



GREAT OAKS WATER COMPANY

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September 9, 2019

California Public Utilities Commission
Division of Water and Audits
Room 3102
505 Van Ness Avenue
San Francisco, CA 94102-3298

**Advice Letter 276-W
Great Oaks Water Company (U-162-W)
To the California Public Utilities Commission**

Great Oaks Water Company (Great Oaks) hereby submits information pertaining to its plan for customer outreach for Emergency Disaster Relief Customer Protections, as required by Commission Decision (D.) 19-07-015.

Discussion

D. 19-07-015 adopted an emergency disaster relief program for electric, natural gas, water, and sewer utility customers designed to ensure that if those customers experience a housing or financial crisis due to a disaster, they will keep vital utility services and receive financial support in the wake of such a disaster. The disaster relief programs are to be implemented upon a state or federal emergency declaration. Full details of the emergency disaster relief program are provided in D.19-07-015.

This Advice Letter 276-W is filed in compliance with Ordering Paragraph 13 of D. 19-07-015, which requires the filing of a Tier 1 Advice Letter setting forth the plan for customer outreach advising of the customer protections required by D.19-07-015 in languages prevalent within Great Oaks' service territory. The languages prevalent within Great Oaks' service territory are English and Spanish.

The following represents Great Oaks' customer outreach plan, as required by Ordering Paragraph 13 of D.19-07-015.

EMERGENCY DISASTER RELIEF CUSTOMER PROTECTIONS

Great Oaks Water Company's Emergency Disaster Relief Program can provide protections for customers impacted by wildfires or other natural disasters. In the event a State of Emergency is declared at the state or federal level, customers meeting the following criteria may be eligible for certain customer protections:

**Disaster-related loss or disruption of the delivery or receipt of water service,
and/or the degradation of the quality of utility service.**

If either of these criteria are met, Great Oaks Water Company shall:

1. Work cooperatively with affected customers to resolve unpaid bills and minimize disconnections for non-payment.
2. Waive reconnection or facilities fees for affected customers and suspend deposits for affected customers who must reconnect to the system.
3. Provide reasonable payment options to affected customers.
4. Waive bills for customers who lost their homes or had their homes rendered uninhabitable.
5. 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 the loss of water service.

The Emergency Disaster Relief Program complies with California Public Utilities Commission Resolution M-4833, which makes the protections listed above permanent for customers served by California regulated water service providers.

To learn more about Great Oaks Water Company's Emergency Disaster Relief Program, please contact Customer Service at (408) 227-9540.

Provided the foregoing is accepted by the Commission, Great Oaks will translate the language into Spanish and post both the English-language and Spanish-language versions on its website and in future bill inserts. Customers eligible for Great Oaks' Low Income Customer Assistance Program will receive bill inserts with this information on a regular, periodic basis.

In the event of a declared State of Emergency, Great Oaks will also attempt to contact impacted customers by mail and or hand-delivered notices. Pres releases and media notices will be issued under the same circumstances.

Impact Upon Water Service

The information in this advice letter has no effect on water service provided by Great Oaks.

Tier Designation

This is a Tier 1 Advice Letter as specified in Ordering Paragraph of D.19-07-015.

Notice and Service

This Advice Letter is being served upon the Distribution List provided below.

Protests and Responses

Anyone may protest and respond to 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 specific grounds on which it is based. These grounds may be based upon the following:

- (1) The utility did not properly serve or give notice of the Advice Letter; or
- (2) The relief requested in the Advice Letter would violate a statute or Commission order, or is not authorized by statute or Commission order on which the utility relies; or
- (3) The analysis, calculations, or data in the Advice Letter contain material error or omissions; or
- (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 re-litigating a prior order of the Commission).

Any Protest or Response must be made in writing or by electronic mail and must be received by the Water Division of the Commission within 20 days of the date this Advice Letter is filed. The Advice Letter process does not provide for any Protests, Responses or other comments, except for a reply by Great Oaks, after the 20 day comment period expires. The address for mailing or delivering a Protest or Response is:

Tariff Unit, Water Division, 3rd floor
California Public Utilities Commission,

505 Van Ness Avenue, San Francisco, CA 94102
water_division@cpuc.ca.gov

On the same date any Protest or Response is submitted to the Water Division, the protesting or responding person, entity or party must serve a copy of the Protest or Response on Great Oaks addressed to Timothy S. Guster, Great Oaks Water Co., PO Box 23490, San Jose, CA 95153, 408-227-9540, 408 227-7126 (fax), email: tguster@greatoakswater.com.

Great Oaks Water Company

/s/

Timothy S. Guster
General Counsel
Legal and Regulatory Affairs

VERIFICATION

I am an officer of the Great Oaks Water Company, and am authorized to make this verification on its behalf. The statements in the foregoing document, Great Oaks Water Co.'s Advice Letter 276-W, are true of my own knowledge, except as to matters that are therein stated on information and belief, and as to those matters I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on September 7, 2019 in Bali, Indonesia.

/s/
Timothy S. Guster

Certificate of Service

I hereby certify that I have this day served a copy of Great Oaks Water Co.'s Advice Letter 276-W on the parties listed on the following Distribution List by mailing a properly addressed copy by first class mail with postage prepaid.

Executed on September 9, 2019 at San Jose, California.

/s/
Ron Ceolla

Great Oaks Water Co.
Distribution List

Municipal Water System
City of San Jose
3025 Tuers Road
San Jose, CA 95121

County Clerk
County of Santa Clara
70 W. Hedding Street
San Jose, CA 95110

Safe Drinking Water Office
Department of Water Resources
1416 9th Street, Room 804
Sacramento, CA 95814

Office of Regulatory Affairs
California Water Service Company
1720 North First Street
San Jose, CA 95112

Santa Clara Valley Water District
5750 Almaden Expressway
San Jose, CA 95118

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

Richard Rauschmeier
Division of Ratepayer Advocates
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Legal Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102-3214

Regulatory Affairs
San Jose Water Company
110 West Taylor Street
San Jose, CA 95110