

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

**WATER DIVISION**

**RESOLUTION W-5243**

**August 19, 2021**

**R E S O L U T I O N**

**(RES. W-5243) WEST SAN MARTIN WATER WORKS  
(WSM), INC. ORDER APPROVING WSM'S REQUEST TO  
ALLOW ELECTRONIC PAYMENT OF WATER BILLS  
USING CREDIT OR DEBIT CARDS OR AUTOMATIC  
CLEARING HOUSE/ELECTRONIC CHECK; AND THE  
ESTABLISHMENT OF A PAYMENT PROCESSING COSTS  
MEMORANDUM ACCOUNT.**

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**S U M M A R Y**

By Advice Letter 74-W, West San Martin Water Works (WSM) requests Commission authority to: 1) allow customers to electronically pay their water service bills using a credit/debit card or Automatic Clearing House (ACH)/electronic check through a third-party vendor for a fee; 2) establish a memorandum account to track expenses and savings associated with the proposed payment options; and 3) allow customers the option to receive water bills and most legally mandated notices (such as rate increase notices, water quality notices, etc.) electronically.

In accordance with Public Utilities Code (PU Code) § 755, this Resolution approves WSM's requests to provide customers an electric payment option and to allow customers the option to receive water bills and legally mandated notices electronically. The approval of WSM's request provides similar treatment as afforded to Lukins Brothers Water Company by Resolution W-5072 dated December 3, 2015, and other small water utilities pursuant to Industry Rules 8.2 (Request for Similar Treatment) of General Order 96-B. In accordance with PU Code § 755 and as further discussed in this Resolution, the Water Division finds the third-party vendor fees associated with WSM's electronic payment offering to be reasonable and comparable to the fees previously authorized by the Commission in Resolution W-5072.

This Resolution additionally authorizes WSM's request to establish a Payment Processing Costs Memorandum Account (PPCMA) to record all costs and savings the utility may incur as a result of its electronic bill payment service offering. WSM is to

book any costs it incurs or pays as well as any potential savings it realizes from the implementation of the electronic bill payment options. No portion of these electronic payment option expenses will be shifted to customers that do not choose to use one of these payment options.

## **BACKGROUND**

WSM filed Advice Letter (AL) 74-W on December 28, 2020, seeking Commission authorization to do the following:

- Offer its customers the option of paying their water bills using a credit or debit card or by ACH/electronic check through a third party.
- Establish a memorandum account to track expenses associated with the proposed payment options.
- Allow customers to receive water bills and most legally mandated notices electronically.

WSM is a Class D investor-owned water utility, with 309 total service connections, serving the community of San Martin and vicinity in Santa Clara County.

### **Proposed Payment Options**

WSM seeks Commission authority to utilize a third-party vendor to offer its customers electronic bill payment options using credit or debit cards or ACH/electronic checks for payment of customer water bills. A non-refundable convenience fee of \$2.95 for credit or debit card payments<sup>1</sup> and a non-refundable convenience fee of \$2.35 for ACH/electronic check payments will be charged directly to the customer by the vendor.

WSM requests these proposed payment options in response to numerous requests from its customers, and not as a cost savings measure or a method of improving profitability. WSM will not receive any revenue from the service; customers not utilizing this service will not incur any fee or other expenses; and water service and rates will not be affected by the proposed payment options. Customers who choose to use this service may pay their water bills using one of these payment options in person; via telephone; through a provided internet/web-based system; or through a Customer Service Representative-assisted system.

<sup>1</sup> For credit and debit card transactions up to \$300 the non-refundable fee will be \$2.95, and for credit and debit card transactions over \$300 the non-refundable fee will be 2.75% of the transaction amount.

Vendor Selection and Proposed Contract

WSM used a competitive bidding process for its vendor selection using the criteria described below. WSM received proposals for the proposed payment options from three vendors. Each vendor's proposal was required to satisfy the following criteria:

- Revenue-neutral credit card, debit card, and ACH/electronic check payment processing with no revenue generated or cost to WSM;
- A web-based payment option;
- Ability to make credit card or debit card payments at WSM's offices;
- Ability for customers to make payments after hours and on weekends;
- WSM to receive payment notifications at nearly real-time or within 24 to 48 hours (maximum);
- WSM to have the ability to customize the implementation and management of any web-based payment option; and
- WSM's Customer Service Representatives (CSR) to be able to take payments over the telephone.

