the judgment of the utility, to install the service connection. Cost to the utility of inspection and supervision of the installation, including gross-up for tax required by a contribution, shall be paid by the applicant. The applicant shall provide the utility with a statement of actual construction cost in reasonable detail. The amount shall be treated as contribution by the utility. The installation shall be in accordance with plans and specifications of the utility.

c. Individual Customer Facilities Fee

A Class C or Class D utility, or a Class A or Class B utility district or subsidiary serving 2,000 or fewer connections, may accept from individual customers amounts in contribution as a facilities fee calculated pursuant to tariff approved by the Commission.

(N)

(continued)

Advice Letter # 1
Decision # 16-01-047

Issued By
Kirk M. Knudsen
Name

President
Title

Date Filed April 4, 2016
Effective April 4, 2016
Resolution # _____

Rule No. 16 – Service Connections, Meters, and Customer’s Facilities (continued)

(N)

2. Size of Service Pipe

- a. The minimum size of service pipe installed by the utility will not be less than ¾-inch nominal size.
- b. The utility may require the customer to provide such data as may be necessary for the utility to properly size a service larger than ¾-inch nominal size consistent with pressure requirements.

3. Installation

Only duly authorized employees or agents of the utility (or contractors, upon approval of the utility) will be permitted to install a service pipe from the utility’s main to the location of the service connection. The connection from the meter to the customer’s piping will be made by the utility; provided, however, that if the customer’s piping requires repair or replacement, the connection may, at the option of the utility, be made by the customer or his agent.

C. Cross Connections

1. Protective Regulation

No physical connection between the potable water supply system of the public utility and that of any other water supply or source of actual or potential contamination will be permitted except in compliance with the regulations of the State Department of Public Health contained in Title 17, Sections 7583-7605 of the California Code of Regulations under “Regulations Relating to Cross-Connections.”

2. Backflow Preventers Required

The utility will evaluate the degree of potential health hazard to the public water supply which may be created as a result of conditions existing on a user’s premises. As a minimum, the evaluation will consider: the existence of cross-connections, the nature of materials handled on the property, the probability of a backflow occurring, the degree of piping system complexity, and the potential for piping system modification.

(N)

(continued)

Advice Letter # <u>1</u>	Issued By <u>Kirk M. Knudsen</u> Name	Date Filed <u>April 4, 2016</u>
Decision # <u>16-01-047</u>	<u>President</u> Title	Effective <u>April 4, 2016</u>
		Resolution # _____

Rule No. 16 – Service Connections, Meters, and Customer’s Facilities (continued)

(N)

The utility will require the installation of approved backflow preventers of required type under any of the following conditions:

- a. Where a fresh water supply which has not been approved by the State Department of Health Services already available from a well, spring, reservoir or other source. If the customer agrees to abandon this other supply and agrees to remove all pumps and piping necessary for the utilization of this supply, the installation of backflow preventers will not be required.
- b. Where salt water, or water otherwise contaminated, is available for industrial or fire protection purposes at the same premises.
- c. Where the premises are or may be engaged in industrial processes using or producing process waters or liquid industrial wastes, or where the premises are or may be engaged in handling sewage or any other dangerous substances.
- d. Where fresh water hydrants or other outlets are or may be installed on piers or docks.
- e. Where the circumstances are such that there is special danger of backflow of sewage or other contaminated liquids through plumbing fixtures or water-using or treating equipment, or storage tanks and reservoirs.
- f. Premises that have internal cross-connections that are not abated to the satisfaction of the utility or health agency.
- g. Premises where cross-connections are likely to occur and entry is restricted so that cross-connection inspections cannot be made with sufficient frequency or at sufficiently short notice to assure that cross-connections do not exist.
- h. Premises having a repeated history of cross-connections being established or re-established.

3. Type and Expense of Backflow Preventers

Any backflow preventer utilized shall be of the type and design specified and approved for the circumstances in Section 7604, Title 17 of the California Code of Regulations, except that a customer may utilize an approval backflow preventer providing greater protection than required by Section 7604. Such backflow preventers shall be installed by and at the expense of the customer, in a manner approved by the utility and the public health agency having jurisdiction. Backflow preventers shall be installed as close as practical to the customer’s connection to the utility and in a location which is readily available for periodic inspection.

Backflow preventers shall be tested, repaired, or replaced at the expense of the customer.

(N)

(continued)

Advice Letter #	<u>1</u>	Issued By	<u>Kirk M. Knudsen</u>	Date Filed	<u>April 4, 2016</u>
Decision #	<u>16-01-047</u>		Name	Effective	<u>April 4, 2016</u>
			President	Resolution #	<u></u>
			Title		

Rule No. 16 – Service Connections, Meters, and Customer’s Facilities (continued)

(N)

4. Periodic Testing of Backflow Preventers

Whenever a backflow preventer is installed, relocated, or repaired, the customer shall have it tested by persons who have demonstrated their competency in testing of these preventers to the utility or health agency. Backflow preventers shall be tested at least annually or more frequently if determined to be necessary by the health agency or utility. The utility shall notify the customer when testing of backflow preventers is needed. The notice shall give the date when the test must be completed. Reports of testing and maintenance shall be maintained by the utility for a minimum of three years.

5. Refusal to Serve or Discontinuance of Service

The utility may refuse or discontinue service:

- a. Until there has been installed on the customer’s piping an approved backflow preventer of the required type, if one is required.
- b. Where the utility has been denied access to the customer’s premises to make an evaluation.
- c. Where the customer refuses to test a backflow preventer, or to repair or replace a faulty backflow preventer.
- d. Where there is a direct or indirect connection between the public water system and a sewer line.
- e. Where there is an unprotected direct or indirect connection between the public water system and a system or equipment containing contaminants.
- f. Where there is an unprotected direct or indirect connection between the public water system and auxiliary water system.
- g. Where there is a situation which presents an immediate health hazard to the public water system.

(N)

(continued)

Advice Letter # 1
Decision # 16-01-047

Issued By
Kirk M. Knudsen
Name

President
Title

Date Filed April 4, 2016
Effective April 4, 2016
Resolution # _____

Rule No. 16 – Service Connections, Meters, and Customer’s Facilities (continued)

(N)

6. Pumps and Boosters

When a customer receiving service at the utility’s main or service connection must, by means of a pump of any kind, increase the pressure of the water received, the pump shall not be attached to any pipe directly connected to the utility’s main or service pipe. Such pumping or boosting of pressure shall be done, at the option of the utility, either:

- a. From a sump, cistern, or storage tank which must be served through an air gap connection, or
- b. From a combination of an approved backflow preventer plus a device approved by the water utility to prevent the booster pump from drawing the utility’s system pressure below 20 p.s.i.g.

This requirement shall not apply to American Water Works Association (AWWA) Class 2 Fire Protection Systems, except as provided for in the Information Bulletin issued by the Office of State Fire Marshal on December 10, 1984.

AWWA Class 2 Fire Protection Systems have direct connections from public water mains only; no pumps, tanks, or reservoirs, except that booster pumps may be installed in the connections from the street mains to the fire protection systems; no physical connection from other water supplies; no antifreeze or other additives of any kind; all sprinkler drains discharging to atmosphere, dry wells, or other safe outlets.

(N)

Issued By

Advice Letter # 1

Kirk M. Knudsen

Date Filed April 4, 2016

Decision # 16-01-047

Name

Effective April 4, 2016

President

Title

Resolution # _____

Michael Berube
40 Paso del Arroyo
Portola Valley, CA 94028

COPY

March 27, 2025

CPUC Public Advisor's Office
505 Van Ness Avenue
San Francisco, CA 94102

Re: Account Number 78589666666 (Bear Gulch)
40 Paso del Arroyo, Portola Valley, CA
Accident causing high water bill

To whom it concerns:

The purpose of this letter is not to complain but to request an appeal of the California Water decision to have my wife and I absorb such a high-water bill caused by an accident. We are senior citizens unable to absorb such an expense.

