



GREAT OAKS WATER COMPANY

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March 29, 2020

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

**Advice Letter 286-W
Great Oaks Water Company (U-162-W)
To the California Public Utilities Commission**

Great Oaks Water Company (Great Oaks) submits this Tier 1 compliance advice letter to implement revisions to Tariff Rule Nos. 1, 5, 8, 10, and 11, as required by the Water Shutoff Protection Act, Health and Safety Code Section 116900 (often referred to as SB 998) and the March 27, 2020 instructions from the Water Division. The following tariff sheets complying with the Water Division's instructions are attached to this advice letter:

CPUC Sheet Number	Title	Canceling
917-W	Rule No. 1 DEFINITIONS	893-W
918-W	Rule No. 1 DEFINITIONS (continued)	894-W
919-W	Rule No. 5 SPECIAL INFORMATION REQUIRED ON FORMS	895-W

CPUC Sheet Number	Title	Canceling
920-W	Rule No. 5 SPECIAL INFORMATION REQUIRED ON FORMS (continued)	896-W
921-W	Rule No. 5 SPECIAL INFORMATION REQUIRED ON FORMS (continued)	897-W
922-W	Rule No. 8 NOTICES	898-W
923-W	Rule No. 8 NOTICES (continued)	899-W
924-W	Rule No. 10 DISPUTED BILLS	901-W
925-W	Rule No. 11 DISCONTINUANCE AND RESTORATION OF SERVICE (continued)	905-W
926-W	Rule No. 11 DISCONTINUANCE AND RESTORATION OF SERVICE (continued)	906-W
927-W	Rule No. 11 DISCONTINUANCE AND RESTORATION OF SERVICE (continued)	907-W
928-W	Rule No. 11 DISCONTINUANCE AND RESTORATION OF SERVICE (continued)	912-W
929-W	Table of Contents	916-W

Summary

The purpose of this Advice Letter is to revise portions of the tariff sheets approved by the Commission through Great Oaks' Advice Letter 283-W pertaining to the Water Shutoff Protection Act. On March 27, 2020, the Commission's Water Division issued a letter to Great Oaks and three other Class A water utilities with instructions to revise several of the tariff sheets previously approved based primarily upon a protest of the same by the Public Advocates. This filing is in accord with the Water Division's March 27, 2020 instructions.

Great Oaks has incorporated all of the Water Division's required revisions to Tariff Rule Nos. 1, 5, 8, 10, and 11 into the proposed tariff sheets attached to this Advice Letter.

The following is a link to Great Oaks' written policy pertaining to the Water Shutoff Protection Act:

<https://greateakswater.com/OtherPDEs/DiscontinuanceOfServForNonPmtEngSpaChnKorVieTag.pdf>.

Tier Designation

Pursuant to General Order 96-B, Water Industry Rule 7.3.1(3), this is a Tier 1 compliance advice letter.

Requested Effective Date

Great Oaks requests that the effective date of the tariff sheets be March 29, 2020, the date of Great Oaks' filing and service of this Advice Letter.

Notice

No additional notice is required for this Advice Letter, as there is no impact on water rates.

Response or Protest

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 Commission's Division of Water and Audits 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, Division of Water and Audits, 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
Telephone: (408) 227-9540
Facsimile: (408) 227-7126
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 286-W, are true of my own knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

In addition, the undersigned hereby verifies that Great Oaks Water Company's written policy pertaining to the Water Shutoff Protection Act complies with the provisions thereof.

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

Executed on March 29, 2020 at San Jose, California.

_____/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 286-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, as indicated.

Executed on March 29, 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
(via email)

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

Water Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102
(via email)

Richard Rauschmeier (via email)
California 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 95156

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

Richard Smith (via email)
California Public Advocates Office
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Great Oaks Water Company
Advice Letter 286-W

Proposed Tariff Sheets

RULE NO. 1
DEFINITIONS

Applicant: The person, association, corporation or governmental agency applying for water service.

Business Day: Monday through Friday, excluding federal or state holidays. (N)

Business Service: Provision of water for use in connection with commercial premises devoted primarily to operations for profit including offices, stores, markets, apartments, hotels, motels, automobile trailer parks or courts, service stations and the like.