After a thorough review of the vendors' proposals, WSM selected Nextbillpay for electronic bill presentation and payment processing because it met its required criteria and offered the lowest fees to WSM's customers.

Under Nextbillpay's electronic payment offering, Nextbillpay will charge: 1) a convenience fee of \$2.95 per transaction up to \$300, and 2.75% for a transaction over \$300 for using the automated system to pay bills by credit or debit card; and 2) a flat \$2.35 fee for ACH/electronic checks. The same convenience fees apply to payments made that require assistance from a CSR either by phone or at a WSM office.

**NOTICE**

In compliance with General Order (GO) 96-B, General Rule 4.3 and 4.7, a copy of this advice letter was served to all parties on the AL 74-W service list on December 28, 2020.

No customer protests were received on WSM's AL 74-W request.

**DISCUSSION**

Compliance with Public Utilities Code § 755

Public Utilities Code (PU Code) § 755 permits water utilities to charge convenience fees to customers that choose to pay their utility bills by credit or debit card or

ACH/electronic check. The utility may recover the reasonable transaction costs incurred to provide these electronic options from only those customers choosing to use the credit or debit card payment option.<sup>2</sup> The Commission determines the reasonableness of “transaction costs” charged to customers that choose to pay their water bills by credit or debit card or ACH/electronic check.<sup>3</sup> No portion of these electronic payment option expenses may be shifted to customers that do not choose to use one of these payment options, unless and until the Commission determines that the electronic payment option results in savings to ratepayers that exceed the net costs of accepting payment electronically.<sup>4</sup>

Reasonableness of Convenience Fees

Transaction costs include convenience fees paid by those customers that elect to pay by credit or debit card and ACH/electronic check transaction. WSM proposes a \$2.95 fee for transactions up to \$300 and a 2.75% for transactions over \$300 for the credit and debit card payment options. Also, WSM proposes a \$2.35 fee per ACH/electronic check transaction, offered by the vendor, Nextbillpay. According to WSM, the convenience fee, collected by Nextbillpay, is competitive with other service providers and commensurate with the convenience service provided to customers choosing one of these payment options. WSM used a competitive bidding process to select a vendor and chose the vendor with the lowest fees for its customers.

The Water Division (WD) finds WSM’s proposed convenience fees to be reasonable and should be approved. The WD reviewed the three quotes that WSM received for the payment offering and verified that Nextbillpay’s charges are the lowest fees of the three vendors. In addition, consistent with PU Code § 755(a)(2), the convenience fee will only be charged to those customers that choose to pay by credit or debit card or ACH/electronic check transaction.

Additionally, the convenience fees charged by Nextbillpay are comparable to fees that were authorized by the Commission for Lukins Brothers Water Company in Resolution W-5072. The WD, therefore, finds that the proposed fees for this optional service are reasonable and should be approved.

<sup>2</sup> Public Utilities Code § 755(b)

<sup>3</sup> PU Code § 755(c)

<sup>4</sup> Public Utilities Code § 755(c)(3); *see also* PU Code § (a)(2).

Reasonableness of Associated Transaction Costs

Transaction costs also include the associated costs to develop the payment program offering, advertising the program to customers, and ongoing expenses to maintain the offering. These associated costs will be tracked in a Memorandum Account, as provided, below, in the section titled “Establishment of Memorandum Account.”

The reasonableness of these expenses must be reviewed when the utility requests the amortization of the memorandum account.