Early 2024, a rain & windstorm caused a large redwood tree to fall on one of our water bibs without our knowledge and subsequently allowing a 2" pipe to break and release water into the adjacent creek for approximately 30 days. When California Water inspector came to take the Meter Reading, he immediately informed my wife there was a water leak. My wife and he found the leak together and the water was turned off immediately. Repairs were made to the pipe within 24 hours and the water turned back on.

My wife spoke to California Water representative and was told this problem would be reviewed and a decision would be made by California Water staff. Subsequently, when we received the next month's water bill we were shocked to see the amount of (*I frankly forgot the exact \$\$*) a little more than \$30K. My wife called California Water and was told they have evaluated the accident, and they agreed to discount the water bill by about \$6K. After expressing frustration and stress this bill was causing, California Water representative said to just pay something each month and agreed to not turn off the water if the bill was not paid in full. He also suggested to call our insurance company.

Our insurance company said they will not cover the property damage because the insurance adjuster inspected the repaired water bib after it was

Michael Berube
40 Paso del Arroyo
Portola Valley, CA 94028

repaired. But more importantly, the insurance company said they will not cover the financial loss relating to a California Water invoice.

In desperation, we shared our circumstances with friends and learned California Water has a policy under similar circumstances where they average the prior three-(3) months of water usage and bill the customer for that amount as a one time arrangement. I've enclosed copies of several water bills for your review to verify our average water usage.

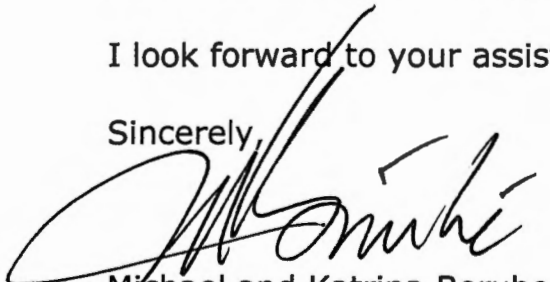
The fact that this unfortunate accident cause water to be released for 30 days without our knowledge or detection is a hardship. We feel it is not fair for California Water to expect a customer to absorb such a high-water bill with a current balance of \$24,885.16, since it was the result of an accident. There was no negligence on our part, or, benefit received.

Beyond the water bill, we anticipate West Bay Sanitation District will calculate a penalty for going above our residential water allocation given the extraordinary high-water usage by adding their assessment charge on our 2024-2025 Tax bill.

We would like any assistance in appealing to California Water and asking them to revisit this water usage accident mindful that we could be looking at about 8 years to pay it off (@ the rate of \$300 per month) based upon my wife's discussion with a representative of California Water.

I look forward to your assistance.

Sincerely,



Michael and Katrina Berube
650-678-9290



CALIFORNIA WATER SERVICE

Bear Gulch District 3525 Alameda De Las Pulgas, Suite A
Menlo Park, CA 94025 Tel: (650) 561-9709

June 18, 2025

Michael and Katrina Berube
40 Paso del Arroyo
Portola Valley, CA 94028

Re: Account number 7858966666

Dear Mr. and Mrs. Berube,

I am responding to your recent contact with the California Public Utilities Commission and your request for additional assistance related to the high bill you received in March 2024.

Although Cal Water is not required to assist with high bills due to leaks, Cal Water was able to approve a credit for the high bill in the amount of \$6,931.45. Operating rule 16 A2. A. (1). approved by the CPUC, advises that it is the homeowners responsibility to maintain their water lines. I do empathize with your situation here and although more credit cannot be issued to your account, I can offer additional assistance in other forms:

- 1) I can move your account to a 24-month payment plan with no additional fees or interest. With the current balance of \$24,451.00, this will come out to \$1,018.79 per month in addition to the current monthly charges
- 2) Cal Water is offering a free irrigation tune-up program. Since your monthly water consumption during the summer is still very high, you can take advantage of this free program by enrolling at www.calwater.com/conservation. A contractor will come to your home and find the inefficiencies in the irrigation system and then with your permission, make improvements to your irrigation system at no additional cost to you.
- 3) The county also offers various programs to assist with home repair or high bills. You can find more information at <https://www.cityofsanmateo.org/3895/Home-Repair-Programs>

Please feel free to reach out to me if you are interested in the payment plan or irrigation tune-up program or if you have any additional questions.

Take care,

Janna O'Meara
Regional Customer Service Manager
California Water Service
650-558-7800



Michael Berube
40 Paso del Arroyo
Portola Valley, CA 94028

COPY

Janna O'Meara
Regional Customer Service Manager
CALIFORNIA WATER SERVICE
3525 Alameda De Last Pulgas, Suite A
Menlo Park, CA 94028

June 23, 2025

Re: Account Number 78589666666 (Bear Gulch)
40 Paso del Arroyo, Portola Valley, CA
Natural Disaster resulting in an excessive bill

Dear Ms. O'Meara:

I do appreciate the attention you have given this matter and the phone call you made last week informing me about California Water's efforts to date.

Your letter dated June 18, 2025, refers to a \$6,931.45 credit to my water bill; thank you. But this incident requires more sensitive review. My water bill was evidently low for a 6-month period prior to this incident and then shot through the roof in March 2024; and then dropped down again when the repair was made. This is not merely a high bill but rather an expense that will cause financial hardship to my family. The cause was a natural disaster not a "leak", nor "improper maintenance", and was beyond my control. The damage to my water pipe was the result of a tree falling on a 2" pipe-water bib.


I am vigilant in maintaining my property, which includes the infrastructure of the irrigation system. I was unaware the water was pouring out of the 2" pipe for 30 days before it was discovered by a California Water meter reader. The smashed water bib is located in the rear acre of my 2.64-acre real estate parcel not visible from my home on the rear corner of the edge of the lot. Immediately upon being informed of the water pipe damage, I hired a professional landscape plumber to make the repairs. [I have already spent over \$4,000 to tune-up the entire irrigation system, before learning of your recommendation to take advantage of a free irrigation tune-up conservation program. I also spent \$8,600 to install a new valve to shut-off the irrigation system as needed and reduce the water pressure to reduce the stress on the pipes].

My frustration is that my issue should not be characterized as a "high bill" or caused by "improper maintenance" nor a "leak". It is a much larger problem than these standardized categories; it truly should be treated as a special circumstance review investigation.

It is important to stress under the current monthly payment of \$300.00, this natural disaster to my water pipe that occurred in March 2024, will require over 76 payments for the next 6 years. Being expected to shoulder this burden of a natural disaster is unreasonable.

I look forward to your further consideration based on this additional information.

Sincerely,



Michael and Katrina Berube
650-678-9290

cc. CPUC Public Advisor's Office
505 Van Ness Avenue
San Francisco, CA 94102

PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520
LOS ANGELES, CA 90013



June 30, 2025

Michael Berube
40 Paso Del Arroyo
Portola Valley CA 94028

Subject: Commission File No: 684248 for Complaint with California Water Service Company

Dear Michael Berube:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission has completed its review of your complaint against **California Water Service Company**. As part of the review, CAB considered the information that you provided, the information that **California Water Service Company** provided to us about your account and applicable codes, orders and tariffs.

In your complaint to the CPUC you stated that the utility is asking you to pay a large water bill—around \$30,000—due to a leak caused by a tree falling on an outdoor water bib, which resulted in a broken pipe. You say you were unaware of the leak until a utility inspector came to check. Despite the accidental nature of the damage and your lack of awareness, the utility is still holding you responsible for the full amount, which you cannot afford to pay.

