



GREAT OAKS WATER COMPANY

P.O. Box 23490
San Jose, CA 95153
(408) 227-9540
tguster@greatoakswater.com

March 20, 2020

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

**Advice Letter 285-W
Great Oaks Water Company (U-162-W) to the California Public Utilities
Regarding Compliance with D.19-07-015 and Implementation of
Emergency Disaster Relief Customer Protections**

Great Oaks Water Company (Great Oaks) transmits this Tier 1 advice letter filing showing compliance with California Public Utilities Commission (Commission) Decision (D.) 19-07-015 and Executive Director Stebbins March 17, 2020 Letter to Class A and B water utilities.

Background and Compliance with Executive Director Stebbins' Instructions

On March 17, 2020, Executive Director Stebbins issued a letter to all Class A and B water utilities in which she indicated that the Commission expects “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.

This advice letter is submitted to demonstrate compliance with the applicable provisions of D.19-07-015 and Executive Director Stebbins' March 17, 2020 letter.

Compliance with D.19-07-015

Executive Director Stebbins was correct when she said in her March 17, 2020 letter that the COVID-19 emergency "has not resulted in the same disruptions or degradations to utility service in California as the recent wildfires." However, COVID-19 is expected to cause financial hardship for some Californians, including some of Great Oaks' customers. To address that situation, Great Oaks has implemented its Emergency Disaster Relief Protections that were provided to the Commission with Great Oaks Advice Letter 276-W-B. These customer protections shall be retroactively applied to March 4, 2020, consistent with Executive Director Stebbins' letter. A copy of Great Oaks' Emergency Customer Protections is attached hereto.

Other Actions By Great Oaks

Great Oaks has activated its Catastrophic Event Memorandum Account (CEMA) in response to the COVID-19 emergency.

Great Oaks' customer service representatives shall work with customers who contact Great Oaks and advise that, due to COVID-19, they are having difficulty paying their bills. Great Oaks is also compliant with the requirements of the Water Shutoff Protection Act (SB 998), which provides customers with additional notice prior to service disconnections due to nonpayment, as well as payment options should customers be unable to pay their bills on time. At this time, no customers have been disconnected for nonpayment.

Great Oaks has closed its Walk-In Customer Service Center for the safety and health of its employees and customers. Other day-to-day measures are being taken to protect the health and safety of Great Oaks' employees.

No Effect on Water Service

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

Tier Designation

This is a Tier 1 Advice Letter pursuant to General Order 96-B and Water Industry Rule 7.3.1(3) (Compliance with mandatory statute, decision, or resolution).

Notice and Service

As this Advice Letter is for compliance with D.19-07-015 and Executive Director Stebbins' March 17, 2020 letter, no additional notice to customers is required. The Advice Letter is being published on Great Oaks' website and 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
Vice President and General Counsel

Certificate of Service

I hereby certify that I have this day served a copy of Great Oaks Water Co.'s Advice Letter 285-W on the parties listed on the following Distribution List by mailing a properly addressed copy by first class mail with postage prepaid or by email to those marked with an asterisk (*).

Executed on March 20, 2020 at San Jose, California.

_____/s/_____
Timothy S. Guster

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*
Public Advocates Office
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

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

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

Richard Smith*
Public Advocates Office
505 Van Ness Avenue
San Francisco, CA 94102

Great Oaks Water Company
Advice Letter 285-W

Emergency Disaster Relief Customer Protections



GREAT OAKS WATER COMPANY

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, including COVID-19 (Coronavirus). 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 and Commission Decision 19-07-015, 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.

ALIVIO DE DESASTRES DE EMERGENCIA PROTECCION DEL CLIENTE

El Programa de socorro en casos de desastre de emergencia de Great Oaks Water Company puede brindar protección a los clientes afectados por incendios forestales u otros desastres naturales, incluido COVID-19 (Coronavirus). En caso de que se declare un estado de emergencia a nivel estatal o federal, los clientes que cumplan con los siguientes criterios pueden ser elegibles para ciertas protecciones del cliente:

Pérdida relacionada con el desastre o interrupción de la entrega o recepción del servicio de agua, y / o la degradación de la calidad del servicio público.

1. Trabajar cooperativamente con los clientes afectados para resolver las facturas impagas y minimizar las desconexiones por falta de pago.
2. Renunciar a las tarifas de reconexión o instalaciones para los clientes afectados y suspender los depósitos para los clientes afectados que deben volver a conectarse al sistema.
3. Proporcione opciones de pago razonables a los clientes afectados.
4. Renunciar a las facturas para los clientes que perdieron sus hogares o hicieron que sus hogares se volvieran inhabitables.
5. Autorice una exención prorrateada de cualquier elemento fijo de una factura de agua por el tiempo que la casa esté inhabitable, incluso si la razón por la que está inhabitable no es la pérdida del servicio de agua.

El Programa de ayuda en caso de desastres de emergencia cumple con la Resolución de la Comisión de Servicios Públicos de California M-4833 y la Decisión de la Comisión 19-07-015, que hace que las protecciones mencionadas anteriormente sean permanentes para los clientes atendidos por los proveedores de servicios de agua regulados de California.

Para obtener más información sobre el Programa de ayuda en caso de desastres de emergencia de Great Oaks Water Company, comuníquese con Servicio al cliente al (408) 227-9540.

