

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. 1325, filed on March 4, 2021, regarding Covid-19 Customer Protections 12 Month Update.

Enclosed is a copy of the advice letter with an effective date of March 4, 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.

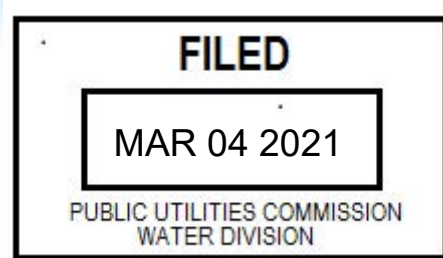
Thank you,

/s/ROBIN BRYANT

Robin Bryant  
Water Division

Enclosures





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March 4, 2021

ADVICE LETTER NO. 1325

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: 12 Month Update of Emergency Disaster Relief Program for COVID-19 Pandemic Residential Customer and Non-Residential Customer Protections Pursuant to Decision (D.) 19-07-015**

**Purpose:**

California American Water submits this Tier 1 Advice Letter in compliance with Decision (D.) 19-07-015 issued by the California Public Utilities Commission (Commission) on July 19, 2019.

Ordering Paragraph 11 of D.19-07-015 States:

All Class-A Water utilities (California Water Service Company, California American Water Company, Golden State Water Company, Great Oaks Water Company, Liberty Utilities Apple Valley Ranchos Water, and Park Water), San Jose Water Company, San Gabriel Valley Water Company, and Suburban Water Systems as well as all Class-B utilities (Fruitridge Vista Water Company, Bakman Water Company, Del Oro Water Company, East Pasadena Water Company, Santa Catalina Island Water (a division of Southern California Edison Company), and Alco Water Service).), shall file a Tier 1 Advice Letter at the default, 12-month conclusion of customer protection period (running from the date that customer protections related to the specific disaster became effective), or as reasonably determined by the Governor's Office of Emergency Services, detailing the mandated protections offered to the customer affected by the disaster, the start and end periods customers received the emergency customer protections, the outreach efforts conducted, the customer impacts, and the associated cost.

**Background:**

On March 4, 2020, Governor Newsom declared a State of Emergency in California related to COVID-19. March 4, 2021 is the 12-month anniversary of the declared State of Emergency.

On March 17, 2020, the Commission's Executive Director issued a letter to all Class A and B water utilities indicating that the Commission expected "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 COVID-19.” The same letter also stated:

We also expect the utilities and service providers to report to the CPUC on all customer protection measures they implement in response to COVID-19 as soon as they are implemented, so that the CPUC may publicly report on these measures. These customer protections should be retroactively applied to 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 2, 2020, Governor Newsom issued Executive Order N-42-20 prohibiting residential service disconnections and disconnections to “any business in the critical infrastructure sectors designated by the State Public Health Officer as critical to protect the health and well-being of all Californians that qualifies as a small business....”

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 customer protections adopted in D.19-07-015.

Ordering Paragraph 2 of Resolution M-4842 provides:

To the extent that they have not already done so in response to the Executive Director’s March 17, 2020 letter, or to the extent to which their response was not fully responsive to the requirements of this Resolution, electric, gas, communications, and water and sewer corporations subject to this Resolution shall file a Tier 2 Advice Letter describing all reasonable and necessary actions to implement the emergency customer protections adopted in D.19-07-015 and D.19-08-025 to support California customers.

On May 1, 2020 California American Water filed Advice Letter 1294 in compliance with M-4842. Advice Letter 1294 was approved by the Commission on September 22, 2020.

As stated in Advice Letter 1284 and 1294, California American Water implemented the following customer protections adopted in D.19-07-015 and as required by Governor Newsom’s Executive Order N-42-20:

- Dunning locks to place a moratorium on discontinuing service shutoffs for non-payment
- Cease late payment fees
- Offer customer payment options for up to one year
- Restoration of service to previously shut-off customers
- Waive reconnection or facilities fees for affected customers and suspend deposits for affected customers who must reconnect to the system

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.

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 has also provided information to customers in all languages commonly spoken in California by mail. Additional bill text messages also appeared on customer bills.

In addition to these customer protections, California American Water launched additional communication efforts to inform residential customers about the availability of our Customer Assistance Program (“CAP”) program for those suffering from financial hardship. The company also received CPUC approval in advice letter 1307 to extend the CAP program to three newly acquired systems serving disadvantaged communities. Additionally, from March 4, 2020 through October 4, 2020, the company ceased removing customers from the CAP program who failed to recertify their qualifications after the two-year enrollment ends. The CAP eligibility verification and recertification requirements remain unchanged and allow customers to conveniently enroll without required income verification.

On February 12, 2021, the Commission issued Res. M-4849, which authorized and directed utilities to extend Emergency Customer Protections to support California customers through June 30, 2021, and to file Transition Plans for the expiration of “Emergency Customer Protections.”

Res. M-4849 required investor-owned Class A and B water utilities to file a Tier 1 Advice Letter within 10 days of the issuance of Res. M-4849 demonstrating compliance with the Extension of Emergency Customer Protections to June 30, 2021. On February 16, 2021, California American Water filed Advice Letter 1323 confirming its extension of the applicable Emergency Customer Protections identified in Res. M-4849<sup>1</sup> to June 30, 2021.

Res. M-4849 also required the Class A and B water utilities to submit draft Transition Plan Advice Letters to CPUC staff by February 25, 2021, addressing the following topics:

1. Activities Timeline;
2. Marketing, Education, and Outreach Strategy;
3. Compliance and Safety; and
4. Progress Tracking and Reporting.