California Water Service Company conducted an investigation following the filing of your complaint and reported that, although they aren't required to, they gave you a bill adjustment of \$6,931.45 to help with the high charges caused by the leak. According to RULE 16 A2.A.(1) Service Connections, Meters, and Customer's Facilities, it's normally the homeowner's responsibility to maintain water lines.

To further support you, Cal Water offered a 24-month payment plan and installed a smart meter so you can track your water use in real time. On June 18, 2025, a manager spoke with you and explained that no additional credit could be applied. They also let you know about a free irrigation tune-up program, since your high usage appears to be related to summer watering on your 3-acre property.

You shared that you weren't interested in the payment plan or tune-up program and were hoping for more help with the bill. A follow-up letter was sent confirming the options that were offered and the final decision.

Based on the review of this information, CAB has determined that **California Water Service Company** is not in violation of the rules or regulations of the CPUC. If you disagree with this result, you may either provide new evidence or appeal. Detailed instructions for sending new evidence or an appeal are attached. You must file within 15 days of this letter and include supporting documentation. Please provide any information you believe contradicts the utility's representations.

Sincerely,

Written Operations Unit

Michael Berube
40 Paso del Arroyo
Portola Valley, CA 94028

COPY

INFORMAL APPEAL
SUBJECT COMPLAINT #: 684248

Janna O'Meara
Regional Customer Service Manager
CALIFORNIA WATER SERVICE
3525 Alameda De Last Pulgas, Suite A
Menlo Park, CA 94028

July 8, 2025

Re: Account Number 78589666666 (Bear Gulch)
40 Paso del Arroyo, Portola Valley, CA
Natural Disaster resulting in an excessive bill

My understanding from the letter dated June 30, 2025 from the Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) which identified the specific requirements stated a 15- business day limit to appeal the decision of dismissing my appeal dated June 23, 2025, asking for help with a natural disaster, on my water bib that occurred on the referenced property in March 2024.

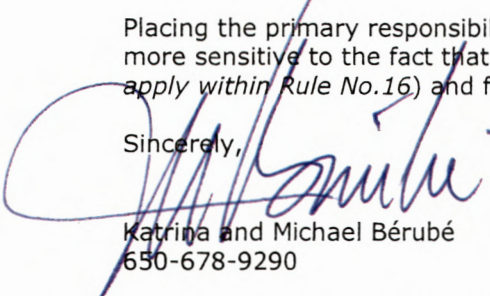
My appeal is based on the terms in Rule No. 16 Service Connections, Meters and Customer's Facilities under A.2 titled Customer's Responsibility, a. (1). The purpose of this letter is an Informal Appeal because the of the type of error CAB made in their improper interpretation of Rule No.16. I respectfully submit my March 2024 water bill as my evidence/proof that a natural disaster occurred resulting in an astronomically large utility charge in comparison to my historical records of water usage.

[Rule No.16 A. 2.a states: "*The customer as a condition precedent to receiving service shall: (1) Furnish and lay the necessary piping to make the connection from the service connection to the place of consumption and shall keep such piping in good repair in accordance with such reasonable requirements of the utility as may be incorporated in its rules herein*".]

In CPUC's letter dated June 30, 2025, from the Written Operations Unit stated in their 3rd paragraph: "According to Rule No.16 A.2.a.(1) Service Connections, Meters and Customer's Facilities, it is normally the homeowner's responsibility to maintain water lines". The narrow, and in my opinion, your claim is an unfair interpretation and application of Rule No.16 to a natural disaster/accident and is completely unequitable to applying the terms to me, the customer. This paragraph does not address accidents caused by a natural disaster in Rule. No.16 A. The fact of the matter is a large tree fell on an outdoor water bib, that was properly maintained and continues to be maintained by the customer, evidenced by actual historical monthly water use records, monthly invoices, and recent repairs as referenced on earlier correspondence. The March 2024 water release was not a maintenance issue and for CAB to misinterpret this incident as a "leak" is unfair and deserves my appeal for fairness. CAB based their decision on a mistaken interpretation of this section of Rule No. 16, which specifically addresses repair/maintenance, not a natural disaster. The water release was not detected by California Water Company for 30 days because they did not install a Smart Meter. My wife insisted on the installation immediately after the discovery of the broken bib by the California Meter Reader. This incident should not be categorized as a failure to repair/maintain, but rather a natural disaster. The mistake being made by CAB is their categorization of this event as a "leak", and "maintenance issue". That is not accurate or the true facts, and my appeal should be given more serious sensitivity as an unfortunate natural disaster. My average water bills, during the Peak Months of June - October are about \$1,000-\$1,300; not \$30,000 in a 30-day period (March 2024) during a Non-Peak Month."

Placing the primary responsibility on me as the customer is unfair. I'm asking CAB and California Water to be more sensitive to the fact that this incident was a natural disaster, not a maintenance issue (and does not apply within Rule No.16) and for California Water share more fairly and equitably in this financial loss.

Sincerely,


Katrina and Michael Berubé
650-678-9290

cc. CPUC Public Advisor's Office
505 Van Ness Avenue
San Francisco, CA 94102

✓ Public Utilities Commission
320 W 4th Street, Suite 520
Los Angeles, CA 90013

PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520
LOS ANGELES, CA 90013



July 15, 2025

File No:684248

Michael Berube
40 Paso Del Arroyo
Portola Valley CA 94028

Dear Michael Berube:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) received your informal Appeal of your case, **File No:684248**. Our letter closing your case informed you that in order for CAB to consider an Appeal, you must demonstrate that:

CAB made one of three specific types of errors:

- CAB made a mistake in the *facts in the case* or
- CAB made a mistake in the *laws in the case* or
- CAB made a mistake by *not considering evidence*.

You are required to show that correction of CAB's error/s would have otherwise resulted in the disposition being in your favor. Your appeal did not provide new evidence, or you disagreed with the utility's response and CAB's position that does not fulfill CAB's Appeal requirements. Therefore, your appeal has been **denied**.

Since CAB's authority is limited and cannot compel the utility to provide you with the relief you requested, you have **two other available options**:

The **first option** is to convert this Informal Complaint to a **Formal Complaint** – please refer to the Formal Complaint instructions accompanying this letter. You can get further assistance by going to our website: <https://www.cpuc.ca.gov/formalcomplaintinfo/> or you may contact the Public Advisors Officer (PAO) at (866) 849-8390. The PAO is available if you need assistance with completing the necessary forms and assist you with the filing of your paperwork.

The **second option** is to seek legal advice and file a **legal process in a civil or** municipal court or in a court of competent jurisdiction in accordance with **PU Code §2106**.

Sincerely,

Written Operations Unit
Consumer Affairs Branch
1-800-649-7570
www.cpuc.ca.gov



Quality. Service. Value.
www.calwater.com

Customer: MICHAEL BERUBE
Account Number: 7858666666
Billing Date: 01/14/25

Bear Gulch
Customer Center:

3525 Alameda De Las Pulgas
Menlo Park, Ca. 94025-6544
(650) 561-9709
M-F 8:00 a.m. – 4:30 p.m.
Pay-By-Phone 888-598-9824

CUSTOMER MESSAGES

According to our records, we have not yet received payment for the past-due balance on your account. Please submit your payment promptly, or contact our Customer Center if you are having difficulty paying your bill.

Contact your Customer Center or visit www.calwater.com to find out how you can save time, eliminate postage, and reduce clutter! We offer several easy payment options, including online billing and payment service, Automatic Payment Service, and pay-by-phone toll-free at (888) 598-9824.



