

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



March 25, 2021

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-American Water Company's Advice Letter No. 1323, filed on February 19, 2021, regarding Resolution M-4849 -- Covid-19 Customer Protections Extension.

Enclosed is a copy of the advice letter with an effective date of February 19, 2021 for the utility's files.

Please contact Bradley Leong at [BL4@cpuc.ca.gov](mailto:BL4@cpuc.ca.gov) or 415-703-2307, if you have any questions.

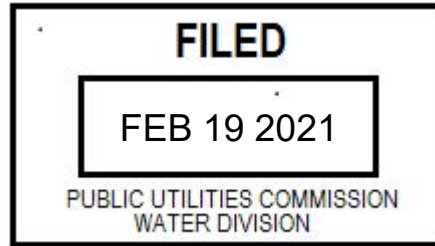
Thank you,

/s/ROBIN BRYANT

Robin Bryant  
Water Division

Enclosures





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February 19, 2021

ADVICE LETTER NO. 1323

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.

**Purpose:**

As directed by California Public Utilities Commission (“Commission”) Resolution M-4849, California American Water is filing this advice letter to extend Emergency Customer Protections to California customers through June 30, 2021 and to extend the memorandum accounts established pursuant to Resolution M-4842.

**Background:**

On March 4, 2020, Governor Newsom declared a State of Emergency to help the state prepare for the spread of the COVID-19. Following the Governor’s declaration, California American Water received a letter from the Commission’s Executive Director dated March 17, 2020. The Executive Director’s letter states that the Commission “expect[s] the utilities and service providers subject to D.19-07-015 and D.19-08-025 to extend the same applicable customer protections directed in D.19-07-015 and D.19-08-025 to customers in response to the declared state of emergency due to the spread of the COVID-19.”<sup>1</sup> The letter further states that the protections will apply retroactively beginning March 4, 2020.

On March 19, 2019, in compliance with the Executive Director’s March 17, 2020 letter, California American Water filed Advice Letter 1284 to confirm implementation of protections to customers across all service areas during the emergency. Advice Letter 1284 was approved by the Commission on March 24, 2020.

On April 16, 2020, the Commission issued Resolution M-4842 requiring utilities to file a Tier 2 Advice Letter confirming activation of its Catastrophic Event Memorandum Account (“CEMA”) and the implementation of the applicable emergency customer protections adopted in D.19-07-015.

On May 1, 2020, California American Water filed Advice Letter 1294 to confirm and describe compliance with the Executive Director’s Letter and Resolution M-4842. California American Water also requested exemption from implementing two disaster relief protections in

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<sup>1</sup> 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. D.19-08-025 does not apply to water utilities.

D.19-07-015: (1) waive bills for victims who lost their homes or if their homes are rendered uninhabitable, and (2) 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. These protections were identified as not applicable to the current pandemic emergency. Advice Letter 1294 was approved by the Commission on September 22, 2020.

On February 11, 2021, the Commission issued Resolution M-4849 to extend the emergency customer protections through June 30, 2021. Resolution M-4849 directed Class A water utilities to file a Tier 1 Advice Letter to describe actions taken to extend the Emergency Customer Protections through June 30, 2021.

### **Extension of the Emergency Customer Protections**

California American Water describes below its compliance with extending the Emergency Customer Protections listed on page 7 of Resolution M-4849.

#### **CEMA Activation**

On March 19, 2020, California American Water filed Advice Letter 1284, which announced activation of California American Water's CEMA account for the COVID-19 emergency, effective March 4, 2020. California American Water's CEMA remains active.

#### **Insurance**

California American Water previously put its insurer on notice of the COVID-19 pandemic. At this time, California American Water is not aware of any losses that are covered by its insurance.

#### **Implementation of Customer Protections and Communications**

Advice Letter 1284 and Advice Letter 1294 confirmed implementation of the following customer protections adopted in D.19-07-015 for customers across all service areas during the emergency.

- Work cooperatively with affected customers to resolve unpaid bills
- Waive reconnection or facilities fees for customers and suspend deposits for customers who must reconnect to the system; and
- Provide reasonable payment options to customers

As stated in Advice Letter 1284 and Advice Letter 1294, California American Water also implemented the following additional emergency customer protections not identified in D.19-07-015:

- Dunning locks to place a moratorium on discontinuing service shutoffs for non-payment
- Suspension of late payment fees

California American Water also restored service to any active account (where the company could safely do so) that had been disconnected for non-payment prior to March 19, 2020.

California American Water again confirms that it provided the protections outlined above effective March 4, 2020, the date of the Governor's declaration of a state of emergency and will continue to do so through June 30, 2021 as directed in Resolution M-4849.

The Company communicated these protections to customers through email, bill text message, press release, social media, office signage in English, Spanish and Chinese and on our website in English and Spanish. California American Water also provided information to customers in all languages commonly spoken in California by mail. The Company also held webinars for its customers to walk through all of its customer assistance programs.

In addition to these customer protections, California American Water launched additional communication efforts to inform residential customers about the availability of our Low-Income Rate Assistance (LIRA) program for those suffering from financial hardship. Additionally, the company ceased removing customers from the LIRA program who failed to recertify their qualifications after the two-year enrollment ended until October 2020.

**Tier Designation:**

This advice letter is submitted with a Tier 1 designation.

**Effective Date:**

California American Water requests an effective date of February 19, 2021.

**Service List:**

In accordance with Section 4.3 of General Order 96-B, a copy of this advice letter is being provided to those entities listed in the attached "SERVICE LIST PURSUANT TO SECTION 4.3 OF G.O. NO. 96-B." Copies will also be served to R.18-03-011 and R.17-06-024 proceeding service lists. Per guidance from the California Public Utilities Commission's Water Division, during the Covid-19 pandemic advice letters will only be delivered electronically to the service list. Hardcopy advice letters will be mailed as soon as administrative staff are able to return to CAW offices. Copies of the detailed workpapers and the documents supporting this Advice Letter have also been furnished to the Commission.

**Protests and Responses:**

Anyone may respond to or protest this advice letter. When submitting a response or protest, **please include the utility name and advice letter number in the subject line.**

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<sup>2</sup> 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, 3<sup>rd</sup> floor  
California Public Utilities Commission,  
505 Van Ness Avenue, San Francisco, CA 94102  
[water\\_division@cpuc.ca.gov](mailto:water_division@cpuc.ca.gov)

On the same date the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy to California American Water, addressed to:

**Email Address:**

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[sarah.leeper@amwater.com](mailto:sarah.leeper@amwater.com)

[ca.rates@amwater.com](mailto:ca.rates@amwater.com)

**Mailing Address:**

4701 Beloit Drive  
Sacramento, CA 95838

555 Montgomery Street, Suite 816  
San Francisco, CA 94111

4701 Beloit Drive  
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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 Vera Kostikova at (916) 568-4246.

CALIFORNIA-AMERICAN WATER COMPANY

*/s/ Vera Kostikova*

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Vera Kostikova  
Financial Analyst - Rates & Regulatory

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**ADVICE LETTER 1323**

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**ADVICE LETTER 1323**

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