紧急救灾客户保护

大橡树自来水管公司的紧急救灾计划可以为受野火或其他自然灾害（包括COVID-19（冠状病毒））影响的客户提供保护。如果在州或联邦一级宣布进入紧急状态，则满足以下条件的客户可能有资格获得某些客户保护：

与灾难有关的损失或供水服务的接收或中断，和/或公用事业服务质量下降。

如果满足这些条件之一，Great Oaks Water Company应：

1. 与受影响的客户合作解决未付账单并最大程度地减少因未付款而造成的断连。
2. 免除受影响客户的重新连接或设施费用，并暂停必须重新连接到系统的受影响客户的存款。
3. 为受影响的客户提供合理的付款方式。
4. 为失去房屋或房屋变得无法居住的客户免收账单。
5. 授权在房屋无人居住期间按比例放弃水费的任何固定部分，即使房屋无人居住的原因不是失去供水服务。

紧急救灾计划符合加利福尼亚公用事业委员会M-4833号决议和委员会第19-07-015号决定，该决定使上述列出的保护永久适用于由加利福尼亚监管的水服务提供商提供服务的客户。

要了解有关大橡树自来水管公司紧急救灾计划的更多信息，请致电（408）227-9540与客户服务联系。

EMERGENCY DISASTER RELIEF CUSTOMER PROTECTIONS

Ang Great Oaks Water Company's Emergency Disaster Relief Program ay maaaring magbigay ng mga proteksyon para sa mga customer na naapektuhan ng mga wildfires o iba pang natural na sakuna, kabilang ang COVID-19 (Coronavirus). Kung sakaling ang isang Estado ng Pang-emergency ay idineklara sa antas ng estado o pederal, ang mga customer na nakakatugon sa mga sumusunod na pamantayan ay maaaring maging karapat-dapat para sa ilang mga proteksyon ng customer:

Ang pagkawala ng kaugnay na pinsala o pagkagambala ng paghahatid o pagtanggap ng serbisyo sa tubig, at / o ang pagkasira ng kalidad ng serbisyo ng utility.

Kung ang alinman sa mga pamantayang ito ay natutugunan, ang Great Oaks Water Company ay dapat:

1. Makipagtulungan sa mga apektadong customer upang malutas ang mga hindi bayad na mga panukalang batas at mabawasan ang mga pagkakakonekta para sa hindi pagbabayad.
2. Ang muling pag-ugnay sa Waive o mga bayarin sa pasilidad para sa mga apektadong customer at suspindihin ang mga deposito para sa mga apektadong customer na dapat kumonekta muli sa system.
3. Magbigay ng makatuwirang mga pagpipilian sa pagbabayad sa mga apektadong customer.
4. Ang mga bill ng Waive para sa mga kustomer na nawalan ng kanilang mga tahanan o nagkaroon ng kanilang mga tahanan na hindi nabigyan ng tirahan.
5. Pahintulutan ang isang pro-average na pag-alis ng anumang nakapirming elemento ng isang panukalang batas ng tubig para sa oras na ang bahay ay hindi nakatira, kahit na ang dahilan kung bakit ito ay hindi nakatira ay hindi pagkawala ng serbisyo ng tubig.

Ang Emergency Disaster Relief Program ay sumusunod sa California Public Utility Commission Resolution M-4833 at Desisyon ng Komisyon 19-07-015, na gumagawa ng mga proteksyon na nakalista sa itaas nang permanente para sa mga customer na pinaglingkuran ng mga regulated ng serbisyo ng tubig ng California.

Upang malaman ang higit pa tungkol sa Emergency Disaster Relief Program ng Great Oaks Water Company, mangyaring makipag-ugnay sa Customer Service sa (408) 227-9540.

BẢO VỆ KHẨN CẤP KHẨN CẤP BẢO VỆ KHÁCH HÀNG

Chương trình cứu trợ thiên tai khẩn cấp của công ty Great Oaks có thể cung cấp sự bảo vệ cho khách hàng bị ảnh hưởng bởi hỏa hoạn hoặc thiên tai khác, bao gồm COVID-19 (Coronavirus). Trong trường hợp Tiêu bang khẩn cấp được tuyên bố ở cấp tiêu bang hoặc liên bang, khách hàng đáp ứng các tiêu chí sau đây có thể đủ điều kiện cho các biện pháp bảo vệ khách hàng nhất định:

Mất mát liên quan đến thiên tai hoặc gián đoạn việc cung cấp hoặc nhận dịch vụ nước, và / hoặc sự xuống cấp của chất lượng dịch vụ tiện ích.

Nếu một trong hai tiêu chí này được đáp ứng, Công ty Nước Great Oaks sẽ:

1. Làm việc hợp tác với các khách hàng bị ảnh hưởng để giải quyết các hóa đơn chưa thanh toán và giảm thiểu việc ngắt kết nối để không thanh toán.
2. Miễn kết nối lại hoặc phí cơ sở vật chất cho khách hàng bị ảnh hưởng và tạm ngưng tiền gửi đối với khách hàng bị ảnh hưởng phải kết nối lại với hệ thống.
3. Cung cấp các tùy chọn thanh toán hợp lý cho khách hàng bị ảnh hưởng.
4. Miễn các hóa đơn cho khách hàng bị mất nhà hoặc không có nhà ở.
5. Cho phép từ bỏ pro-rata của bất kỳ yếu tố cố định nào của hóa đơn nước trong thời gian ngôi nhà không thể ở được, ngay cả khi lý do khiến nó không thể ở được không phải là do mất dịch vụ nước.

Chương trình Cứu trợ Thảm họa Khẩn cấp tuân thủ Nghị quyết M-4833 của Ủy ban Tiện ích Công cộng California và Quyết định của Ủy ban 19-07-015, khiến các biện pháp bảo vệ được liệt kê ở trên là vĩnh viễn đối với các khách hàng được phục vụ bởi các nhà cung cấp dịch vụ nước do California quản lý.

Để tìm hiểu thêm về Chương trình cứu trợ thiên tai khẩn cấp của Công ty Great Oaks, vui lòng liên hệ với Dịch vụ khách hàng theo số (408) 227-9540.