Account summary

Prior Balance	\$25,393.81
Payment Received - 12/30/24	-\$695.27
Prior Unpaid Balance	\$24,698.54
Current Cal Water Services	\$186.62
Total Amount Due	\$24,885.16

Past Due Amount - *Due Now*	\$24,698.54
Current Charges - Due 02/03/25	\$186.62



Upgraded Customer Care Platform Being Rolled Out Soon

Happy new year! Our team was hard at work in 2024 to upgrade our customer care system so we can serve you more efficiently and enhance security—part of our commitment to continuously provide quality, service, and value to our customers. We expect a smooth transition, and you should not notice a difference when we roll over to the new platform, which is planned for early 2025.

If you have concerns about your account after we make the switch, however, please reach out to our office. Our customer service representatives are here to chat with you weekdays from 7 a.m. to 7 p.m.

**CUSTOMER MESSAGES**

* For text telephone (TTY) services, call 559-625-4889.

* This bill includes an increase in wholesale purchased water costs and for recently completed infrastructure improvements, along with revenue adjustments for inflationary factors and adopted sales/services for 2025. These raise the monthly bill for a typical customer using 5,984 gallons (8 Ccf) of water per month by \$7.47 (9.0%). This bill also reflects increases in Public Purpose Program surcharges (for customers with a Public Purpose Program line item), which are partially offset by a decrease in the CPUC User Fee. For details, visit calwater.com/rates-advice-letters.



Service Address: 40 Paso Del Arroyo, Portola Valley, CA 94028

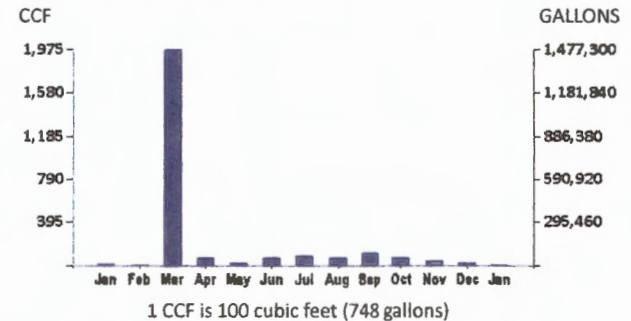


Cal Water services detail
from 12/12/24 - 1/13/25

1" service charge	\$62.24
1" service charge	\$43.85
3.64 CCF at \$2.3365 per CCF	\$8.50
2.36 CCF at \$2.529 per CCF	\$5.97
2.42 CCF at \$9.3306 per CCF	\$22.58
1.58 CCF at \$10.0994 per CCF	\$15.96
CPUC Fee	\$0.71
CPUC Fee	\$0.45
Other Charges & Credits	\$7.64
Local tax (7.5%)	\$12.59
Public Purpose Programs	\$6.13

Charges, Fees and Taxes Total **\$186.62**

YEARLY COMPARISON	
JAN 2024	JAN 2025
13 CCF	10 CCF

Water service detail

METER #: 62541845

Current	Previous	Total Use
Date 01/13/25	Date 12/11/24	10 CCF/ 7,480 Gallons
Read 514	Read 504	

Next Scheduled Read Date: 02/11/25





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Customer: MICHAEL BERUBE
Account Number: 7858666666
Billing Date: 02/12/25

**Bear Gulch
Customer Center:**

3525 Alameda De Las Pulgas
Menlo Park, Ca. 94025-6544
(650) 561-9709
M-F 8:00 a.m. – 4:30 p.m.
Pay-By-Phone 888-598-9824

CUSTOMER MESSAGES

According to our records, we have not yet received payment for the past-due balance on your account. Please submit your payment promptly, or contact our Customer Center if you are having difficulty paying your bill.

Contact your Customer Center or visit www.calwater.com to find out how you can save time, eliminate postage, and reduce clutter! We offer several easy payment options, including online billing and payment service, Automatic Payment Service, and pay-by-phone toll-free at (888) 598-9824.



Account summary

Prior Balance	\$24,885.16
Payment Received - 01/23/25	-\$486.62
Prior Unpaid Balance	\$24,398.54
Current Cal Water Services	\$415.91
Total Amount Due	\$24,814.45
Past Due Amount - *Due Now*	\$24,398.54
Current Charges - Due 03/03/25	\$415.91

**Pursuing higher education?
We want to help!**

Our 2025 scholarship program application period is now open for students in Cal Water service areas! Scholarships are offered annually for full-time, undergraduate study at an accredited college, university, or vocational-technical school to support our local students. They are awarded based on community service, academic achievement, and financial need.

Applications for the 2025 program are being accepted through Thursday, March 27. Visit www.calwater.com/scholarship to learn more and apply.



Bear Gulch District Water Conservation Progress*

- November consumption decreased 18.9%
- December consumption decreased 25.7%

*Compared to 2020



Account Number: 7858666666

Billing Date: 02/12/25

CUSTOMER MESSAGES

For text telephone (TTY) services, call 559-625-4889.



Service Address: 40 Paso Del Arroyo, Portola Valley, CA 94028



Cal Water services detail from 1/14/25 - 2/11/25

1" service charge	\$111.30
6.00 CCF at \$2.529 per CCF	\$15.17
12.00 CCF at \$10.0994 per CCF	\$121.19
8.00 CCF at \$12.6227 per CCF	\$100.98
CPUC Fee	\$2.51
Other Charges & Credits	\$20.48
Local tax (7.5%)	\$27.87
Public Purpose Programs	\$16.41

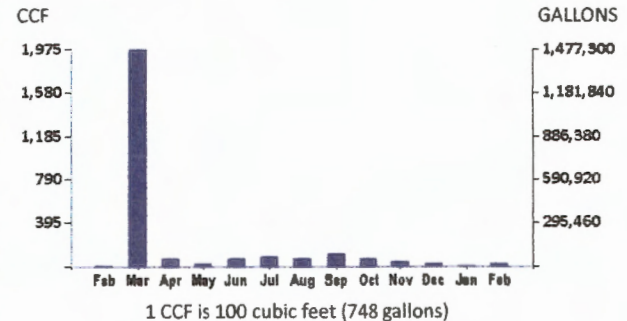
Charges, Fees and Taxes Total

\$415.91

YEARLY COMPARISON

FEB 2024	FEB 2025
2	26
CCF	CCF

Water service detail



METER #:

Current

Previous

Total Use

Date
02/11/25
Read
540

Date
01/13/25
Read
514

26 CCF/
19,448 Gallons

Next Scheduled Read Date: 03/12/25





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Customer: MICHAEL BERUBE
Account Number: 7858666666
Billing Date: 03/13/25

Bear Gulch Customer Center:

3525 Alameda De Las Pulgas
Menlo Park, Ca. 94025-6544
(650) 561-9709
M-F 8:00 a.m. – 4:30 p.m.
Pay-By-Phone 888-598-9824

CUSTOMER MESSAGES

According to our records, we have not yet received payment for the past-due balance on your account. Please submit your payment promptly, or contact our Customer Center if you are having difficulty paying your bill.

Contact your Customer Center or visit www.calwater.com to find out how you can save time, eliminate postage, and reduce clutter! We offer several easy payment options, including online billing and payment service, Automatic Payment Service, and pay-by-phone toll-free at (888) 598-9824.



Account summary

Prior Balance	\$24,814.45
Payment Received - 02/20/25	-\$715.91
Prior Unpaid Balance	\$24,098.54
Current Cal Water Services	\$258.09
Total Amount Due	\$24,356.63
Past Due Amount - *Due Now*	\$24,098.54
Current Charges - Due 04/01/25	\$258.09

715.91
300
1015.91



Want to Pay Your Bill in Cash? It's Easier Than Ever with Walmart Bill Pay (WMBP)!