Commercial Service: Provision of water to residential premises or business premises.

Customer: Any person, association, corporation or governmental agency supplied or entitled to be supplied with water service. However, account information can only be discussed with the Customer of Record or their authorized representative.

Customer of Record: The person, association, corporation or governmental agency who is obligated to pay the water bill.

Date of Presentation: The date upon which a bill or notice is mailed or delivered by the utility to the Customer of Record.

Disabled Customer: Any residential customer whose certified health or physical condition may qualify her or him for special consideration. Proof of disability must be by certification from any internist, general practitioner, obstetrician-gynecologist, pediatrician, family physician and surgeon, nonphysician medical practitioner, or any primary care clinic, rural health clinic, community clinic or hospital outpatient clinic currently enrolled in the Medi-Cal program, which agrees to provide case management to Medi-Cal beneficiaries as defined in subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the Welfare and Institutions Code. (TN)

Electronic Transfer: Paperless exchange of data and /or funds, usually involving computer and telecommunications technology.

Flat Rate Service: Service for which the charges are based upon the types and number of units served.

Industrial Service: Provision of water to industrial premises where the water is used primarily in manufacturing or processing activities.

Irrigation Service: Provision of water for commercial agricultural, floricultural or horticultural use and billed under distinct irrigation rates.

Main Extension: The extension of water distribution mains beyond existing facilities in accordance with the provisions of the rule applicable to main extensions filed as part of these tariff schedules.

(To be inserted by utility)
Advice Letter No. 286-W

Issued by
_____Timothy S. Guster_____
NAME
Vice President and General Counsel
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed _____

Decision No. _____

Effective _____

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RULE NO. 1
DEFINITIONS
(Continued)

Metered Service: Service for which the charges are computed on the basis of measured quantities of water.

Occupant: Any adult person demonstrably residing on premises actively served by the utility. However, account information can only be discussed with the Customer of Record or their authorized representative.

Older Adult Customer: Any residential customer who is age 62 or over.

Premises: The integral property or area, including improvements thereon, to which water service is, or is to be, provided.

Public Utilities Commission: In these rules the word "Commission" or the words "Public Utilities Commission" shall be construed to mean the California Public Utilities Commission.

Residential Service: Water service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing.

Service Address: Address of the property to which water service is provided.

Service Connection: The point of connection of the customer's piping or ditch with the meter, service pipe or ditch owned by the utility.

Service Pipe: The connection between the utility's mains and the service connection, including all the pipe, fittings, and valves necessary to make the connection.

Tariff Schedules or Tariff Schedule Book: The entire body of effective rates, rentals, charges, rules, and sample forms collectively, as set forth herein.

Tariff Sheet: An individual sheet of the tariff schedule book.

Utility: The public utility named herein.

Water Shutoff Protection Act: Chapter 6 (commencing with Section 116900 and ending with Section 116926) of Part 2 of Division 104 of the Health and Safety Code. (N)
(N)

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RULE NO. 5
SPECIAL INFORMATION REQUIRED ON FORMS

A. **Contracts.** Each contract for service will contain substantially the following provisions:

1. Unless exempted by the Public Utilities Commission:

“This contract shall at all times be subject to such changes or modification by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction.”

2. Unless otherwise not required by the Public Utilities Commission:

“It is the understanding of the parties to this contract that it shall not become effective until the authorization of the Public Utilities Commission of the State of California has been first obtained.”

B. **Bill for Service.** On each bill for service will be printed substantially the following language:

“This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing.”

“If you believe there is an error on your bill or have a question about your service, please call Customer support at 408-227-9540. We welcome the opportunity to assist you.

“If after contacting us, you are still not satisfied with the company’s response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3rd Floor, San Francisco, CA 94102

(T)

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts.

(continued)

(To be inserted by utility)
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RULE NO. 5
SPECIAL INFORMATION REQUIRED ON FORMS
(continued)

B. Bill for Service (Continued)

If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO Voice	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English	1-800-854-7784
	Spanish	

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. If bill becomes past due and nonpayment results with respect to this dispute, the rules for discontinuance of service due to nonpayment must be followed as set forth in Tariff Rule No. 11.B.1.

