

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
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December 30, 2019

Jeffrey T. Linam
Vice President of Rates & Regulatory
California-American Water Company
4701 Beloit Drive
Sacramento, CA 95838-2434

Dear Mr. Linam,

The Commission has approved California Water Service Company's Advice Letter No. 1267, filed on November 8, 2019, regarding the CEMA Activation – Kincade Fire Geyserville.

Enclosed is a copy of the advice letter with an effective date of October 25, 2019 for the utility's files.

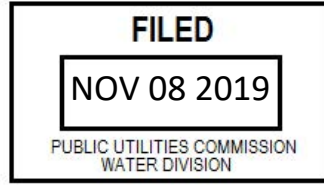
Please contact Bradley Leong at 415-703-2307, if you have any questions.

Thank you,

/s/ROBIN BRYANT

Robin Bryant
Water & Sewer Advisory Branch
Water Division

Enclosures



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November 8, 2019

ADVICE LETTER NO. 1267

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

California-American Water Company (California American Water) (U210W) hereby submits for review this advice letter.

Subject: Implementation of Emergency Disaster Relief Program for Kincade Wildfire Residential Customer and Non-Residential Customer Protections Pursuant to Decision (D.) 19-07-015

Purpose:

Pursuant to California Public Utilities Commission (Commission) Decision (“D.”) 19-07-015, California American Water hereby notifies the Commission of the activation of its Catastrophic Event Memorandum Account (CEMA) and implementation of emergency customer protections to support residential customers and small businesses impacted by the Kincade fire in Sonoma County.

Background:

In D.19-07-015, the Commission established a permanent set of minimum emergency disaster customer protection measures that the utilities are mandated to implement in the event of a declared emergency.

Conclusion of Law 25 of D.19-07-015 provides:

It is reasonable to require the water and sewer corporations, as identified in Conclusion of Law 2, to file a Tier 1 advice letter with the Commission’s Water Division within 15 days of a governor’s state of emergency proclamation and/or a presidential state of emergency demonstrating implementation of the following emergency customer protections: (1) activation of their CEMA effective to the time of the declaration of emergency; (2) make insurance claims on all costs and expenses incurred as a result of the fires, and credit insurance payments to their CEMA; (3) work cooperatively with affected customers to resolve unpaid bills, and minimize disconnections for non-payment; (4) waive reconnection or facilities fees for affected customers and suspend deposits for affected customers who must reconnect to the system; (5) provide reasonable payment options to affected customers; and (5) waive bills for victims who lost their homes or if their homes are rendered uninhabitable; and (6) authorize a pro rata waiver of any fixed element of

a water bill for the time that the home is uninhabitable, even if the reason for it being uninhabitable is not loss of water service.

Additionally, Ordering Paragraphs 9 and 10 of D.19-07-015 provide as follows:

In the event the Governor of California or the President of the United States declares a state of emergency because a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service, all Class-A Water utilities ... shall file a Tier 1 Advice Letter within 15 days of the Governor's or the President of the United States state of emergency proclamation reporting compliance with implementing this Decision's mandated emergency customer protections and outreach activities.

10. All Class-A Water utilities ... shall track the associated costs with the emergency customer protections in the respective Catastrophic Event Memorandum Accounts and extend their applicability of those memorandum accounts to costs for implementing customer protections for all disasters in which the Governor of California or the President of the United States has declared a state of emergency. Catastrophic Event Memorandum Accounts or Emergency Customer Protections Memorandum Account tariff language must specify that entries in the account will be segregated by qualifying event. Costs for emergency customer protection activities should be recovered across each utility's entire customer base and the water and sewer utilities stated above, shall make any necessary tariff changes in accordance with the advice letter procedures prescribed by General Order 96-B.

On October 25, 2019, Governor Gavin Newsom issued an proclaimed a state of emergency for Sonoma County in response to the Kincade fire, which was stoked by multiple high wind events. California American Water's Geyserville service area was placed under a mandatory evacuation order on October 24, 2019 and our Larkfield service area was placed under a mandatory evacuation order on October 27, 2019. The evacuation orders were lifted on October 30, 2019. Thanks to the terrific defense mounted by firefighters and other first responders, we believe that none of our customers lost structures or property in during the fire. Additionally, California American Water is not currently aware of any damage to its property or infrastructure as a result of the Kincade Fire.