How Walmart Bill Pay works:

1. Visit the Walmart MoneyCenter or customer service desk.
2. Tell the Walmart associate you'd like to pay your Cal Water bill, the amount you wish to pay, and your account number.
3. Pay your bill using cash, debit card, or UCard™.
4. Ask to process your payment using WMBP same-day processing for the fastest payment processing.

There is no added fee for Cal Water customers to use Walmart Bill Pay.



Account Number: 7858666666

Billing Date: 03/13/25

CUSTOMER MESSAGES

For text telephone (TTY) services, call 559-625-4889.



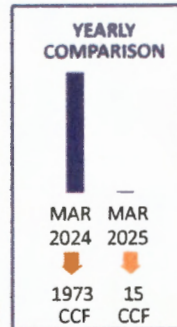
Service Address: 40 Paso Del Arroyo, Portola Valley, CA 94028



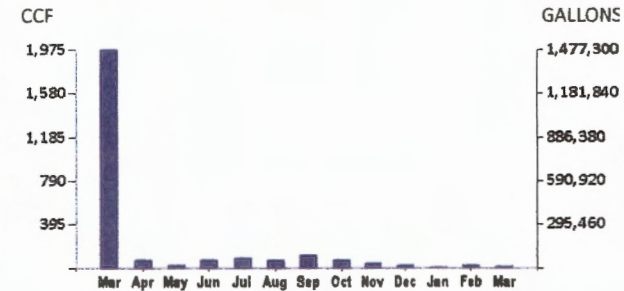
Cal Water services detail from 2/12/25 - 3/12/25

1" service charge	\$111.30
6.00 CCF at \$2.529 per CCF	\$15.17
9.00 CCF at \$10.0994 per CCF	\$90.89
CPUC Fee	\$1.56
Other Charges & Credits	\$11.65
Local tax (7.5%)	\$17.29
Public Purpose Programs	\$10.23

Charges, Fees and Taxes Total \$258.09



Water service detail



1 CCF is 100 cubic feet (748 gallons)

METER #: 62541845

Current	Previous	Total Use
Date 03/12/25	Date 02/11/25	15 CCF/ 11,220 Gallons
Read 555	Read 540	

Next Scheduled Read Date: 04/11/25





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Customer: MICHAEL BERUBE
Account Number: 7858666666
Billing Date: 04/14/25

**Bear Gulch
Customer Center:**

3525 Alameda De Las Pulgas
Menlo Park, Ca. 94025-6544
(650) 561-9709
M-F 8:00 a.m. – 4:30 p.m.
Pay-By-Phone 888-598-9824

CUSTOMER MESSAGES

According to our records, we have not yet received payment for the past-due balance on your account. Please submit your payment promptly, or contact our Customer Center if you are having difficulty paying your bill.

Contact your Customer Center or visit www.calwater.com to find out how you can save time, eliminate postage, and reduce clutter! We offer several easy payment options, including online billing and payment service, Automatic Payment Service, and pay-by-phone toll-free at (888) 598-9824.



Account summary

Prior Balance	\$24,356.63
Payment Received - 03/25/25	-\$1,015.91
Prior Unpaid Balance	\$23,340.72
Current Cal Water Services	\$641.21
Total Amount Due	\$23,981.93
Past Due Amount - *Due Now*	\$23,340.72
Current Charges - Due 05/05/25	\$641.21

Promise Pay

Convenient, Flexible Payment Plans Available

Cal Water, in collaboration with Promise, provides convenient, affordable, and flexible payment plans to residents for past-due water bills. PromisePay is an online service that allows our customers to privately make interest-free payment arrangements that meet their needs and enable them to bring their accounts current.

Residential customers who have a past-due balance of at least \$50 are eligible for PromisePay. These customers will receive text alerts so they can easily and discreetly set up a plan.

Learn more at calwater.promise-pay.com.

Bear Gulch District Water Conservation Progress*

- January consumption increased 22.0%
- February consumption decreased 33.1%

*Compared to 2020



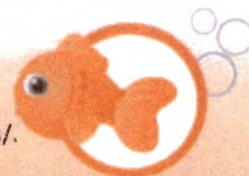
Account Number: 7858666666

Billing Date: 04/14/25

CUSTOMER MESSAGES

For text telephone (TTY) services, call 559-625-4889.

This bill reflects a temporary surcharge to recover costs associated with Commission-approved conservation and drought response measures. For more information, visit <https://www.calwater.com/rates/rates-advice-letters/>.



Service Address: 40 Paso Del Arroyo, Portola Valley, CA 94028

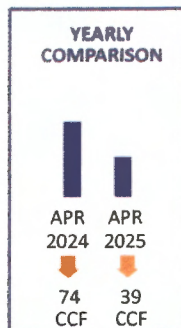


Cal Water services detail from 3/13/25 - 4/11/25

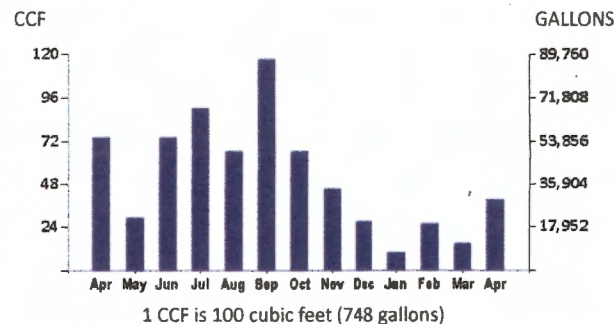
1" service charge	\$111.30
6.00 CCF at \$2.529 per CCF	\$15.17
12.00 CCF at \$10.0994 per CCF	\$121.19
17.00 CCF at \$12.6227 per CCF	\$214.59
4.00 CCF at \$18.9313 per CCF	\$75.73
CPUC Fee	\$3.87
Other Charges & Credits	\$31.07
Local tax (7.5%)	\$42.97
Public Purpose Programs	\$25.32

Charges, Fees and Taxes Total

\$641.21



Water service detail



METER #: 62541845

Current

Previous

Total Use

Date
04/11/25
Read
594

Date
03/12/25
Read
555

39 CCF/
29,172 Gallons

Next Scheduled Read Date: 05/09/25





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Customer: MICHAEL BERUBE
Account Number: 7858666666
Billing Date: 05/12/25

**Bear Gulch
Customer Center:**

3525 Alameda De Las Pulgas
Menlo Park, Ca. 94025-6544
(650) 561-9709
M-F 8:00 a.m. – 4:30 p.m.
Pay-By-Phone 888-598-9824

CUSTOMER MESSAGES

According to our records, we have not yet received payment for the past-due balance on your account. Please submit your payment promptly, or contact our Customer Center if you are having difficulty paying your bill.

Contact your Customer Center or visit www.calwater.com to find out how you can save time, eliminate postage, and reduce clutter! We offer several easy payment options, including online billing and payment service, Automatic Payment Service, and pay-by-phone toll-free at (888) 598-9824.



Account summary

Prior Balance	\$23,981.93
Payment Received - 04/24/25	-\$941.00
Prior Unpaid Balance	\$23,040.93
Current Cal Water Services	\$461.65
Total Amount Due	\$23,502.58
Past Due Amount - *Due Now*	\$23,040.93
Current Charges - Due 06/02/25	\$461.65

Promise Pay

New, Flexible Payment Plans Available

Cal Water, in collaboration with Promise, is now providing more convenient, affordable, and flexible payment plans to residents for past-due water bills. PromisePay is an online service that allows our customers to privately make interest-free payment arrangements that meet their needs and enable them to bring their accounts current.

Residential customers who have a past-due balance of at least \$50 are eligible for PromisePay. These customers will receive text alerts so they can easily and discreetly set up a plan.

Learn more at calwater.promise-pay.com.

CUSTOMER MESSAGES

For text telephone (TTY) services, call 559-625-4889.



