

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



August 12, 2021

Kamilah Jones
Senior Financial Analyst – Rates & Regulatory
California-American Water Company
4701 Beloit Drive
Sacramento, CA 95838-2434

Dear Ms. Jones,

The Commission has approved California-American Water Company's Advice Letter No. 1337, filed on June 4, 2021, regarding authorization to establish Schedule 14.1 – Geyserville and Activate Stage 2.

Enclosed are copies of the following revised tariff sheets, effective July 5, 2021, for the utility's files:

P.U.C. Sheet No.	Title of Sheet
10038-W	Rule No. 14.1., Water Shortage Contingency Plan All Areas Except Monterey Main System, Sheet 1
10039-W	Schedule No. 14.1-GEY, Water Shortage Contingency Plan Geyserville Service Area, Sheet 1
10040-W	Schedule No. 14.1-GEY, Water Shortage Contingency Plan Geyserville Service Area, Sheet 2
10041-W	Schedule No. 14.1-GEY, Water Shortage Contingency Plan Geyserville Service Area, Sheet 3
10042-W	Schedule No. 14.1-GEY, Water Shortage Contingency Plan Geyserville Service Area, Sheet 4
10043-W	Schedule No. 14.1-GEY, Water Shortage Contingency Plan Geyserville Service Area, Sheet 5
10044-W	Table Of Contents, Sheet 5
10045-W	Table Of Contents, Sheet 1

Please contact Bradley Leong at BL4@cpuc.ca.gov or 415-703-2307, if you have any questions.

Thank you,

/s/ROBIN BRYANT

Robin Bryant
Water Division

Enclosures

CALIFORNIA PUBLIC UTILITIES COMMISSION DIVISION OF WATER AND AUDITS

Advice Letter Cover Sheet

Utility Name: California American Water
Geyserville Service Area

Date Mailed to Service List: June 4, 2021

District: (Sacramento)

CPUC Utility #: U210W

Protest Deadline (20th Day): June 24, 2021

Advice Letter #: 1337

Review Deadline (30th Day): July 5, 2021

Tier 1 2 3 Compliance

Requested Effective Date: July 5, 2021

Authorization Resolution W-4976

Rate Impact: \$See AL
See AL%

Description: Establish Schedule 14.1 – Geyserville and
Activate Stage 2

The protest or response deadline for this advice letter is 20 days from the date that this advice letter was mailed to the service list. Please see the "Response or Protest" section in the advice letter for more information.

Utility Contact: Kamilah Jones

Utility Contact: Jonathan Morse

Phone: 916-568-4232

Phone: 916-568-4237

Email: Kamilah.Jones@amwater.com

Email: Jonathan.Morse@amwater.com

DWA Contact: Tariff Unit

Phone: (415) 703-1133

Email: Water.Division@cpuc.ca.gov

DWA USE ONLY

DATE

STAFF

COMMENTS

APPROVED

WITHDRAWN

REJECTED

Signature: _____

Comments: _____

Date: _____



4701 Beloit Drive
Sacramento, CA 95838

P (916)-568-4251
F (916) 568-4260
www.amwater.com

June 4, 2021

ADVICE LETTER NO. 1337

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 applicable to the Geyserville service area.

Purpose:

The purpose this Advice Letter is to establish Schedule 14.1-GEYS Water Conservation and Rationing Plan for California American Water's Geyserville service area and activate the Stage 2 water use restrictions as described in the Water Shortage Contingency Plan in Section D of Rule 14.1.

Request:

This Advice Letter requests (1) establishment of Schedule 14.1-GEYS; (2) activation of Stage 2 of the Water Shortage Contingency Plan as authorized per Rule 14.1 and Schedule 14.1 for the Geyserville Service Area; (3) update to Rule 14.1 to include Geyserville.

Background

California American Water's Rule 14.1 was approved via Advice Letter 831, with an effective date of October 17, 2008. Rule 14.1 has been updated several times since then, including most recently in March of 2017 through Advice Letter 1150-A. California American Water's Geyserville service area is part of the Sacramento tariff area for ratemaking purposes but geographically is within Sonoma County and the Russian River Watershed.

The California Public Utilities Commission (Commission) adopted Resolution W-5034 on April 9, 2015 which is in addition to the Resolution W-5000 the Emergency Regulation adopted by the Water Board in 2014 and updating the Resolution W-4976 which revised the drought procedures for water conservation, rationing and service connection moratoria enumerated in Standard Practice U-40-W.