Establishment of Memorandum Account

In its December 28, 2020, AL 74-W filing, WSM requests Commission authorization to establish a Payment Processing Costs Memorandum Account (PPCMA) to track the additional costs and savings WSM may incur for use of the bill payment option service. Tracking such costs and savings is consistent with the requirement in PU Code § 755(c), which states that the Commission must determine whether associated costs and potential savings attributable to the electronic payment program may be passed on to customers utilizing those payment options or reflected in general rates. The memorandum account is the appropriate mechanism for recording all costs and savings associated with providing these payment options. Additionally, the Commission has authorized identical memorandum accounts for other small water utilities, including Lukins Brothers Water Company, for the same purpose.<sup>5</sup>

In this memorandum account, WSM shall track and record the following:

- a) Costs to develop this payment program offering, including but not limited to, program access fees and administrative program costs not previously authorized in rates;
- b) Costs of noticing and advertising the program offering to customers and responding to customer questions about the program;
- c) Costs of ongoing operation of the service not previously authorized in rates, including but not limited to, customer service expenses in handling electronic payments online or over the phone;
- d) Cost savings resulting from reduced number of shutoffs and service disconnections associated with timely payment of bills using the proposed

<sup>5</sup> See, Res. W-5072 dated December 3, 2015, for Lukins Brothers Water Company; Res. W-5018 dated January 29, 2015, for Bakman Water Company; Res. W-4979 dated October 15, 2014, for Great Oaks Water Company; Res. W-4935 dated January 10, 2013, for Apple Valley Ranchos Water Company; and Res. W-4908 dated April 19, 2012, for Valencia Water Company.

payment options, including but not limited to savings in less in time spent sending service shutoff letters to customers; and

- e) Cost savings resulting from reduced need for manual accounts receivable processes and reduced time to collect, process, and deposit payments.

Recovery of costs associated with the proposed payment options should not be permitted from the general body of non-participating customers. Rather, any net balance in the memorandum account shall be refunded to customers as part of WSM's next general rate case. Further, in its next general rate case filing, WSM shall remove all costs associated with the payment options that are included in base rates. The costs that are removed from base rates can either be charged to customers who used the proposed optional payment option, subject to reasonableness review, or absorbed by WSM's shareholders. If there is no net cost, PU Code § 755 provides that no transaction costs shall be recovered.<sup>6</sup> This will ensure WSM's compliance with PU Code § 755.

#### Electronic Delivery of Water Bills and Legally Mandated Notices

The WD finds reasonable the utility's request to provide customers the option to receive water bills and legally mandated notices (such as rate increase notices, water quality notices, etc.) electronically. When a customer elects this option, the utility shall provide one final mailed notice to inform the customer that paper bills and paper mandated notices will no longer be provided.

### **COMPLIANCE**

WSM has no outstanding compliance orders and has been filing annual reports as required. WSM is in compliance with the State Water Resources Control Board's (SWRCB), Division of Drinking Water (DDW), applicable water quality standards and regulations for safe drinking water.<sup>7</sup> The WD also conducted a review of WSM's last financial audit report prepared by the Commission's Utility Audit Branch and found no outstanding compliance orders.<sup>8</sup>

Pursuant to PU Code § 433(a), public utilities are required to pay an annual Public Utilities Reimbursement Fee (annual fee) to the Commission. The WD confirmed with the Commission's Fiscal Office that WSM is current with its annual user fee payments.

<sup>6</sup> Public Utilities Code § 755(c)(2).

<sup>7</sup> State Water Resources Control Board's Division of Drinking Water December 31, 2019, Sanitary Survey.

<sup>8</sup> October 20, 2020, Utility Audits, Risk and Compliance Division, Utility Audits Branch, Review of Financial Statements – West San Martin Water Works, Inc. For the Year Ended December 31, 2019.

## **SAFETY**

As this Resolution authorizes payment of water bills using a credit or debit card or ACH/electronic check payment options, there are no safety considerations or implications associated with WSM's electronic payment offering request. The WD has confirmed with the DDW that WSM is in compliance with applicable water quality standards and regulations for safe drinking water.

## **COMMENTS**

This is an uncontested matter that pertains solely to a water corporation in which the resolution grants the relief requested. Accordingly, pursuant to PU Code Section 311(g)(3), the otherwise 30-day period for public review and comment is being waived.