(N)
|
(N)

The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power."

C. Discontinuance of Service for Nonpayment – Notice. Every written notice of discontinuance of service for non-payment of bills shall include all of the following information:

1. The name and address of the customer whose account is delinquent.
2. The amount of delinquency.
3. The date by which payment or arrangements for payment is required in order to avoid discontinuance.
4. A description of the process to apply for an extension of time to pay delinquent charges
5. The procedures to petition for bill review and appeal to the Commission.

(continued)

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RULE NO. 5
SPECIAL INFORMATION REQUIRED ON FORMS
(continued)

C. Discontinuance of Service for Nonpayment – Notice. (Continued)

- 6. The procedure by which the customer may request a deferred (paying at a later date), reduced, or some other alternative payment schedule, including an amortization (spreading payments out over an agreed upon period of time not to exceed 12 months) of the unpaid charges. (L)
- 7. The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable. (L)
- 8. The name, address, and telephone number of a representative of the utility who can provide additional information and assist customers in continuing service or in making arrangements for payment.
- 9. The telephone numbers of the Commission (Consumer Affairs Branch) (800) 649-7570 or the California Relay Service TTY (800) 735-2929/22 English or (800) 855-3000 Spanish or (800) 854-7784 English/Spanish Speech-to-Speech to which inquiries by the customer may be directed (as stated in Rule No.5.B). (T)

Residential Customers. Where water service is provided to residential occupants in a detached single-family dwelling, multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp, where the owner, manager or operator is listed by the utility as the customer of record but is not the occupant, the notice of discontinuance shall further include:

- a. The date on which service will be discontinued.
- b. What the occupants are required to do in order to prevent the discontinuance or to reestablish service.
- c. The estimated monthly cost of service (where service is master-metered).
- d. The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist the occupants (where service is master-metered).

Rules 5.C.4 through 5.C.9 are also described in the written policy of discontinuance of service due to nonpayment of bills which is available at: (N)
<https://greateakswater.com/OtherPDFs/DiscontinuanceOfServForNonPmtEngSpaChnKorVieTag.pdf>. (N)

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RULE NO. 8
NOTICES

A. Notice to Customers

1. In Writing. Notice to a customer will normally be in writing. Depending on the type of notice, written notice will either be delivered or mailed to the customer's last known address, except as otherwise specified by the utility's tariffs.
2. Exception. In emergencies or when circumstances warrant, the utility, where feasible, will endeavor to promptly notify the customer affected and may make such notification orally, either in person or by telephone.
3. Notice of Discontinuance of Residential Water Service for Nonpayment.
 - a. The utility shall contact the residential customer of record at least 7 business days prior to discontinuance by telephone or written notice. (C)
 - (1) Written notice shall be mailed to the address of the customer of residence to which the residential service is provided. If the customer's address is not the address of the property to which residential service is provided, the notice also shall be sent to the service address with "Occupant" as the addressee. The notice shall include the information prescribed in Rule No. 5. C.
 - (2) Telephone notice shall be to the customer named on the account. In providing such notice by telephone, the utility shall offer to: (i) provide customer with a written copy of the utility's policy on discontinuation of service due to nonpayment; and (ii) discuss options available to customer to avert discontinuance including alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and procedures to petition for bill review and appeal.
 - (3) If the utility is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned as undeliverable, the utility will make a good faith effort to visit the residence and leave (or make other arrangements for placement in a conspicuous place) a notice as prescribed herein, along with a written copy of the utility's policy on discontinuation of service for nonpayment.

(continued)

(To be inserted by utility)
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RULE NO. 8
NOTICES

A. Notice to Customers (continued)

3. Notice of Discontinuance of Residential Water Service for Nonpayment (continued).

b. The utility shall contact the residential occupants of a detached single-family dwelling, multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp, where the owner, manager, or operator is listed by the utility as the customer of record, as follows:

(1) Where individually metered water service is provided, the utility will make every good faith effort to inform the occupants by means of a notice at least 10 days prior to any discontinuance, when the account is in arrears, that service will be discontinued. In addition to including the information prescribed in Rule No. 5, the notice will inform the occupants that, if the utility's verification and other requirements are met, they have the right to become a customer, to whom the service will then be billed, without being required to pay any amount which may be due to the delinquent account.