Changes in Resolution W-5034 include clarification to the Schedule 14.1 for voluntary and mandatory procedures for water conservation and a change in filing requirements to activate or increase stages of mandatory rationing. Previously a Tier 1 filing was required to activate or increase the stage of mandatory rationing, however Resolution W-4976 has revised it to be a Tier 2 filing. Section A of the revised Standard Practice U-40-W states that:

Activation of mandatory rationing or activating a greater stage of mandatory rationing Schedule 14.1 requires the filing of a Tier 2 advice letter.

In Resolution W-4976, the Commission stated that:

[I]t would be more appropriate for... advice letters [that activate mandatory rationing or increase the stage of mandatory rationing] to be effective only upon approval, rather than pending approval, and therefore they are more properly filed under Tier 2. Tier 2 filing will be required to activate rationing, and to increase the stage of rationing.

The procedures for implementing Schedule 14.1 are contained in Attachment A of Resolution No. W-4976.

On April 21, 2021, Governor Gavin Newsom issued an Executive Order proclaiming a state of emergency for Mendocino and Sonoma Counties, due to drought conditions within the Russian River Watershed. The Executive Order finds that the Russian River Watershed is “extremely dry and fac[es] substantial water supply and ecosystem challenges.” The Executive Order mandates several actions, including the following:

- 1. To further the success of California’s water conservation efforts and increase our drought preparedness, state agencies shall partner with local water districts and utilities to make all Californians aware of drought and encourage actions to reduce water usage by promoting the Department of Water Resources’ Save Our Water campaign.*

California American Water has been closely monitoring drought conditions and water supply challenges in Sonoma County, which impacts the Geyserville water system. The upper Russian River is currently under a Temporary Urgency Change Order from the State Water Resources Control Board (SWRCB) for river flows and releases from Lake Mendocino. Sonoma County Water Agency (Sonoma Water) plans to file a Temporary Urgency Change petition to modify releases from Lake Sonoma and flows on the lower Russian River in the coming weeks. It is expected that public water systems throughout the county will begin taking actions to implement mandatory conservation measures for their customers as a result of local water supply conditions. The Governor’s Executive Order may also result in the imposition of additional curtailments on surface water users throughout the Russian River basin.

Several localities have made drought proclamations or mandated water use reductions. The County of Sonoma proclaimed a drought emergency requesting the Governor seek a Presidential Disaster Declaration and the Cities of Healdsburg and Cloverdale both mandated 20% reductions in water use to stem unsustainable water demands.

On May 17th the SWRCB’s Division of Drinking Water issued an information order seeking responses on the current status of our Water Shortage Contingency Plan and data on groundwater well static water levels and construction data. Elements of this information order will become part of weekly required reporting to the SWRCB until further notice. Similar information orders were sent to other public water systems in northern Sonoma County and highlight the SWRCB’s focus on the upper Russian River watershed and users in the area.

In light of the above, California American Water requests authorization to establish Geyserville Schedule 14.1 and activate Stage 2 mandatory restrictions for the Geyserville service area.

In terms of customer outreach, the Public Advisor's Office has reviewed and approved a customer notice with detailed information about Rule and Schedule 14.1. California American Water anticipates mailing this notice to customers by June 4, 2021. A virtual public hearing is set for June 17, 2021 to discuss the filing and get customer input. Information on the virtual public hearing is provided in the customer notice. Additionally, California American Water has been communicating with customers about the drought and the programs we have available through direct mail, bill inserts, earned media and social media.

Tier Designation:

These tariffs are submitted pursuant to General Order No. 96-B and this advice letter is designated as a Tier 2 filing. California American Water is simply requesting an update of its tariffs so that it is in compliance with Executive Order B-40-17.

Effective Date:

California American requests an effective date of July 5, 2021.

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.

RESPONSE OR PROTEST¹

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.**

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 grounds² 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.
7. 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.

¹ G.O. 96-B, General Rule 7.4.1

² G.O. 96-B, General Rule 7.4.2

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

Mailing Address:

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

On the same day the response or protest is submitted to DWA, the respondent or protestant shall send a copy of the protest to California American Water at:

Email Address:

ca.rates@amwater.com

Mailing Address:

4701 Beloit Drive
Sacramento, CA 95838

Kamilah.Jones@amwater.com

4701 Beloit Drive
Sacramento, CA 95838

sarah.leeper@amwater.com

555 Montgomery Street, Ste. 916
San Francisco, CA 94111

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform DWA, 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.