Discussion:

Following issuance of the Governor's emergency proclamation, and in accordance with D.19-07-015, California American Water activated its Catastrophic Event Memorandum Account (CEMA) effective to October 25, 2019, the time of the declaration of the emergency. Its CEMA will remain open to respond to further catastrophic events. Each event will be tracked separately in the CEMA. At this time, California American Water has not made any insurance claims.

California American Water will extend customers in its Larkfield and Geyserville services areas impacted by the mandatory evacuations the following customer protections:

- Dunning locks through January 5, 2020
- Cease late payment fees through November 8, 2019
- Offer customer payment options for up to one year
- Work with customers to adjust extraordinary water use due to the fires

California American Water is communicating these protections through letter, bill text message, press release, CodeRED, social media and our website in in English and Spanish, the languages commonly spoken in our service areas. We are also providing abbreviated information to customers in other languages commonly spoken in California. These customer protections were announced through our CodeRED system and social media when the evacuation order was lifted on October 30th, bill text messages are appearing on customer bills in November and December and a press release was issued on November 7th. A mailing to all customers is expected to go out the week of November 11th.

Because California American Water is not aware of any damage to customer homes as a result of the Kincade Fire, it does not need waive reconnection or facilities fees for affected customers and suspend deposits for affected customers who must reconnect to the system, waive bills for victims who lost their homes or if their homes are rendered uninhabitable, or authorize a pro rata waiver of any fixed element of a water bill for the time that the home is uninhabitable, even if the reason for it being uninhabitable is not loss of water service.

California American Water will record costs associated with the protections described herein in the CEMA. As stated above, the costs recorded will be incurred beginning October 25, 2019, the start date of the Governor's emergency proclamation. California American Water will seek recovery of these costs in a General Rate Case or other appropriate ratemaking proceeding. When California American files for recovery of costs related to the CEMA or others costs that will be recovered separately, California American Water will allocate those costs across all customer classes and all Districts in California.

California American Water will also record to the CEMA costs that were incurred during the event that include but are not limited to, operations and maintenance expenses above and beyond normal work hours for Larkfield and Geyserville staff, additional personnel from outside affected service areas to support impacted operations, food and lodging for personnel, temporary office location (our Sonoma County office was in the mandatory evacuation zone), fuels costs related to operating generators for back-up power, tools and equipment, shipping costs, and transportation costs.

Tier Designation:

California American Water is also requesting an expedited advice letter treatment pursuant to the Commissions GO 96-B, requesting a waiver or a shortened protest and reply period of five days. This advice letter is submitted with a Tier 1 designation pursuant to General Order No. 96-B.

Effective Date:

California American requests an effective date of October 25, 2019.

Protests and Responses:

Anyone may respond to or protest this advice letter. A response supports the filing and may contain information that proves useful to the Commission in evaluating the advice letter.

A protest objects to the advice letter in whole or in part and must set forth the specific grounds on which it is based. These grounds are:

- (1) The utility did not properly serve or give notice of the advice letter;
- (2) The relief requested in the advice letter would violate statute or Commission order, or is not authorized by statute or Commission order on which the utility relies;
- (3) The analysis, calculations, or data in the advice letter contain material errors or omissions;
- (4) The relief requested in the advice letter is pending before the Commission in a formal proceeding; or
- (5) The relief requested in the advice letter requires consideration in a formal hearing, or is otherwise inappropriate for the advice letter process; or
- (6) The relief requested in the advice letter is unjust, unreasonable, or discriminatory (provided that such a protest may not be made where it would require relitigating a prior order of the Commission.)

A protest shall provide citations or proofs where available to allow staff to properly consider the protest.

A response or protest must be made in writing or by electronic mail and must be received by the Water Division within 20 days of the date this advice letter is filed. The address for mailing or delivering a protest is:

Tariff Unit, Water Division, 3rd floor
California Public Utilities Commission,
505 Van Ness Avenue, San Francisco, CA 94102
water_division@cpuc.ca.gov

In the same date the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy by mail (or e-mail) to us, addressed to:

Recipients:
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*Financial Analyst – Rates &
Regulatory*

E-Mail:
vera.kostikova@amwater.com

Mailing Address:
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Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform the Water Division, within the 20-day protest period, so that a late filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on.

If you have not received a reply to your protest within 10 business days, contact this person at (916) 568-4222.

CALIFORNIA-AMERICAN WATER COMPANY

/s/ Vera Kostikova

Vera Kostikova
Financial Analyst - Rates & Regulatory

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ADVICE LETTER 1267

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