Service Address: 40 Paso Del Arroyo, Portola Valley, CA 94028



Cal Water services detail

from 4/12/25 - 5/9/25

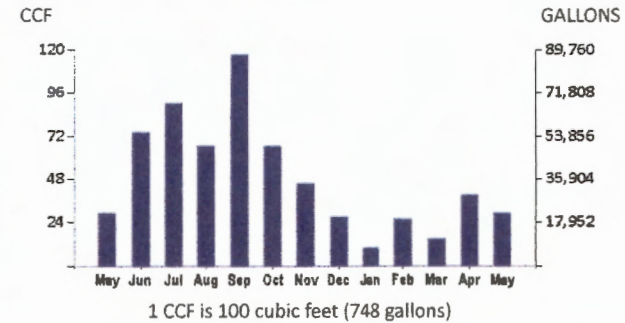
1" service charge	\$111.30
6.00 CCF at \$2.529 per CCF	\$15.17
12.00 CCF at \$10.0994 per CCF	\$121.19
11.00 CCF at \$12.6227 per CCF	\$138.85
CPUC Fee	\$2.79
Other Charges & Credits	\$23.22
Local tax (7.5%)	\$30.94
Public Purpose Programs	\$18.19

Charges, Fees and Taxes Total

\$461.65



Water service detail



1 CCF is 100 cubic feet (748 gallons)

METER #: 62541845

Current	Previous	Total Use
Date 05/09/25	Date 04/11/25	29 CCF/ 21,692 Gallons
Read 623	Read 594	

Next Scheduled Read Date: 06/11/25





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www.calwater.com

Customer: MICHAEL BERUBE
Account Number: 7858666666
Billing Date: 06/12/25

**Bear Gulch
Customer Center:**

3525 Alameda De Las Pulgas
Menlo Park, Ca. 94025-6544
(650) 561-9709
M-F 8:00 a.m. – 4:30 p.m.
Pay-By-Phone 888-598-9824

CUSTOMER MESSAGES

According to our records, we have not yet received payment for the past-due balance on your account. Please submit your payment promptly, or contact our Customer Center if you are having difficulty paying your bill.

Maximum income limits for our low-income Customer Assistance Program have increased.
Visit calwater.com/cap for discount eligibility and to apply.



Account summary

Prior Balance	\$23,502.58
Payment Received - 05/21/25	-\$761.65
Prior Unpaid Balance	\$22,740.93
Current Cal Water Services	\$1,710.07
Total Amount Due	\$24,451.00
Past Due Amount - *Due Now*	\$22,740.93
Current Charges - Due 07/01/25	\$1,710.07

VIEW YOUR 2024 WATER QUALITY REPORT ONLINE

**Bear Gulch District
Bear Gulch Water System**

Your report contains important information about the source and quality of your drinking water. You can read it online now at the web page below. For more information or to request a paper copy, please call your local office at (650) 561-9709.



View it at: www.calwater.com/ccr/bg

*Este informe contiene información muy importante sobre su agua potable.
Tradúzcalo o hable con alguien que lo entienda bien.*

Bear Gulch District Water Conservation Progress*

- March consumption decreased 30.7%
 - April consumption increased 6.6%
- Visit calwater.com/conservation for help saving water every day.

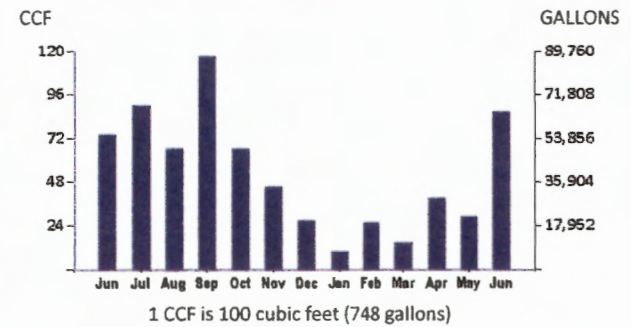
*Compared to 2020

**CUSTOMER MESSAGES**

For text telephone (TTY) services, call 559-625-4889.

**Service Address:** 40 Paso Del Arroyo, Portola Valley, CA 94028**Cal Water services detail**
from 5/10/25 - 6/11/25

1" service charge	\$111.30
6.00 CCF at \$2.529 per CCF	\$15.17
12.00 CCF at \$10.0994 per CCF	\$121.19
17.00 CCF at \$12.6227 per CCF	\$214.59
52.00 CCF at \$18.9313 per CCF	\$984.43
CPUC Fee	\$10.32
Other Charges & Credits	\$70.44
Local tax (7.5%)	\$114.56
Public Purpose Programs	\$68.07

Charges, Fees and Taxes Total **\$1,710.07****Water service detail****METER #: 62541845****Current****Previous****Total Use****Date**
06/11/25
Read
710**Date**
05/09/25
Read
62387 CCF/
65,076 Gallons**Next Scheduled Read Date: 07/10/25**



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www.calwater.com

Customer: MICHAEL BERUBE
Account Number: 7858666666
Billing Date: 07/11/25

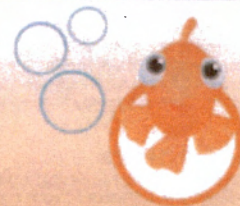
**Bear Gulch
Customer Center:**

3525 Alameda De Las Pulgas
Menlo Park, Ca. 94025-6544
(650) 561-9709
M-F 8:00 a.m. – 4:30 p.m.
Pay-By-Phone 888-598-9824

CUSTOMER MESSAGES

According to our records, we have not yet received payment for the past-due balance on your account. Please submit your payment promptly, or contact our Customer Center if you are having difficulty paying your bill.

Contact your Customer Center or visit www.calwater.com to find out how you can save time, eliminate postage, and reduce clutter! We offer several easy payment options, including online billing and payment service, Automatic Payment Service, and pay-by-phone toll-free at (888) 598-9824.



Account summary

Prior Balance	\$24,451.00
Payment Received - 06/25/25	-\$2,010.07
Prior Unpaid Balance	\$22,440.93
Current Cal Water Services	\$642.84
Total Amount Due	\$23,083.77
Past Due Amount - *Due Now*	\$22,440.93
Current Charges - Due 07/30/25	\$642.84

**Do We Have Your
Current Email
Address?**

Don't miss urgent water quality updates and other important information about your water service! Make sure you stay informed by providing your most current email address.

If you have set up a free online account at www.calwater.com, you can easily update your contact information through the customer portal.

Don't have an online account? You can still update your contact information online by visiting ccu.calwater.com and entering your account number and ZIP code.



Bill continued on page 2



Account Number: 7858666666

Billing Date: 07/11/25

CUSTOMER MESSAGES

For text telephone (TTY) services, call 559-625-4889.

This bill includes an increase in wholesale water costs and for recently completed infrastructure improvements. These raise the monthly bill for a typical customer using 5,984 gallons (8 ccf) of water per month by \$0.34 (0.4%). For details, visit calwater.com/rates-advice-letters.



