

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



September 17, 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. 1345, filed on September 1, 2021, regarding Post Disaster – 2020 Wildfires.

Enclosed is a copy of the advice letter with an effective date of September 1, 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.

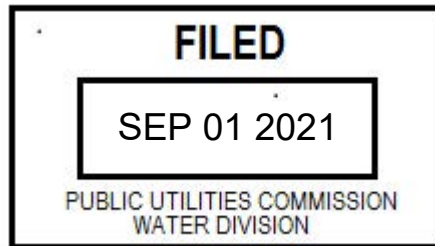
Thank you,

/s/ROBIN BRYANT

Robin Bryant  
Water Division

Enclosures





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September 1, 2021

ADVICE LETTER NO. 1345

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: Conclusion of Emergency Disaster Relief Program for Wildfire Customer Protections for 2020 Wildfires 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 conclusion of its emergency customer protections to support residential customers and small businesses impacted by the 2020 Wildfires in Monterey, Sonoma, Madera, and Los Angeles Counties.

**Background:**

In mid-August 2020, Governor Newsom issued several state of emergency proclamations related to extreme heat and wildfire events throughout California.<sup>1</sup> Several of California American Water’s service areas were impacted by the wildfires. For example, customers in California American Water’s Monterey service areas experienced evacuation warnings and orders. California American Water’s Geyserville, Hillview and Duarte service areas all were subject to evacuation warnings.

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. Ordering Paragraph 11 states:

11. All Class-A Water utilities ... 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.

On October 28, 2020, Staff issued additional guidance as to what information it required in

<sup>1</sup> <https://www.gov.ca.gov/wp-content/uploads/2020/08/8.16.20-Extreme-Heat-Event-proclamation-text.pdf>;  
<https://www.gov.ca.gov/wp-content/uploads/2020/08/8.18.20-Fire-State-of-Emergency-Proclamation.pdf>;  
<https://www.gov.ca.gov/wp-content/uploads/2020/09/9.6.20-September-Fires-Emergency.pdf>.

the advice letters filed at the conclusion of the customer protection period.

- 1) The mandated protections offered to the customers affected by the disaster
- 2) The start and end periods customers received the emergency customer protections
  - Start date = when the proclamation was declared
  - End date = the date the provider stopped offering the consumer protections
- 3) The outreach efforts the company undertook to inform their customers about the availability of the mandated protections.
- 4) The customer impacts
  - Number of customers impacted by the declared disaster event
- 5) Basic metrics that can be measured or estimated, including number of consumers that received each of the available protections over the course of the year.
  - For example, the number of customers that received extended payment dates for their bills

**Discussion:**

**Items 1, 2 and 3 - Protections Offered, Time Periods and Outreach Efforts**

Following issuance of the Governor's emergency proclamations in August 2020, and in accordance with D.19-07-015, California American Water confirmed that required customer protections including dunning locks, cessation of late fees and payment options were available to affected customers.

We also reviewed billing records to identify any extraordinary water use due to the fires.

The mandated customer protections were already in place due to the COVID-19 pandemic. California American Water regularly communicated about emergency customer protections through letter, bill text message, social media and our website in in English and Spanish, the languages commonly spoken in our service areas. California American Water also provided abbreviated information to customers in other languages commonly spoken in California.

Because California American Water was not aware of any damage to customer homes as a result of the 2020 Wildfires, it did not need to 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.

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## Items 4 & 5 - Customer Impacts & Metrics

### Customer impacts

- Evacuation warnings in the Geyserville service area were lifted on August 25, 2020
- Evacuation warnings in the Hillview service area were lifted on September 15, 2020
- Evacuation warnings were lifted in the Duarte service area on September 19, 2020
- Evacuation orders and warnings in the Monterey service areas were all lifted by August 27, 2020
- California American Water has approximately 38,000 customers in Monterey, 300 customers in Geyserville, 1,700 customers in Duarte, and 1,500 customers in Hillview.

### Metrics

- Between August 1, 2020, and September 1, 2021, a total of 446 customers in our Monterey, Geyserville, Hillview, and Duarte service areas received extended payment plans. California American Water cannot, however, identify the percentage of payment plans that were requested as a result of the 2020 Wildfires.

### **Tier Designation:**

This compliance advice letter filing 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

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:

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

[Kamilah.jones@amwater.com](mailto:Kamilah.jones@amwater.com)

**Mailing Address:**

4701 Beloit Drive  
Sacramento, CA 95838

555 Montgomery Street, Ste. 816  
San Francisco, CA 94111

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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 Kamilah Jones at (916) 568-4232.

CALIFORNIA-AMERICAN WATER COMPANY

*/s/ Jeffrey T. Linam*

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**ADVICE LETTER 1345**

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**ADVICE LETTER 1345**

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