On February 25, 2021, California American Water submitted its Draft Transition Plan Advice Letter as directed.

#### Start and End Date of Emergency Customer Protections.

All Emergency Customer Protections described above began on March 4, 2020, and all will remain in place for California American Water’ customers through at least June 30, 2021.

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<sup>1</sup> Res. M-4849, at p. 7.

### Outreach Efforts, Customer Impacts, and Associated Costs.

Throughout the declared State of Emergency, California American Water has provided information to customers through its website, periodic mailings, and its Customer Service representatives. Included in these outreach efforts has been information about bill payment options and encouragement to customers to address past-due bills in full or in part during the pandemic emergency period so that customers are not faced with large past-due balances at the end of the emergency period.

California American Water began voluntary reporting to the Commission's Water Division prior to the Commission ordered, first, bi-weekly reporting of pandemic financial impacts, and then monthly reporting of pandemic financial impacts.<sup>2</sup> The financial impacts reported by California American Water consisted of a summary of customer past-due balances in 30-day aging categories (0 – 30 days, 30 – 60 days, 60 – 90 days, 90 – 150 days, and over 150 days). Under current Commission-authorized tariffs, a bill becomes past due if not paid within 19 days after mailing. Current Commission-authorized tariffs also provide that residential customers may not have service disconnected for nonpayment until at least 79 days after a bill is mailed. During the pandemic emergency period, there have been no service disconnections for nonpayment. The financial impacts reported consist of customers with past-due balances and California American Water having not received those customer payments.

As of January 2021, the total of unpaid bills of 90 days or more past due was \$4,628,164, consisting of 12,273 total bills, of which 2,517 were for CAP enrollees.<sup>3</sup> In Rulemaking (R.) 17-06-024, the Commission directed Class A water utilities to file reports on the impacts of COVID-19. California American Water attaches relevant excerpts from its most recent February 16, 2021 submission in R.17-06-024 which includes data through January 2021 as Workpaper 1-1.

California American Water's outreach efforts have largely been absorbed in existing budgets. To date, California American Water does not expect to pass on to its customers outreach costs incurred through the end of January 2021.

### Compliance with Ordering Paragraph 12 of D.19-07-015.

Ordering Paragraph 12 of D.19-07-015 provides:

All Class-A Water utilities (California Water Service Company, California American Water Company, Golden State Water Company, California

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<sup>2</sup> California American Water has also reported on customers enrolled in its CAP, both in terms of the number of enrollees and the past-due balances of those enrolled in the California American Water CAP.

<sup>3</sup> If additional information is needed or required for purposes of compliance with Ordering Paragraph 11 of D.19-07-015, California American Water requests to be advised so that the information may be provided.

American Water Water Company, Liberty Utilities (Apple Valley Ranchos Water, and Park Water), San Jose Water Company, San Gabriel Valley Water Company, and Suburban Water Systems as well as all Class-B Water utilities (Fruitridge Vista Water Company, Bakman Water Company, Del Oro Water Company, East Pasadena Water Company, Santa Catalina Island Water (a division of Southern California Edison Company), and Alco Water Service.) shall file a Tier 1 Advice Letter twelve months from a qualifying event, documenting the collaborative engagement they had with the Governor's Office of Emergency Services and the California Department of Forestry and Fire Protection demonstrating information sharing that aided these entities in carrying out their mission.

#### Collaboration and Information Sharing.

While the Emergency Customer Protections adopted in D.19-07-015 were primarily geared towards wildfire disasters, California American Water interprets the language of Ordering Paragraph 12, in the context of the COVID-19 State of Emergency, to require reporting on California American Water's collaboration with State and local emergency services and the information-sharing that has taken place during the pandemic State of Emergency.

From the beginning of the declared State of Emergency, California American Water has participated in regional efforts by local governments and the utility sector to coordinate response and plan for mutual aid should the need arise.

California American Water has also been involved with emergency management meetings covering much the same topics. Those meetings, too, are ongoing.

Through the California Water Association (CWA), California American Water has been kept informed of State government activities pertaining to the COVID-19 State of Emergency as well. The CWA meetings on such topics also are continuing.

California American Water has stayed abreast and informed of city and county requirements and notices in its service areas. California American Water maintains compliance with all requirements pertaining to workplace and worker safety, including required postings of workplace safety rules and social distancing protocols.

#### Compliance with D.19-07-015.

California American Water respectfully submits this Tier 1 Advice Letter in compliance with Ordering Paragraphs 11 and 12 of D.19-07-015.

#### **Tier Designation:**

This advice letter is submitted with a Tier 1 designation pursuant to General Order No. 96-B.

#### **Effective Date:**

California American Water does not request a specific effective date because this is a compliance filing that does not require any changes to California American Water tariffs.

**Notice**

Pursuant to Section 4.3 of General Order No. 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." 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 California American Water offices.

**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, 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:**

**Mailing Address:**

[vera.kostikova@amwater.com](mailto:vera.kostikova@amwater.com)

4701 Beloit Drive  
Sacramento, CA 95838

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

555 Montgomery Street, Suite 816  
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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

**ALL DISTRICTS SERVICE LIST**  
**CALIFORNIA-AMERICAN WATER COMPANY**  
**ADVICE LETTER 1325**

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**ADVICE LETTER 1325**

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**ADVICE LETTER 1325**

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**ADVICE LETTER 1325**

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**ADVICE LETTER 1325**

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