## **FINDINGS**

1. By Advice Letter (AL) 74-W filed on December 28, 2020, West San Martin Water Works Inc. (WSM) requested Commission authority to: 1) allow customers to electronically pay their water service bills using a credit/debit card or Automatic Clearing House (ACH)/electronic check through a third-party vendor for a convenience fee; 2) establish a memorandum account to track expenses and savings associated with the proposed payment options; and 3) allow customers to receive water bills and most legally mandated notices (such as rate increase notices, water quality notices, etc.) electronically.
2. In accordance with General Order 96-B, General Rule 4.3, WSM served AL 74-W to its service list on December 28, 2020. No customer protests were received by the Water Division.
3. Public Utilities Code (PU Code) § 755 permits water utilities to offer a credit card or debit card bill payment options if approved by the Commission.
4. PU Code § 755 requires that only those customers choosing to use the credit or debit card, or ACH/electronic check bill payment option incur the additional charges associated with providing this service unless the Commission determines that the electronic bill payment option results in savings to ratepayers that exceed the net cost of accepting the proposed payment option.

5. PU Code § 755 requires the Commission to determine the reasonableness of transaction costs charged to customers that choose to pay by credit or debit card or ACH/electronic check.
6. The third-party vendor convenience fees proposed in WSM's electronic payment offering are comparable with the fees previously authorized by the Commission for identical program offerings in Resolution W-5072 for Lukins Brothers Water Company.
7. WSM solicited bids based on criteria that included convenient and customer-friendly services such as a web-based payment option, the ability to make payments after hours, and the ability to make payments over the phone.
8. WSM used a competitive bidding process to select a vendor and chose the vendor with the lowest convenience fees for its customers.
9. It is reasonable for customers to pay transaction fees to the third-party vendor, Nextbillpay, of \$2.95 for using a credit or debit card to pay water bills up to \$300, a 2.75% fee for water bills over \$300, and a \$2.35 per transaction fee for ACH and e-check.
10. Customers who do not elect to use the proposed payment options will not be charged for any costs related to providing this service.
11. The memorandum account is the appropriate mechanism for recording all costs and savings associated with providing these payment options.
12. The Commission finds reasonable WSM's request to establish the Payment Processing Costs Memorandum Account (PPCMA) to track all costs and savings resulting from the use of the bill payment option.
13. The following costs and savings are reasonable to record in the PPCMA:
  - a. Costs incurred to develop this payment offering, including but not limited to, program access fees, administrative program costs not previously authorized in rates,
  - b. Costs of noticing and advertising the program and responding to customer questions,



- c. Costs of ongoing operation of the service not previously authorized in rates, including but not limited to, customer service expenses in handling electronic payments online or over the phone;
  - d. Cost savings resulting from reduced number of shutoffs and service disconnections associated with timely payment of bills using the proposed payment options, including but not limited to savings in less in time spent sending service shutoff letters to customers; and
  - e. Cost savings from reduced need for manual accounts receivable processes and reduced time to collect, process, and deposit payments.
14. The net balance (costs and savings) and reasonableness of all transactions in the PPCMA will be reviewed as part of WSM's next General Rate Case.
15. It is reasonable for WSM to file a supplement AL 74-W to modify its Tariff Rule No. 9 to establish a credit or debit card or ACH/electronic check bill program option and add PPCMA to its Preliminary Statement consistent with Appendix A attached to this Resolution.
16. It is reasonable to allow WSM to give its customers the option of receiving water bills and legally mandated notices (such as rate increase notices, water quality notices, etc.) electronically provided that when a customer elects this option, the utility shall provide one final mailed notice to inform the customer that paper bills and paper mandated notices will no longer be provided.
17. WSM has no outstanding compliance orders and has been filing annual reports as required.
18. WSM is in compliance with the State Water Resources Control Board's Division of Drinking Water applicable water quality standards and regulations for safe drinking water.
19. WSM is up to date with its annual Public Utilities Reimbursement Fee payments to the Commission.

