



GREAT OAKS WATER COMPANY

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

September 18, 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-A
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. Included within this supplemental filing are the following proposed tariff sheets.

CPUC Sheet No.	Title of Tariff Sheet	Canceling Sheet No.
874-W	Preliminary Statement (Continued) U. Catastrophic Event Memorandum Account	742-W
875-W	Table of Contents	873-W

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.

Supplemental Information

Ordering Paragraphs 10 and 11 of D.19-07-015 require all Class-A water utilities to track costs associated with emergency customer protections in their respective Catastrophic Event Memorandum Accounts and to extend the applicability of such accounts to costs of implementing customer protections for all disasters in which the Governor of California or the President of the United States has declared a state of emergency. D.19-07-015 requires the utilities to segregate entries in the Catastrophic Event Memorandum Accounts and to recover such costs across a utility's entire customer base and make any necessary tariff changes through the advice letter procedures of General Order 96-B. The attached proposed tariff sheets are presented for approval in compliance with these ordering paragraphs of D.19-07-015.

This Advice Letter 276-W is filed in compliance with the aforementioned Ordering Paragraphs 10 and 11, as well as 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. Press 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

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

PRELIMINARY STATEMENT
(Continued)

R. Catastrophic Event Memorandum Account.

1. Purpose. The purpose of the Catastrophic Event Memorandum Account (CEMA) is to record and recover the costs associated with the restoration of service and utility facilities affected by a catastrophic event declared to be a disaster or state of emergency by competent federal or state authorities. The authority to establish this memorandum account is provided in Ordering Paragraph 1 of CPUC Resolution E-3238, dated July 24, 1991.

Should a qualifying disaster or state of emergency occur, the utility will inform, if possible, the Executive Director of the CPUC by letter within 30 days after the catastrophic event that the utility has started recording costs in the CEMA.

The letter shall specify the declared disaster or state of emergency, the date, time, location, service area affected, impact on the utility's facilities, and an estimate of the extraordinary costs expected to be incurred, with costs due to expenses and capital items shown separately.

The utility shall track costs associated with implementing and providing emergency customer protections for all disasters in which the Governor of California or President of the United States has declared a state of emergency. Any such entries in the account shall be segregated by qualifying event, and any costs for emergency customer protections shall be recovered across the utility's entire customer base in accord with General Order 96-B.

The utility shall not record any capital costs or expenses incurred prior to the start of the declared disaster or state of emergency, as identified by the appropriate authorities.

2. Applicability. The CEMA balance will be recovered from all customer classes, except those specifically excluded by the CPUC.

3. CEMA Rates. The CEMA does not currently have a rate component.

4. Accounting Procedure. Upon declaration of a disaster or state of emergency, the utility shall maintain the CEMA from the date of the event causing the disaster or state of emergency by making entries to the account at the end of each month as follows:

a. A debit entry equal to the amounts recorded in the utility's Operations and Maintenance (O&M) and Administrative and General (A&G) Expense Accounts that were incurred as a result of the disaster or state of emergency.

b. A debit entry equal to:

(1) depreciation expense on the average of the beginning and the end-of-month balance of plant installed to restore service to customers, or to replace, repair, or restore any plant or facilities, or to comply with government agency orders, in connection with events declared disasters or states or emergency, at one-twelfth the annual depreciation rates approved by the CPUC for these plant accounts; plus

(N)
|
|
|
(N)

(To be inserted by utility)
Advice Letter No. 276-W-A

Issued by
Timothy S. Guster
NAME
General Counsel
TITLE

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

Decision No. Res. E-3238; D.19-07-015

Effective _____

Decision/Resolution No. _____

TABLE OF CONTENTS

The following listed tariff sheets contain all effective rates and rules affecting the charges and service of the utility, together with other pertinent information.

<u>Subject Matter of Sheet</u>	<u>Cal. P.U.C. Sheet No.</u>	
Title Page	346-W	
Table of Contents	875-W, 354-W	(C)
Preliminary Statement	347-W, 348-W, 465-W, 466-W, 785-W, 708-W, 793-W, 874-W, 743-W 766-W, 746-W, 783-W, 794-W, 795-W, 837-W, 841-W, 850-W	(C)
Service Area Map	644-W to 670-W	
Rate Schedules:		
Schedule No. 1, General Metered Service	856-W, 857-W, 864-W	
Schedule No. 3M, Irrigation Service	859-W, 865-W	
Schedule No. 4, Private Fire Protection Service	802-W	
Schedule No. 5, Public Fire Hydrant Service	3-W	
Schedule No. 6, Contract Resale Service	861-W, 866-W	
Schedule No. 9C, Construction Flat Rate Service	817-W, 818-W	
Schedule No. 14.1 Mandatory Water Conservation	768-W, 814-W, 815-W, 771-W, 772-W, 773-W	
Schedule UF, Surcharge to Fund Public Utilities Commission Reimbursement Fee	870-W	
Summary List of Contracts & Deviations	477-W	
Rules:		
No. 1 Definitions	254-W, 255-W	
No. 2 Description of Services	191-W	
No. 3 Application for Service	10-W, 503-W, 600-W	
No. 4 Contracts	11-W	
No. 5 Special Information Required on Forms	365-367-W	
No. 6 Establishment and Re-establishment of Credit	14-W	
No. 7 Deposits	601-W, 602-W	
No. 8 Notices	368-W, 369-W	
No. 9 Rendering and Payment of Bills	18-W, 19-W, 598-W, 787-W	
No. 10 Disputed Bills	260-W, 261-W	
No. 11 Discontinuance and Restoration of Service	370-375-W, 596-W, 377-W	
No. 12 Information Available to Public	25-W, 26-W	
No. 13 Temporary Service	27-W, 28-W	
No. 14 Continuity of Service	29-W	
No. 14.1 Water Conservation and Rationing Plan	540-543-W	
No. 15 Main Extensions	232-234-W, 349-W, 236-245-W, 852-W	
No. 16 Service Connections, Meters and Customers' Facilities	324-W, 350-W, 351-W, 327-330-W	
No. 17 Standards for Measurement of Service	352-W	
No. 18 Meter Tests and Adjustment of Bills for Meter Error	43-45-W	
No. 19 Service to Separate Premises and Multiple Units, Resale of Water	279-W, 854-W	
No. 20 Water Conservation	538-W	
No. 21 Fire Protection	537-W	
No. 22 Low Income Customer Assistance Program	490-W	

(To be inserted by utility)

Issued by

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

Advice Letter No. 276-W-A

Timothy S. Guster

Date Filed _____

Decision No. D.19-07-015

VP & General Counsel

Effective _____

TITLE

Resolution No. _____