REPLIES³

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.

CALIFORNIA-AMERICAN WATER COMPANY

/s/ Kamilah Jones

Kamilah Jones
Senior Financial Analyst – Rates & Regulatory

³ G.O. 96-B, General Rule 7.4.3

Cal P.U.C. Sheet No.	Title of Sheet	
10038-W	Rule No. 14.1. WATER SHORTAGE CONTINGENCY PLAN ALL AREAS EXCEPT MONTEREY MAIN SYSTEM Sheet 1	8492-W
10039-W	Schedule No. 14.1-GEY WATER SHORTAGE CONTINGENCY PLAN GEYSERVILLE SERVICE AREA Sheet 1	
10040-W	Schedule No. 14.1-GEY WATER SHORTAGE CONTINGENCY PLAN GEYSERVILLE SERVICE AREA Sheet 2	
10041-W	Schedule No. 14.1-GEY WATER SHORTAGE CONTINGENCY PLAN GEYSERVILLE SERVICE AREA Sheet 3	
10042-W	Schedule No. 14.1-GEY WATER SHORTAGE CONTINGENCY PLAN GEYSERVILLE SERVICE AREA Sheet 4	
10043-W	Schedule No. 14.1-GEY WATER SHORTAGE CONTINGENCY PLAN GEYSERVILLE SERVICE AREA Sheet 5	
10044-W	TABLE OF CONTENTS Sheet 5	9082-W
10045-W	TABLE OF CONTENTS Sheet 1	10037-W

Rule No. 14.1.
WATER SHORTAGE CONTINGENCY PLAN
ALL AREAS EXCEPT MONTEREY MAIN SYSTEM

A utility's water supply may be interrupted or reduced due to a variety of circumstances, for instance, a drought or a catastrophic event, such as an earthquake or fire that damages water delivery and storage facilities, or a power outage that affects water treatment or the pumping of water to customers, or in response to legal or court-imposed restrictions. This Water Shortage Contingency Plan ("Plan") enables the utility to respond effectively to a wide variety of water supply conditions or catastrophic events that cause severe water shortages from time to time.

A. GENERAL INFORMATION:

This rule is applicable within all systems served by California American Water Company and are listed on their tariffs except the Monterey Main System in Monterey County. Systems covered by this rule in the Southern Division include the districts of San Diego County District, the Los Angeles County District, comprised of the Duarte, San Marino, and Baldwin Hills Districts, and the Ventura County District. It also covers the Northern Division districts of Larkfield and Sacramento, which includes Dunnigan and Geyserville. This rule is also applicable to the Central Satellite systems in the Central Division which include the Toro, Ambler Park, Ralph Lane, Garrapata, and Chualar service areas. The Monterey Main System in Monterey County is included in a separate Water Shortage Contingency Plan. (T)
(T)
(T)

Should supply conditions or government directives dictate, prior to, or in response to, a declaration of emergency issued by a water wholesaler or other government agency, a utility may request permission from the Commission to add a Schedule 14.1 – Staged Water Contingency Plan for one or more of the above districts, which sets forth charges for water waste and drought surcharge rates applicable to quantities of water consumed.

After Schedule No. 14.1 has been activated and the utility determines that water supplies are again sufficient to meet demands, and staged reduction measures are no longer necessary, the utility shall seek Commission authority via a Tier 1 advice letter to de-activate the particular stage of reduction that was previously authorized.

Unless otherwise specified in the Rule or Schedule 14.1, all expenses incurred by utility to implement Rule 14.1 and Schedule 14.1 and requirements of the California State Water Resources Control Board ("SWRCB") that have not been considered in a General Rate Case or other proceeding shall be accumulated in a separate memorandum account, authorized in Resolution W-4976, for disposition as directed or authorized from time to time by the Commission.

To the extent that a Stage of Water Shortage Contingency Plan in Schedule 14.1 has been activated, and a provision of this Rule is inconsistent with the activated Stage in Schedule 14.1, the provisions of Schedule 14.1 apply.

The utility shall make available to its customers water conservation kits as required by Rule 21. The utility shall notify all customers, at least annually, of the availability of conservation kits and other helpful information via bill inserts or direct mailers.