(2) Where master metered service is provided, the written notice will be at least 15 days prior to discontinuance of service. The notice will be posted on the door of each residential unit. If it is not reasonable or practical to post the notice on the door of each residential unit, the utility will post two copies of the notice in each accessible common area and at each point of access to the structure or structures.

(3) Notice to occupants shall be independent of, and in addition to, other notice(s) as may be prescribed in the utility's tariffs.

c. All notices of discontinuance for nonpayment relating to residential services will be in English, the languages listed in Section 1632 of the Civil Code (Spanish, Chinese, Korean, Vietnamese, and Tagalog), and any other language spoken by 10 percent or more of the customers in the utility's service area. The notice will include the information prescribed in Rule No. 5.C. (T) (T)

d. Procedures for the discontinuance and restoration of service are specified in Rule No. 11.

4. Notice of Discontinuance of All Other Services (Nonresidential) for Nonpayment. The utility shall make a reasonable attempt to contact: (i) the customer of record by mailing a separate notice at least 10 days prior to discontinuance, or (ii) an adult person on the customer's premises by telephone or in person at least 24 hours prior to any discontinuance.

(continued)

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**RULE NO. 10
DISPUTED BILLS**

A. Correctness of Bill

Any customer (or adult occupant of a residential service address) who has initiated a complaint to the utility or requested an investigation by the utility within five days of receiving a contested bill shall be given an opportunity for review of such complaint or investigation by a review manager of the utility. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of her or his account over a reasonable period of time.

B. Notice of Deposit to Avoid Discontinuance

If an explanation satisfactory to the customer is not made by the utility and the bill is not paid within 19 days after its presentation or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows:

- 1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and the nonresidential customer within 7 days of the date of this notice, may deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3rd Floor, San Francisco, California 94102 the amount of the bill claimed by the utility to be due. (T)
- Review of the dispute will be conducted by the Commission's Consumer Affairs Branch. Pending the Commission's review of the disputed bill, water service will not be discontinued. (N)

C. Commission Appeal

When a customer and the utility fail to agree on a bill for service:

- 1. In lieu of paying the disputed bill the customer may deposit, with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3rd Floor, San Francisco, California 94102, the amount claimed by the utility to be due. (T)
- Whether or not the residential customer makes a deposit with the Commission, the utility shall not discontinue the water service of any residential customer for a minimum of 79 days from the date of mailing its bill for services, postage prepaid. (N)
- 2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the dispute of the amount of the bill.
- 3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.

(continued)

(To be inserted by utility)
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RULE NO. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

d. Appeal to the Commission. Any customer (or adult occupant of a residential service address) whose complaint or request for an investigation pursuant to subdivision (c) has resulted in a determination by the utility adverse to such customer or adult occupant, may appeal the determination to the Commission in accordance with Rule Nos. 5 and 10 (including depositing the disputed amount with the Commission). Any such appeal of the disputed bill to the Commission shall be in accordance with the Commission's Rules of Practice and Procedure. Written documentation of an appeal filed and diligently pursued with the Commission will prevent discontinuation of residential water service during the official appeal process.

e. Residential Health and Safety Exception.

(1) Service to a residential water customer will not be discontinued for nonpayment when such customer establishes to the satisfaction of the utility that **all** three of the following conditions are met:

(i)The residential customer submits certification from a primary care provider*, as defined by the Water Shutoff Protection Act, that discontinuation of residential water service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided;

*Proof must be by certification from any internist, general practitioner, obstetrician-gynecologist, pediatrician, family physician and surgeon, nonphysician medical practitioner, or primary care clinic, rural health clinic, community clinic or hospital outpatient clinic. A "nonphysician medical practitioner" means a physician assistant or certified nurse-midwife performing services under physician supervision, or a nurse practitioner performing services in collaboration with a physician and surgeon. (See Section 14088(b)(1)(A) and (c) of the California Welfare and Institutions Code.) (T)

(continued)

(To be inserted by utility)
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RULE NO. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

e. Residential Health and Safety Exception. (Continued)

(ii) The residential customer demonstrates that she or he is financially unable to pay for residential service within the urban and community water system's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the urban and community water system's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level; and,

(iii) The residential customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment consistent with the utility's written policy on discontinuance of service due to nonpayment of bills. The written policy is available at:

<https://greatoakswater.com/OtherPDFs/DiscontinuanceOfServForNonPmtEngSpaChnKorVieTag.pdf>.

