



ALJ/LFY/asf 10/27/2025

FILED

10/27/25

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

10:16 AM

C2407013

Kurt Norwood,

Complainant,

vs.

Havasu Water Company, Inc.
(U-352W),

Defendant.

(ECP)

Case C.24-07-013

Firebelles,

Complainants,

vs.

Havasu Water Company, Inc.
(U-352W),

Defendant.

(ECP)

Case C.24-10-019

**ADMINISTRATIVE LAW JUDGE'S RULING SETTING
SUPPLEMENTAL EVIDENTIARY HEARINGS FOR FRIDAY, NOVEMBER 21,
2025 FROM 10:00 AM TO 12:00 PM, AND
EXCHANGE OF INFORMATION BY MONDAY, NOVEMBER 17, 2025.**

1. Backgrounds.

Kurt Norwood (Complainant) C.24-07-013 filed this expedited complaint on July 26, 2024, alleging that Defendant Havasu Water Company, Inc. (Defendant) improperly billed him after an internal audit showed his homestead water usage was that used by the equivalent of a one-inch (1") pipe and meter rather than the five-eighths inch (5/8") pipe and meter he was previously charged for using.

The Firebelles (Complainants) C.24-10-019 are a not-for-profit women's auxiliary group of the San Bernardino Fire Department located at Havasu Lake in San Bernardino County, California. Complainants, through Board of Director members Karen Chamberlain and Marion Jaramillo, filed this expedited complaint on October 28, 2024, alleging that Defendant Havasu Water Company, Inc. (Defendant) improperly billed them after an internal audit showed their charity's water usage was that used by the equivalent of a one-inch (1") pipe and meter rather than the five-eighths inch (5/8") pipe and meter they were previously charged for using.

On September 19, 2025, the California Public Utilities Commission issued instructions to Parties to respond to the assigned Administrative Law Judge, by email, of their unavailability for the months of October through December, 2025. The Parties responded noting October and December were difficult.

This matter is now set for supplemental evidentiary hearing on Friday, November 21, 2025, from 10:00 am to 12:00 pm, by WebEx.

2. Exchange of Evidence by Monday, November 17, 2025 and to the assigned Administrative Law Judge.

Exchange of Evidence Norwood/ Havasu.

Mr. Norwood is to exchange evidence with Ms. Hodges of Havasu Water by November 21, 2025. Ms. Hodges is to exchange evidence with Mr. Norwood by that same date. Both Mr. Norwood and Ms. Hodges are to provide the same evidence to the assigned Administrative Law Judge by email by that date.

Exchange of Evidence Firebelles/ Havasu:

- Mrs. Chamberlain, on behalf of the Firebelles is to exchange evidence with Ms. Hodges of Havasu Water by November 21, 2025. Ms. Hodges is also to exchange evidence with Ms. Chamberlain regarding the Firebelles by that same date. Both Mrs. Chamberlain and Ms. Hodges are to provide the same evidence regarding the Firebelles to the assigned Administrative Law Judge by email by that date.
- Mrs. Chamberlain and Mr. Norwood do not need to exchange evidence with each other. Ms. Hodges does not need to provide evidence regarding Mr. Norwood to the Firebelles, nor is she required to provide evidence about the Firebelles to Mr. Norwood. Please DO NOT include social security numbers.

- **Location:**

<https://cpuc.webex.com/cpuc/j.php?MTID=m8a3942d0d404b7b397cf6edb956a5da8>

C.24-10-019 Firebelles v. Havasu Evidentiary Hearing, supplemental.

C2407-013 Norwood v. Havasu Evidentiary Hearing, supplemental.

- **Join from the meeting link:**

<https://cpuc.webex.com/cpuc/j.php?MTID=m50a7a43e7785cf9886afe3de54f2705a>

Meeting number (access code): 2499 806 0396

Meeting password: aUtPNJEE226

- **Tap to join from a mobile device (attendees only):**
[1-855-282-6330,,24998060396##](tel:1-855-282-6330,24998060396##) United States Toll Free
[+1-415-655-0002,,24998060396##](tel:+1-415-655-0002,24998060396##) United States Toll
- **Join by phone:**
1-855-282-6330 United States Toll Free
+1-415-655-0002 United States Toll
[Global call-in numbers](#) | [Toll-free calling restrictions](#)
- **Join from a video system or application:**
Dial [24998060396](tel:24998060396)@cpuc.webex.com
You can also dial 173.243.2.68 and enter your meeting number.
Need help? Go to <https://help.webex.com>.

These hearings will be set together addressing the 5/8th inch versus 1 inch water pipes and metered billing issues. Failure of the Parties to appear at the date, time, and location specified or to contact the assigned Administrative Law Judge to reschedule the hearing may be grounds for the assigned Administrative Law Judge to recommend dismissal or to determine an interpretation adverse to the missing party.

IT IS RULED that:

1. These matters are set for supplemental evidentiary hearing on Friday, November 21, 2025, from 10:00 am to 12:00 pm, by WebEx
2. The Parties are ordered to provide evidence supporting their claims by or before Monday, November 17, 2025 to each other and to the Administrative Law Judge at Lena.Afary@cpuc.ca.gov by email.
3. As a reminder, Complainant and Complainants are ordered to be prepared to answer to the best of their abilities:
 - a. What size pipes do they presently have, why or why not, since when?

- b. What size pipes should the Complainants have, why or why not? Under what circumstances, etc.?
- c. What is the statutory and factual basis for your reasoning?
- d. What remedy do you seek, why or why not?

4. As a reminder, Defendant Havasu Water, through CEO Jennifer Hodges, is ordered to provide information pertaining to how the meter billing audits are conducted and agreements between Ms. Hodges' predecessor in interest at Havasu Water Inc. and Complainants with respect to the 5/8th" pipes, 3/4th inch pipes, or 1-inch pipes and meters in place.

5. Defendant must also be prepared to answer:

- a. What size pipes do the Complainant and Complainants presently have, why or why not? Since what time frame? What were they billed at before, what are they billed at now?
- b. What size pipes should the Complainants have, why or why not?
- c. What is the statutory and factual basis for your reasoning? Obtain documentation to provide at hearing justifying the additional expenses.
- d. What remedy do all Parties seek, why or why not?

Parties are cautioned that they must communicate with all members of their own service lists when communicating with the ALJ. They may obtain the service list information through the Commission's online docketing system at [Proceeding Details](#) (Norwood C.24-07-013) and [Proceeding Details](#) (Firebelles C.24-10-019).

6. The Parties may not be represented by counsel but may represent themselves.

IT IS SO ORDERED.

Dated October 27, 2025, at Los Angeles, California.

 /s/ LENA AFARY
Lena Afary
Administrative Law Judge