(Continued)

(TO BE INSERTED BY UTILITY)	ISSUED BY	(TO BE INSERTED BY C.P.U.C.)
Advice 1337	J. T. LINAM	Date Filed <u>06/04/2021</u>
Decision	DIRECTOR - Rates & Regulatory	Effective <u>07/05/2021</u>
		Resolution _____

Schedule No. 14.1-GEY
 WATER SHORTAGE CONTINGENCY PLAN
GEYSERVILLE SERVICE AREA

Sheet 1

A. APPLICABILITY

1. This schedule applies to all water customers served under all tariff schedules authorized by the Commission for the Geyserville service area, located in Sonoma County. The Geyserville service area is in the Sacramento tariff area for ratemaking purposes. It is only effective in times of implementation of the Water Shortage Contingency Plan enforcement stages, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.
2. This Schedule shall remain dormant until activated by Commission authorization via a Tier 2 advice letter.
3. Once the Schedule is activated, utility can implement Stages of the Schedule by filing a Tier 1 advice letter
4. When this schedule is activated, it shall remain in effect until the utility files a Tier 1 advice letter to deactivate a specific stage of the Water Shortage Contingency Plan and such is authorized by the Commission.

B. TERRITORY

1. This Schedule applies to all customers in the Geyserville Service Area. All other customers served by California-American Water Company are excluded from this particular tariff but are included in separate and distinct Water Shortage Contingency Plans.

C. STAGES

1. Stage 1 of the Water Shortage Contingency Plan enacts water conservation requirements established in Rule 14.1 Section D. The non-essential or unauthorized water uses in Section D are in effect at all times.
2. Stage 2 First Enforcement Stage of the Water Shortage Contingency Plan - A Stage 2 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists, and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements of Stage 1 are ineffective in complying with the necessary reduction.
3. Stage 3 Second Enforcement Stage of the Water Shortage Contingency Plan - A Stage 3 Water Shortage Contingency Plan Condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists, and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stages 1 and 2 are ineffective in complying with the necessary reduction.

(N)

(N)

(Continued)

(TO BE INSERTED BY UTILITY)	ISSUED BY	(TO BE INSERTED BY C.P.U.C.)
Advice 1337	J. T. LINAM	Date Filed <u>06/04/2021</u>
Decision	DIRECTOR - Rates & Regulatory	Effective <u>07/05/2021</u>
		Resolution _____

Schedule No. 14.1-GEY
WATER SHORTAGE CONTINGENCY PLAN
GEYSERVILLE SERVICE AREA

Sheet 2

C. STAGES (Continued)

4. Stage 4 Third Enforcement Stage of the Water Shortage Contingency Plan - A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists, or that the measures in Stages 1 through 3 are ineffective in complying with a necessary reduction.
5. Stage 5 Mandatory Rationing. A rationing plan will be implemented when it is determined that the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply.

D. WATER USE VIOLATION FINE

1. When an Enforcement Stage of the Water Shortage Contingency Plan has been activated by Commission authorization, the water use restrictions of Stage 1 in the Water Shortage Contingency Plan in Section D of Rule 14.1 become subject to fines and penalties imposed by the utility. The utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after written warnings, such as door hangers and letters, may begin to issue fines. If a customer is seen violating the water use restrictions, as outlined in Rule No. 14.1 and the Special Conditions below, the customer will be subject to the following fine structure:
 - a. First offense: Written warning, including explanation of penalty for subsequent offense.
 - b. Second offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and \$100 fine.
 - c. Third offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$250 fine.
 - d. Fourth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and a \$500 fine.
 - e. Fifth offense within 1 year (of the same restriction): Written warning, including explanation of penalty for subsequent offense and service termination pursuant to Rule 11 and a \$500 fine.
 - f. Sixth offense within 1 year. (of the same restriction): Installation of a flow restricting device on customer's water meter for duration of enforcement stage of the Water Contingency Plan.
2. Offenses for separate water use restrictions will each start at the warning stage.
3. The water use violation fine is in addition to the regular rate schedule charges and any applicable drought surcharge rates.