(N)

(N)

(2) If all three of the above conditions are met, the utility shall offer the customer one or more of the following options:

- a. Amortization of the unpaid balance.
- b. Participation in an alternative payment schedule.
- c. A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers.
- d. Temporary deferral of payment.

(T)

(3) The utility may choose which of the payment options the customer undertakes and may set the parameters of that payment option. The repayment option offered should result in repayment of any remaining outstanding balance within 12 months.

(4) Notwithstanding the above, residential service may be discontinued to any customer meeting the conditions above who:

(continued)

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 286-W

Timothy S. Guster

Date Filed _____

NAME

Decision No. _____

Vice President and General Counsel

Effective _____

TITLE

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RULE NO. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

e. Residential Health and Safety Exception. (Continued)

(i) Does not agree to or comply with an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment after incurring delinquent charges for 60 days or more,

OR

(ii) After agreeing to an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment for delinquent charges, the customer does not pay her or his current residential service charges for 60 days or more.

Notice of discontinuation for either of these reasons will be posted in a prominent and conspicuous location at the property no less than 5 business days before discontinuing such service, but such notice shall not entitle the customer to further investigation or alternative payment arrangements by the utility. (T)

f. Other Disconnection Terms. A customer's residential service may be discontinued for nonpayment of a bill for residential service previously rendered her or him at any location served by the utility.

A nonresidential service may be discontinued for nonpayment of a bill for residential as well as nonresidential service previously rendered her or him at any location served by the utility.

The discontinuance of service notice as set forth in subdivision (b) will be given in both cases stated above before discontinuance of service takes place.

Residential services will not, however, be discontinued for nonpayment of bills for separate nonresidential service.

g. Timing of Disconnection. Service will not be discontinued by reason of delinquency in payment for service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the utility are not open to the public. The utility will avoid disconnection of service on Fridays and a day prior to a holiday. The utility will inform customers of the option to reconnect during regular business hours to avoid the more costly fees associated with after-hours service.

(continued)

(To be inserted by utility)
Advice Letter No. 286-W

Issued by
_____Timothy S. Guster_____
NAME
Vice President and General Counsel
TITLE

(To be inserted by Cal. P.U.C.)
Date Filed _____

Decision No. _____

Effective _____

Decision/Resolution No. _____

RULE NO. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

C. Restoration of Service (Continued)

5. Limits on Certain Reconnection Charges. For a residential customer who demonstrates household income below 200 percent of the federal poverty line (or is otherwise deemed by the Water Shutoff Protection Act as having a household income of below 200 percent of the federal poverty line), charges shall be limited as follows:

(i) For reconnections during regular working hours, the lesser of the actual cost (as stated in Rule No. 11.C.1) or \$50.00; and (T)
(T)

(ii) For reconnections during other than regular working hours, the lesser of the actual cost (as stated in Rule No. 11.C.1) or \$150. The cap on these reconnection fees (\$50 and \$150, respectively) shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021. (T)

D. Refusal to Serve

1. Conditions for Refusal. The utility may refuse to serve an applicant for service under the following conditions:

- a. If the applicant fails to comply with any of the rules as filed with the Public Utilities Commission.
- b. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing customers.
- c. If, in the judgment of the utility, the applicant's installation for utilizing the service is unsafe or hazardous, or of such nature that satisfactory service cannot be rendered.
- d. Where service has been discontinued for fraudulent use, the utility will not serve an applicant until it has determined that all conditions of fraudulent use or practice has been corrected.

2. Notification to Customers. When an applicant is refused service under the provisions of this rule, the utility will notify the applicant promptly of the reason for the refusal to service and of the right of applicant to appeal the utility's decision to the Public Utilities Commission.

(To be inserted by utility)

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(To be inserted by utility)

Issued by

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Timothy S. Guster
NAME

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VP & General Counsel
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