

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



May 28, 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. 1334, filed on May 7, 2021, regarding update to the Customer Assistance Program Guidelines.

Enclosed are copies of the following revised tariff sheets, effective June 1, 2021, for the utility's files:

<b>P.U.C. Sheet No.</b>	<b>Title of Sheet</b>
9998-W	Schedule No. CA-CAP California American Water CUSTOMER ASSISTANCE PROGRAM Sheet 9
9999-W	TABLE OF CONTENTS Sheet 2
10000-W	TABLE OF CONTENTS Sheet 1

Please contact Carmen Rocha at [MDC@cpuc.ca.gov](mailto:MDC@cpuc.ca.gov) or 415-703-2162, if you have any questions.

Thank you,

/s/ROBIN BRYANT

Robin Bryant  
Water Division

Enclosures





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Sacramento, CA 95838  
www.amwater.com

P (916)-568-4251  
F (916) 568-4260

May 7, 2021

ADVICE LETTER NO. 1334

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, including the following tariff sheets, attached hereto, which are applicable to all of its districts:

**Request**

This advice letter is being made to update the Customer Assistance Program (CAP) income guidelines for the 2021-2022 year in compliance with Public Utilities Code Section 739.1. As stated in the Public Utilities Commission Energy Division's March 19, 2021 letter, income guidelines/limits should be updated as follows:

Household Size	CARE & Energy Savings Assistance Program (CAP program)
1-2	\$34,840
3	\$43,920
4	\$53,000
5	\$62,080
6	\$71,160
7	\$80,240
8	\$89,320
Each Additional person	\$9,080

**Tier Designation:**

Pursuant to General Order 96-B, this advice letter is submitted with a Tier 1 designation.

**Effective Date:**

California American Water requests an effective date of June 1, 2021 consistent with the date of the new income guidelines.

**Service List:**

In accordance with Section 4.3 of General Order 96-B, a copy of this advice letter has been served upon all interested and affected parties as shown in Exhibit A.

**RESPONSE OR PROTEST<sup>1</sup>**

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

<sup>1</sup> G.O. 96-B, General Rule 7.4.1

A **response** supports the filing and may contain information that proves useful to the Commission in evaluating the AL. A **protest** objects to the AL 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 AL;
2. The relief requested in the AL 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 AL contain material error or omissions;
4. The relief requested in the AL is pending before the Commission in a formal proceeding;  
or
5. The relief requested in the AL requires consideration in a formal hearing, or is otherwise inappropriate for the AL process; or
6. The relief requested in the AL is unjust, unreasonable, or discriminatory, provided that such a protest may not be made where it would require re-litigating a prior order of the Commission.

A protest may not rely on policy objections to an AL where the relief requested in the AL follows rules or directions established by statute or Commission order applicable to the utility. A protest shall provide citations or proofs where available to allow staff to properly consider the protest.

DWA must receive a response or protest via email (**or** postal mail) within 20 days of the date the AL is filed. When submitting a response or protest, **please include the utility name and advice letter number in the subject line.**

The addresses for submitting a response or protest are:

**Email Address:**

[Water.Division@cpuc.ca.gov](mailto:Water.Division@cpuc.ca.gov)

**Mailing Address:**

CA Public Utilities Commission  
Division of Water and Audits  
505 Van Ness Avenue  
San Francisco, CA 94102

On 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:**

Kamilah Jones  
*Financial Analyst III*

**E-Mail:**

Kamilah.Jones@amwater.com

**Mailing Address:**

4701 Beloit Drive  
Sacramento, CA 95838  
Fax: (916) 568-4277

Sarah E. Leeper  
*Vice President – Legal,  
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<sup>2</sup> G.O. 96-B, General Rule 7.4.2

Sacramento, CA 95838

Fax: (916) 568-4260

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.

**REPLIES**<sup>3</sup>

The utility shall reply to each protest and may reply to any response. Any reply must be received by DWA within five business days after the end of the protest period, and shall be served on the same day on each person who filed the protest or response to the AL.

The actions requested in this advice letter are not now the subject of any formal filings with the California Public Utilities Commission, including a formal complaint, nor action in any court of law.

If you have not received a reply to your protest within 10 business days, contact Kamilah Jones at (916) 568-4232.

This filing will not cause the withdrawal of service, nor conflict with other schedules or rules.

CALIFORNIA-AMERICAN WATER COMPANY

*/s/ Kamilah Jones*

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Kamilah Jones  
Financial Analyst III

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<sup>3</sup> G.O. 96-B, General Rule 7.4.3

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
9998-W	Schedule No. CA-CAP California American Water CUSTOMER ASSISTANCE PROGRAM Sheet 9	9960-W
9999-W	TABLE OF CONTENTS Sheet 2	9996-W
10000-W	TABLE OF CONTENTS Sheet 1	9997-W

Schedule No. CA-CAP  
California American Water  
CUSTOMER ASSISTANCE PROGRAM

**SPECIAL CONDITIONS APPLICABLE TO CUSTOMER ASSISTANCE PROGRAM**

**General Items**

1. **Customer Assistance Program (CAP):** As reflected in this tariff, qualifying customers receive a surcredit, as noted above, per month per qualifying residential customer. Customers must apply with the Company for acceptance into the Customer Assistance Program. Qualification criteria are outlined below. This program is also known as the H2O Help to Others Program. Effective June 1, 2021 to May 31, 2022. (C)

a. **CAP Household:** A CAP Household is a household where the total gross income from all sources, including total income from all persons living full-time in the household, is less than shown on the table below based on the number of persons in the household. Total gross income shall include both taxable and non-taxable income. Persons who are claimed as a dependent on another person's income tax return are not eligible for this program. The California American Water bill must be in the customer's name.

Household Size	CARE & Energy Savings Assistance Program (CAP)
1-2	\$34,840
3	\$43,920
4	\$53,000
5	\$62,080
6	\$71,160
7	\$80,240
8	\$89,320
Each Additional person	\$9,080

(C)  
|  
(C)

**Application and Eligibility Declaration:** An application and eligibility declaration on a form authorized by the Commission is required for each request for service under this schedule. Renewal of a customer's eligibility declaration will be required every two years and may be required on an annual basis. Customers are only eligible to receive service under this rate schedule at one residential location at any one time, and the rate applies only to the customer's permanent primary residence. This schedule is not applicable where, in the opinion of the Company, either the accommodation or the occupancy is transitory. Customers may self-certify and may be requested to present documentation verifying participation in a customer assistance program.

(Continued)

(TO BE INSERTED BY UTILITY)	ISSUED BY	(TO BE INSERTED BY C.P.U.C.)
Advice 1334	J. T. LINAM	Date Filed <u>05/07/2021</u>
Decision	DIRECTOR - Rates & Regulatory	Effective <u>06/01/2021</u>
		Resolution _____

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Sacramento- Geyserville	8321-W
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<u>(TO BE INSERTED BY UTILITY)</u>	<u>ISSUED BY</u>	<u>(TO BE INSERTED BY C.P.U.C.)</u>
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Sheet 1

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<b><u>SERVICE AREA MAP:</u></b>	
California-American Water Company	5470-W
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		Resolution      _____

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**ADVICE LETTER 1334**

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