**THEREFORE, IT IS ORDERED THAT:**

1. West San Martin Water Works Inc.'s request in Advice Letter 74-W to allow customers to pay their water service bills using a credit or debit card or Automatic Clearing House/electronic check payment option through a third-party vendor, for a non-refundable per transaction fee charged directly to the customer, is approved. West San Martin Water Works Inc. shall file, within 30 days of the effective date of this Resolution, a supplement to Advice Letter 74-W with revisions to Tariff Rule No. 9 as noted in Appendix A.
2. West San Martin Water Works Inc.'s request to establish the Payment Processing Costs Memorandum Account is approved. Within 30 days of the effective date of this Resolution, West San Martin Water Works Inc. must file a supplement to Advice Letter 74-W with revisions to the Preliminary Statement as noted in Appendix A. West San Martin Water Works Inc. shall record all costs and savings the utility may incur, including but not limited to those described herein, for the use of the electronic bill payment option services.
3. Any net balance (costs and savings) and reasonableness of all transactions in the memorandum account established in Ordering Paragraph 2, above, shall be reviewed in West San Martin Water Works Inc.'s next General Rate Case. Any net savings shall be passed on to West San Martin Water Works Inc.'s customers. Any net expenses may only be recovered from customers who opt use of the proposed payment options.
4. West San Martin Water Works Inc.'s request in Advice Letter 74-W to allow customers the option to receive water bills and most legally mandated notices electronically is approved.

This Resolution is effective today.

I certify that the foregoing resolution was duly introduced, passed, and adopted at a conference of the Public Utilities Commission of the State of California held August 19, 2021; the following Commissioners voting favorably thereon:

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Rachel Peterson  
Executive Director

**APPENDIX A**

West San Martin Water Works, Inc.  
(WTD 170)  
Santa Clara County

REVISED

P.U.C. Sheet No. 396-W  
Cancelling 285-W

**PRELIMINARY STATEMENT**  
(continued)

**F. MEMORANDUM ACCOUNTS**

The company has established the following memorandum accounts. The purpose of these accounts is to recover costs not anticipated in rates. The balance in these accounts will be recovered in rates after CPUC review and audit of the reasonableness of the costs recorded therein. The accounts are listed with the authorizing CPUC Resolution, Decision or Public Utilities Code (PU Code). Additional description can be found in the authorizing document (s).

1. Unanticipated Repair Cost Memorandum Account (URCMA), Decision 92-03-093, dated March 31, 1992
2. Catastrophic Event Memorandum Account (CEMA), Resolution E-3238, dated July 24, 1991 and PU Code 454.9  
Note: Should a disaster or emergency occur, the utility will inform the Division of Water and Audits of the CPUC, within 30 days after the catastrophic event, that the utility has started booking costs to its CEMA.
3. Infrastructure Act Memorandum Account (IAMA), Decision 06-05-041, dated May 25, 2006 and PU Code 789  
Note: This account is established to track gains on real property.
4. Water Contamination Litigation Expense Memorandum Account, Resolution W-4094, dated March 26, 1998
5. Payment Processing Costs Memorandum Account (PPCMA), Resolution W-5243, (N)  
dated August 19, 2021 and PU Code 755 (N)

**G. BALANCING ACCOUNT**

The company has established the following balancing accounts. The purpose of these accounts is to track changes in costs for the named expense category. The balance in these accounts will be recovered in rates after CPUC review and audit of the costs recorded therein. The accounts are listed with the authorizing CPUC Resolution, Decision or Public Utilities Code (PU Code).

1. Purchased Power, Resolution W-4467, April 22, 2004.
2. Purchased Water, Resolution W-4467, April 22, 2004.
3. Pump Tax, Resolution W-4467, April 22, 2004.
4. Payroll, Resolution W-4467, April 22, 2004.
5. Payroll Taxes, Resolution W-4467, April 22, 2004.

(To be inserted by utility)

Advice Letter No. 74-W  
Decision No. \_\_\_\_\_

Issued By

*Brian R. Ukestad*  
President

(To be inserted by P.U.C.)