(N)

(N)

(Continued)

(TO BE INSERTED BY UTILITY) Advice 1337 Decision	ISSUED BY J. T. LINAM DIRECTOR - Rates & Regulatory	(TO BE INSERTED BY C.P.U.C.) Date Filed <u>06/04/2021</u> Effective <u>07/05/2021</u> Resolution _____
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Schedule No. 14.1-GEY
 WATER SHORTAGE CONTINGENCY PLAN
GEYSERVILLE SERVICE AREA

Sheet 3

E. APPLICABLE DROUGHT SURCHARGE RATES

(N)

1. When in Stage 3 of the Water Shortage Contingency Plan - a surcharge rate will be added to all residential water usage in excess of 8 CCF. The surcharge rate will be equal to the Tier 3 residential rate in effect at the time Stage 3 is enacted. The surcharge rate for low-income customers will be 50% of the Stage 3 surcharge rate. For all other customers there will be no surcharge imposed at Stage 3.
2. When in Stage 4 of the Water Shortage Contingency Plan – The Stage 3 residential drought surcharge rates will be tripled for all usage in excess of 8 CCF in Stage 4. The surcharge rate for low-income customers will be 50% of the residential Stage 4 surcharge rate. All other customers will pay a drought surcharge rate of 25% of the regular rate on all usage in Stage 4.
3. Rule 14.1 includes provisions to allow customers to seek a variance to the drought surcharge rates. Those residential customers who prevail in their request for a variance will receive a 50% increase in the amount of usage not subject to the surcharge rate. The usage not subject to the surcharge rate would be increased from 8 CCF to 12 CCF.

F. ENFORCEMENT

1. Letter/Fine: From second violation of the same restriction within a one-year period and onwards, a violation letter will be posted on property and sent to billing address, if different.
2. Aging of violation: Violations will accrue for the period of one year and be considered corrected and expunged one year after the violation occurs. The purpose of this rule is to prevent discrete violations from accruing in the event of a multi-year enforcement of the Water Contingency Plan.

(N)

(Continued)

(TO BE INSERTED BY UTILITY) Advice 1337 Decision	ISSUED BY J. T. LINAM DIRECTOR - Rates & Regulatory	(TO BE INSERTED BY C.P.U.C.) Date Filed <u>06/04/2021</u> Effective <u>07/05/2021</u> Resolution _____
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Schedule No. 14.1-GEY
 WATER SHORTAGE CONTINGENCY PLAN
GEYSERVILLE SERVICE AREA

3. Applies to all Enforcement Stages of Water Shortage Contingency Plan.

(N)

	Violation 1	Violation 2 (of the same restriction)	Violation 3 (of the same restriction)	Violation 4 (of the same restriction)	Violation 5/6 ⁽²⁾ (of the same restriction)
Proof of violation	Employee or Customer reports, with no additional verification required	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW	Verification with a written report by employee or contractor of CAW
Letter/fine	Warning letter mailed to premise and billing address	Violation letter posted and mailed with \$100 penalty on next bill	Violation letter posted and mailed with \$250 penalty on next bill	Violation letter posted and mailed with \$500 penalty on next bill	Violation letter posted and mailed, shut off per Rule 11 and \$500 penalty on next bill
Fixing leaks	Customer has:	Customer has:	Customer has:	Customer has:	Customer has:
Stage 1	5 days	5 days	5 days	5 days	5 days
Stage 2	72 hours	72 hours	72 hours	72 hours	72 hours
Stage 3	24 hours	24 hours	24 hours	24 hours	24 hours
Stage 4	Immediate	Immediate	Immediate	Immediate	Immediate
Time to correct violation	5 days	5 days	5 days	5 days	5 days
Time customer has to request variance of the alleged violation	14 days to contact CAW in writing	14 days to contact CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing	10 days to file an appeal with CAW in writing
If the customer does not agree with CAW's resolution (1) Reference Section K of Rule 14.1	Further reported violations of the same restricted use will not be counted in the determination of further action until one week after the variance request is resolved	Customers have 14 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC	Customers have 10 days to file an appeal with the CPUC's Division of Water and Audits. If the customer disagrees with DWA's director, they may file a formal complaint with the CPUC

(1) If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customers favor, the penalty will be immediately removed from the account. If not resolved in the customers favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.

(2) For violation 6 instead of shut-off per Rule 11 and \$500 penalty, a flow restrictor will be installed for duration of enforcement.