Service Address: 40 Paso Del Arroyo, Portola Valley, CA 94028



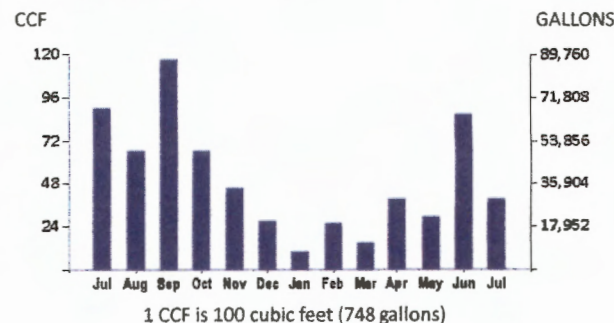
Cal Water services detail from 6/12/25 - 7/10/25

1" service charge	\$72.92
1" service charge	\$38.44
3.93 CCF at \$2.529 per CCF	\$9.94
2.07 CCF at \$2.5481 per CCF	\$5.27
7.86 CCF at \$10.0994 per CCF	\$79.38
4.14 CCF at \$10.1757 per CCF	\$42.13
11.14 CCF at \$12.6227 per CCF	\$140.62
5.86 CCF at \$12.7181 per CCF	\$74.53
2.62 CCF at \$18.9313 per CCF	\$49.60
1.38 CCF at \$19.0743 per CCF	\$26.32
CPUC Fee	\$3.88
Other Charges & Credits	\$31.36
Local tax (7.5%)	\$43.08
Public Purpose Programs	\$25.37

Charges, Fees and Taxes Total \$642.84



Water service detail



METER #: 62541845

Current

Previous

Total Use

Date
07/10/25
Read
749

Date
06/11/25
Read
710

39 CCF/
29,172 Gallons

Next Scheduled Read Date: 08/11/25





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Customer: MICHAEL BERUBE
Account Number: 7858666666
Billing Date: 10/11/24

**Bear Gulch
Customer Center:**

3525 Alameda De Las Pulgas
Menlo Park, Ca. 94025-6544
(650) 561-9709
M-F 8:00 a.m. – 4:30 p.m.
Pay-By-Phone 888-598-9824

CUSTOMER MESSAGES

According to our records, we have not yet received payment for the past-due balance on your account. Please submit your payment promptly, or contact our Customer Center if you are having difficulty paying your bill.

Contact your Customer Center or visit www.calwater.com to find out how you can save time, eliminate postage, and reduce clutter! We offer several easy payment options, including online billing and payment service, Automatic Payment Service, and pay-by-phone toll-free at (888) 598-9824.



Account summary

Prior Balance	\$27,674.90
Payment Received - 10/01/24	-\$2,076.36
Prior Unpaid Balance	\$25,598.54
Current Cal Water Services	\$1,099.37
Total Amount Due	\$26,697.91
Past Due Amount - *Due Now*	\$25,598.54
Current Charges - Due 10/30/24	\$1,099.37

**Switch to
Paperless Billing!**

Save time, eliminate postage, and reduce clutter by signing up to receive and pay your bill online. Our ebilling system enables you to receive your monthly statements online, pay at your convenience or set up recurring payments, and view past water bills.



If you don't have an online account and aren't ready to set one up, you can still switch to paperless by contacting our office at the number in the top-right corner of this bill. Already manage your account online? You'll find the "Set up Paperless Billing" link on the "Billing & Payments" page.

Visit www.calwater.com/paperless for more information.

Bear Gulch District Water Conservation Progress*

- July consumption increased 3.0%
- August consumption decreased 8.6%

*Compared to 2020



Account Number: 7858666666

Billing Date: 10/11/24

CUSTOMER MESSAGES

For text telephone (TTY) services, call 559-625-4889.

This bill reflects updates in various surcharges and credits contained in the Other Charges & Credits line item, along with an update to private fire service rates, if applicable. For details, visit calwater.com/rates-advice-letters.



Service Address: 40 Paso Del Arroyo, Portola Valley, CA 94028

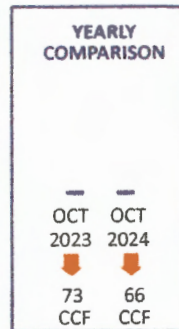


Cal Water services detail

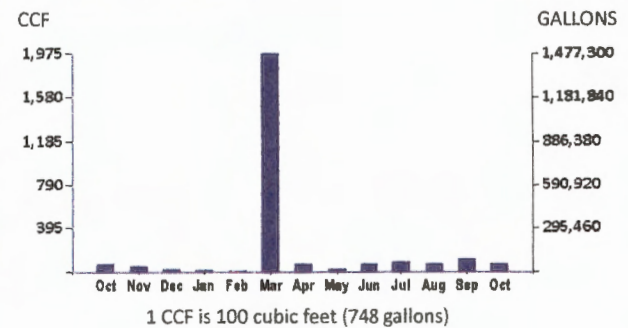
from 9/12/24 - 10/10/24

1" service charge	\$102.70
6.00 CCF at \$2.3365 per CCF	\$14.02
12.00 CCF at \$9.3306 per CCF	\$111.97
17.00 CCF at \$11.6619 per CCF	\$198.25
31.00 CCF at \$17.4902 per CCF	\$542.20
CPUC Fee	\$6.90
Other Charges & Credits	\$16.77
Local tax (7.5%)	\$74.46
Public Purpose Programs	\$32.10

Charges, Fees and Taxes Total \$1,099.37



Water service detail



METER #: 62541845

Current	Previous	Total Use
Date 10/10/24	Date 09/11/24	66 CCF/ 49,368 Gallons
Read 432	Read 366	

Next Scheduled Read Date: 11/08/24





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Customer: MICHAEL BERUBE
Account Number: 7858666666
Billing Date: 09/13/24

**Bear Gulch
Customer Center:**

3525 Alameda De Las Pulgas
Menlo Park, Ca. 94025-6544
(650) 561-9709
M-F 8:00 a.m. – 4:30 p.m.
Pay-By-Phone 888-598-9824

CUSTOMER MESSAGES

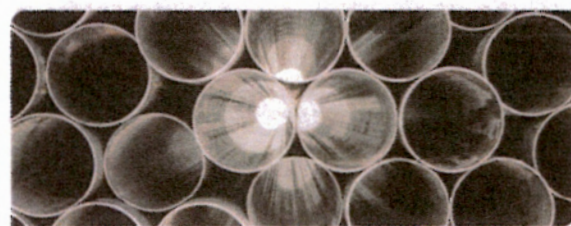
According to our records, we have not yet received payment for the past-due balance on your account. Please submit your payment promptly, or contact our Customer Center if you are having difficulty paying your bill.

Contact your Customer Center or visit www.calwater.com to find out how you can save time, eliminate postage, and reduce clutter! We offer several easy payment options, including online billing and payment service, Automatic Payment Service, and pay-by-phone toll-free at (888) 598-9824.



Account summary

Prior Balance	\$26,685.16
Payment Received - 08/20/24	-\$1,086.62
Prior Unpaid Balance	\$25,598.54
Current Cal Water Services	\$2,076.36
Total Amount Due	\$27,674.90
Past Due Amount - *Due Now*	\$25,598.54
Current Charges - Due 10/02/24	\$2,076.36



**Service Line Inventory Notification
for Lead and Copper Rule Revisions**

The Environmental Protection Agency's Lead and Copper Rule Revisions (LCRR) require public water systems to complete an initial lead service line inventory (LSLI) by October 16, 2024.

Information on the results of Cal Water's initial inventory and how the LCRR may affect customers going forward is available in the back of this bill. Updated information on Cal Water's LSLI can be found at www.calwater.com/lsli.



Account Number: 7858666666

Billing Date: 09/13/24

CUSTOMER MESSAGES

For text telephone (TTY) services, call 559-625-4889.