Date Filed \_\_\_\_\_  
Effective \_\_\_\_\_  
Resolution No. \_\_\_\_\_

West San Martin Water Works, Inc.  
(WTD 170)  
Santa Clara County

REVISED

P.U.C. Sheet No. 397-W  
Cancelling 16-W

**Rule No. 9**

**RENDERING AND PAYMENT OF BILLS**

**A. Rendering of Bills**

Bills for service will be rendered each customer on a monthly or bi-monthly basis at the option of the utility, unless otherwise provided in the rate schedules.

At the customer's request, the utility may be requested to provide either paper or electronic bills for rendered service, but not both.

The customer may elect to receive and view regular bills for service and other legal and mandated notices electronically and to no longer receive paper bills and legal and mandated notices. Customers requesting this option may be required to complete additional forms and agreements. Legal and mandated notices shall be included with the utility's electronic means of bill delivery; except however, all notices of termination of service shall be made in accordance with Rule No. 8. The customer may discontinue electronic billing upon 30 days prescribed notice.

(N)

(N)

**1. Metered Service**

- a. Meters will be read at regular intervals for the preparations of periodic bills and as required for the preparation of opening bills, closing bills, and special bills.
- b. The opening bill for metered service will not be less than the established monthly minimum of readiness-to-serve charge for the service. Any amount paid in excess of the prorated charges otherwise applicable to the opening period will be credited against the charge for the succeeding regular billing period, except that no such credit shall accrue if the total period of service is less than one month.
- c. It may not have always been practicable to read meters at intervals which will result in billing period of equal numbers of days.
  - (1) Should a monthly billing period contain less than 27 days or more than 33 days a pro rata correction in the amount of the bill will be made.
  - (2) The charge for metered service for a bi-monthly period will be computed by doubling the monthly minimum or readiness-to-serve charge and the number of cubic feet to which each block rate is applicable on a monthly basis.

continued

(To be inserted by utility)

Advice Letter No. 74-W  
Decision No. \_\_\_\_\_

Issued By

*Brian R. Ukestad*  
*President*

(To be inserted by P.U.C.)

Date Filed \_\_\_\_\_  
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Resolution No. \_\_\_\_\_

West San Martin Water Works, Inc.  
(WTD 170)  
Santa Clara County

REVISED

P.U.C. Sheet No. 398-W  
Cancelling 17-W

**Rule No. 9**  
**RENDERING AND PAYMENT OF BILLS**  
(continued)

1. Metered Service (continued)

A. 1. c. (3) For billing periods other than monthly or bi-monthly, adjustments will be made proportionate to that for a monthly billing period. (L)

d. Bills for metered service will show at least the reading of the meter at the end of the period for which the bill is rendered, the meter constant, if any, the number and kind of units, and date of the current meter reading.

e. Each meter on a customer's premises will be considered separately and the readings of two or more meters will not be combined except where combination of meter readings is specifically provided for in the applicable rate schedule, or where the utility's operating convenience of necessity may require the use of more than one meter or a battery of meters. In the latter case, the monthly minimum or readiness-to-serve charges will be prorated from the monthly minimum or readiness-to-serve charges of the applicable rate schedule upon the basis of a meter size equivalent in diameter to the total combined discharge areas of such meters.

2. Flat Rate Service

a. Bill for flat rate service area payable in advance.

b. The opening bill for flat rate service will be the established monthly charge for the service. Any amount paid in excess of the prorates charges otherwise applicable to the opening period will be credited against the charge for the succeeding regular billing period, except that no such credit shall accrue if the total period of service is less than one month.

c. For billing periods other than monthly, the charge for flat rate service will be computed by multiplying the monthly charge by the number of months in the billing period.

3. Proration of Bills

a. The charges applicable to opening periods, closing bills, and bills rendered for periods corresponding to less than 27 days or more than 33 days for monthly billing periods will be computed as follows: (L)

(continued)

(To be inserted by utility)

Advice Letter No. 74-W

Decision No. \_\_\_\_\_

Issued By

*Brian R. Ukestad*

*President*

(To be inserted by P.U.C.)