(N)

(Continued)

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Schedule No. 14.1-GEY
 WATER SHORTAGE CONTINGENCY PLAN
GEYSERVILLE SERVICE AREA

Sheet 5

G. FLOW RESTRICTOR REMOVAL CHARGE

(N)

The charge for removal of a flow-restricting device and/or reconnecting water service shall be:

Connection Size	Removal Charges
5/8" to 1"	\$150
1-1/2" to 2"	\$200
3" and larger	Actual Cost

H. SPECIAL CONDITIONS

1. The Tier 1 advice letter requesting activation of any Enforcement Stage of Schedule 14.1 shall include documentation of the overall water shortage justifying activation of that particular stage.
2. This tariff schedule shall remain in effect until the utility files a Tier 1 advice letter to deactivate specific stage of Water Shortage Contingency Plan and such is authorized by the Commission.
3. Water use violation fines must be separately identified on each bill.
4. Water penalty surcharges must be separately identified on each bill.
5. All bills are subject to the reimbursement fee set forth on Schedule No. UF.
6. All monies collected by the utility through water use violation fines and water penalty surcharges shall not be accounted for as income. All expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Resources Control Board ("SWRCB") that have not been considered in a General Rate Case or other proceeding, shall be recoverable by the utility if determined to be reasonable by the Commission. These monies shall be accumulated by the utility in a separate memorandum account for disposition as directed or authorized from time to time by the Commission.

(N)

(Continued)

(TO BE INSERTED BY UTILITY) Advice 1337 Decision	ISSUED BY J. T. LINAM DIRECTOR - Rates & Regulatory	(TO BE INSERTED BY C.P.U.C.) Date Filed <u>06/04/2021</u> Effective <u>07/05/2021</u> Resolution _____
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	Schedule 14.1-SAC	8640-W, 8641-W, 8642-W, 8643-W, 8644-W
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Advice 1337

J. T. LINAM

Date Filed 06/04/2021

Decision

DIRECTOR - Rates & Regulatory

Effective 07/05/2021

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SACRAMENTO DISTRICT SERVICE LIST
CALIFORNIA-AMERICAN WATER COMPANY
ADVICE LETTER 1337

BY MAIL:

	Walt Shannon 8356 Auberry Drive Sacramento, CA 95828	Robert A. Ryan, Jr. County of Sacramento Downtown Office 700 H Street, Suite 2650 Sacramento, CA 95814 Mark Norris County Clerk-Recorder County of Sacramento 600 8th Street Sacramento, CA 95814
Carol Smith 6241 Cavan Drive, 3 Citrus Heights, CA 95621	Sacramento County WMD 827 7th Street, Room 301 Sacramento, CA 95814	
Steven J. Thompson 5224 Altana Way Sacramento, CA 95841	Fruitridge Vista Water Company P.O. Box 959 Sacramento, CA 95812	Robert C. Baptiste 9397 Tucumcari Way Sacramento, CA 95827-1045
Anthony La Bouff, County Counsel Placer County 175 Fulweiler Avenue Auburn, CA 95603	Rio Linda Water District 730 L Street Rio Linda, CA 95673	
	Richard Rauschmeier California Public Utilities Commission DRA - Water Branch, Rm 4209 505 Van Ness Ave San Francisco, CA 94102 rra@cpuc.ca.gov	Heather Hernandez Sacramento Suburban Water District 3701 Marconi Avenue, Suite 100 Sacramento, CA 95821-5303 HHernandez@sswd.org
<u>BY E-MAIL:</u>		
Division of Ratepayer Advocates California Public Utilities Commission dra_water_al@cpuc.ca.gov	City of Sacramento, Water Division 1391 35th Avenue Sacramento, CA 95822 dsherry@cityofsacramento.com	Marvin Philo 3021 Nikol Street Sacramento, CA 95826 mhphilo@aol.com
Citrus Heights Water District 6230 Sylvan Road Citrus Heights, CA 95610 rchurch@chwd.org	Amy Van, City Clerk City of Citrus Heights 6237 Fountain Square Drive Citrus Heights, CA 95621 avan@citrusheights.net	Jim McCauley, Clerk-Recorder Placer County 2954 Richardson Drive Auburn, CA 95603 skasza@placer.ca.gov
Florin County Water District P.O. Box 292055 Sacramento, CA 95829 fcwd@sbcglobal.net	Linda Garcia, City Clerk City of Isleton P.O. Box 716 Isleton, CA 95641 lgarcia@cityofisleton.com	Placer County Water Agency Customer Service Department customerservices@pcwa.net