Service Address: 40 Paso Del Arroyo, Portola Valley, CA 94028



Cal Water services detail from 8/10/24 - 9/11/24

1" service charge	\$102.70
6.00 CCF at \$2.3365 per CCF	\$14.02
12.00 CCF at \$9.3306 per CCF	\$111.97
17.00 CCF at \$11.6619 per CCF	\$198.25
82.00 CCF at \$17.4902 per CCF	\$1,434.20
CPUC Fee	\$13.03
Other Charges & Credits	\$0.00
Local tax (7.5%)	\$140.56
Public Purpose Programs	\$61.63

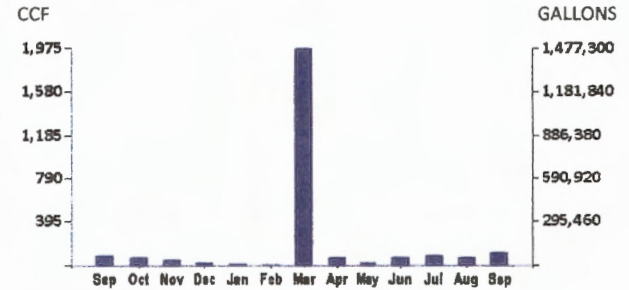
Charges, Fees and Taxes Total

\$2,076.36

YEARLY COMPARISON

SEP 2023	SEP 2024
89 CCF	117 CCF

Water service detail



1 CCF is 100 cubic feet (748 gallons)

METER #: 62541845

Current	Previous	Total Use
Date 09/11/24	Date 08/09/24	117 CCF/ 87,516 Gallons
Read 366	Read 249	

Next Scheduled Read Date: 10/10/24





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Customer: MICHAEL BERUBE
Account Number: 7858666666
Billing Date: 08/12/24

**Bear Gulch
Customer Center:**

3525 Alameda De Las Pulgas
Menlo Park, Ca. 94025-6544
(650) 561-9709
M-F 8:00 a.m. – 4:30 p.m.
Pay-By-Phone 888-598-9824

CUSTOMER MESSAGES

According to our records, we have not yet received payment for the past-due balance on your account. Please submit your payment promptly, or contact our Customer Center if you are having difficulty paying your bill.

Contact your Customer Center or visit www.calwater.com to find out how you can save time, eliminate postage, and reduce clutter! We offer several easy payment options, including online billing and payment service, Automatic Payment Service, and pay-by-phone toll-free at (888) 598-9824.



Account summary

Prior Balance	\$27,160.70
Payment Received - 07/24/24	-\$1,562.16
Prior Unpaid Balance	\$25,598.54
Current Cal Water Services	\$1,086.62
Total Amount Due	\$26,685.16

Past Due Amount - *Due Now*	\$25,598.54
Current Charges - Due 09/03/24	\$1,086.62

**2024 Infrastructure
Improvement Plan**

On July 8, 2024, Cal Water filed our required, triennial Infrastructure Improvement Plan application. This includes important infrastructure improvements, water system maintenance, water quality initiatives, safety measures, and other investments proposed for our district.



Information on how the plan may affect customers beginning in 2026, at the earliest, is available in the back of this bill. Additional details about the plan and process can be found at www.calwater.com/iip.

Bear Gulch District Water Conservation Progress*

- May consumption decreased 14.2%
- June consumption decreased 5.4%

*Compared to 2020



Account Number: 7858666666

Billing Date: 08/12/24

CUSTOMER MESSAGES

For text telephone (TTY) services, call 559-625-4889.



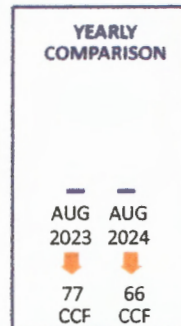
Service Address: 40 Paso Del Arroyo, Portola Valley, CA 94028



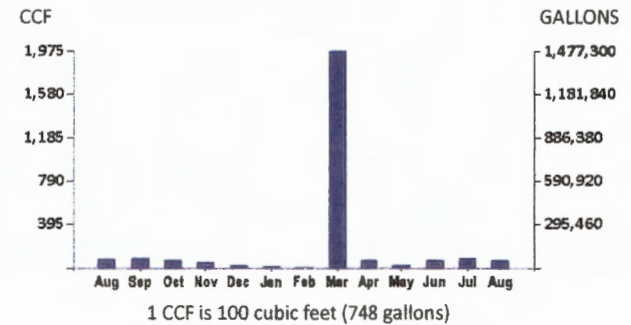
Cal Water services detail from 7/13/24 - 8/9/24

1" service charge	\$102.70
6.00 CCF at \$2.3365 per CCF	\$14.02
12.00 CCF at \$9.3306 per CCF	\$111.97
17.00 CCF at \$11.6619 per CCF	\$198.25
31.00 CCF at \$17.4902 per CCF	\$542.20
CPUC Fee	\$6.82
Other Charges & Credits	\$4.99
Local tax (7.5%)	\$73.57
Public Purpose Programs	\$32.10

Charges, Fees and Taxes Total \$1,086.62



Water service detail



METER #: 62541845

Current

Previous

Total Use

Date
08/09/24
Read
249

Date
07/12/24
Read
183

66 CCF/
49,368 Gallons

Next Scheduled Read Date: 09/11/24





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Customer: MICHAEL BERUBE
Account Number: 7858666666
Billing Date: 07/15/24

**Bear Gulch
Customer Center:**

3525 Alameda De Las Pulgas
Menlo Park, Ca. 94025-6544
(650) 561-9709
M-F 8:00 a.m. – 4:30 p.m.
Pay-By-Phone 888-598-9824

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Account summary

Prior Balance	\$26,845.68
Payment Received - 06/26/24	-\$1,247.14
Prior Unpaid Balance	\$25,598.54
Current Cal Water Services	\$1,562.16
Total Amount Due	\$27,160.70
Past Due Amount - *Due Now*	\$25,598.54
Current Charges - Due 08/05/24	\$1,562.16



Do We Have Your Contact Information?

Don't miss urgent service messages, water quality updates, and other important information about your water! Make sure you stay informed by updating Cal Water with your current email address and phone numbers.

If you have set up a free online account at www.calwater.com, you can easily update your contact information through the customer portal.

Don't have an online account? You can still update your contact information and preferences online by visiting ccu.calwater.com and entering your account number and ZIP code.



Account Number: 7858666666

Billing Date: 07/15/24

CUSTOMER MESSAGES

For text telephone (TTY) services, call 559-625-4889.



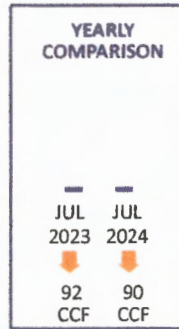
Service Address: 40 Paso Del Arroyo, Portola Valley, CA 94028



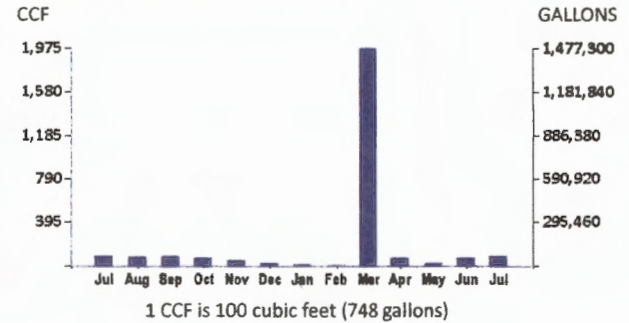
Cal Water services detail from 6/12/24 - 7/12/24

1" service charge	\$102.70
6.00 CCF at \$2.3365 per CCF	\$14.02
12.00 CCF at \$9.3306 per CCF	\$111.97
17.00 CCF at \$11.6619 per CCF	\$198.25
55.00 CCF at \$17.4902 per CCF	\$961.96
CPUC Fee	\$9.80
Other Charges & Credits	\$11.68
Local tax (7.5%)	\$105.78
Public Purpose Programs	\$46.00

Charges, Fees and Taxes Total **\$1,562.16**



Water service detail



METER #: 62541845

Current

Previous

Total Use

Date
07/12/24
Read
183

Date
06/11/24
Read
93

90 CCF/
67,320 Gallons

Next Scheduled Read Date: 08/09/24