Date Filed \_\_\_\_\_

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_

West San Martin Water Works, Inc.  
(WTD 170)  
Santa Clara County

REVISED

P.U.C. Sheet No. 399-W  
Cancelling 269-W

**Rule No. 9**  
**RENDERING AND PAYMENT OF BILLS**  
(continued)

3. Proration of Bills (continued)

(1) Metered Service

(L)

The amount of the minimum charge (and the quantity allowed therefore) or the readiness-to-serve charge and the quantity in each of the several quantity rate blocks will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period. The measured quantity of usage will be applied to such prorated amounts and quantities.

(2) Flat Rate Service

The billing period charge will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period.

(3) Average Billing Period

The number of days in an average billing period is defined as 365 divided by the number of billing periods in a year. (It is 30.4 days for a monthly billing period.)

B. Payment of Bills

Bills for service are due and payable upon presentation and payment may be made at any commercial office of the utility or to any representative of the utility authorized to make collections. Collection of closing bills may be made at the time of presentation.

1. The utility may charge \$20.00 for any bad check or electronic fund transfer not honored by the customer's financial institution or a payment processor.

(L)  
(N)  
(N)

(continued)

(To be inserted by utility)

Advice Letter No. 74-W

Decision No. \_\_\_\_\_

Issued By

*Brian R. Ulkestad*

*President*

(To be inserted by P.U.C.)

Date Filed \_\_\_\_\_

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_



West San Martin Water Works, Inc.  
(WTD 170)  
Santa Clara County

ORIGINAL

P.U.C. Sheet No. 400-W  
Cancelling \_\_\_\_\_

**Rule No. 9**  
**RENDERING AND PAYMENT OF BILLS**  
(continued)

B. Payment of Bills (continued) (N)

2. Credit/Debit Card Option (N)

At the option of the customer a credit or debit card payment can be made through a third-party vendor. A non-refundable transaction fee of \$2.95 or 2.75% (amounts over \$300) per transaction shall apply. The convenience fee will be over and above the utility bill amount and may be charged to the customer by a third-party vendor for this service and will not be on the utility billing statement. For customers with more than one account, a separate transaction fee is necessary for each account. This payment option is not available to customers who have made fraudulent payments within the last 12 months. (N)

(To be inserted by utility)

Advice Letter No. 74-W

Decision No. \_\_\_\_\_

*Issued By*

*Brian R. Ukestad*

*President*

(To be inserted by P.U.C.)

Date Filed \_\_\_\_\_

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_



West San Martin Water Works, Inc.  
(WTD 170)  
Santa Clara County

REVISED

P.U.C. Sheet No. 401-W  
Cancelling 395-W

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(continued)

(To be inserted by utility)

Advice Letter No. 74-W

Decision No. \_\_\_\_\_

Issued By

*Brian R. Ukestad*

*President*

(To be inserted by P.U.C.)

Date Filed \_\_\_\_\_

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_

**West San Martin Water Works Inc.**

1005 Highland Ave., San Martin, CA 95046

**ADVICE LETTER 74-W  
SERVICE LIST**

West San Martin Water Works  
1005 Highland Ave.  
San Martin, CA 95046  
brian.ukstad@wsmwater.com

San Martin County Water District  
P.O. Box 120  
San Martin, CA 95046

Twin Valley Water Company  
P.O. Box 443  
Morgan Hill, CA 95038

## **CERTIFICATE OF SERVICE**

I certify that I have by either electronic mail or postal mail, this day, served a true copy of Proposed Resolution No. W-5243 on all parties in these filings or their attorneys as shown on the attached lists.

Dated August 2, 2021 at San Francisco, California.

\_\_\_\_\_  
/s/Levi Goldman

Levi Goldman

Parties should notify the Water Division,  
Third Floor, California Public Utilities  
Commission, 505 Van Ness Avenue, San  
Francisco, CA 94102, of any change of address  
to ensure that they continue to receive  
documents. You must indicate the Resolution  
number on which your name appears.