



GREAT OAKS WATER COMPANY

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tguster@greatoakswater.com

October 3, 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-B
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 Specific to Advice Letter 276-W-B

This Supplemental Advice Letter 276-W-B 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 “English, Spanish, Chinese (including Cantonese, Mandarin, and other Chinese languages), Tagalog, and Vietnamese as well as Korean and Russian where those languages are prevalent within the utilities’ service territories.”

Great Oaks filed its original Advice Letter 276-W upon the belief that the complete list of languages in Ordering Paragraph 13 was qualified by the phrase “where those languages are prevalent within the utilities’ service territories.” That is why original Advice Letter 276-W included the statement: “The languages prevalent within Great Oaks’ service territory are English and Spanish.”

The Public Advocates Office (Cal PA) protested Advice Letter 276-W (but not Supplemental Advice Letter 276-W-A), stating:

The Commission should require Great Oaks to supplement AL No. 276-W to include Chinese, Tagalog and Vietnamese languages in its emergency disaster relief customer outreach plan as required by D.19-07-015, Ordering Paragraph No. 13. The Commission should also require Great Oaks to include Korean and Russian languages in its emergency disaster relief customer outreach plan or to affirmatively state that Korean and Russian are not prevalent languages within its service territory.¹

After further communications with the Water Division, Great Oaks agrees to provide information about its Emergency Disaster Relief Customer Protections in English, Spanish, Cantonese, Mandarin, Tagalog, and Vietnamese, even though the only languages prevalent in Great Oaks’ service territory are English and Spanish. For the benefit of Cal PA, please note that Korean and Russian are not prevalent languages within Great Oaks’ service territory.

The English language customer outreach plan is provided below, followed by translations into the other languages listed in the paragraph above.

Note: This Supplemental Advice Letter 276-W-B presents the same tariff sheets (with the same tariff sheet numbers) as Supplemental Advice Letter 276-W-A, as the supplemental information herein is unrelated to those tariff sheets.

¹ Cal PA Protest Letter, pages 1 – 2.

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.

SPANISH LANGUAGE VERSION

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. 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 de clientes:

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 socorro en casos de desastre de emergencia cumple con la Resolución de la Comisión de Servicios Públicos de California M-4833, que hace que las protecciones mencionadas anteriormente sean permanentes para los clientes atendidos por proveedores de servicios de agua regulados por 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.

CANTONESE LANGUAGE VERSION

緊急救災客戶計劃

大橡樹水務公司嘅緊急救災計劃可以為受野火或其他自然災害影響的客戶提供保護。如果州或聯邦一級宣佈緊急狀態，符合以下標準的客戶可能有資格獲得某些客戶保護：

與災害有關的損失或供水服務交付或接收咳， 和/或公用事業服務質量的下降。

如果符合上述任何一項標準，大橡樹水務公司應：

1. 與受影響的客戶合作解決未付賬單，盡量減少未付款的中斷。
2. 免除受影響客戶的重新連接或設施費用，並暫停必須重新連接到系統的受影響客戶的存款。
3. 為受影響的客戶提供合理的支付選項。
4. 為失去家園或房屋無法居住嘅客戶免除賬單。
5. 授權畀家庭無法居住時按比例免除水費的任何固定內容，即使其無法居住嘅原因唔係失去供水服務。

緊急救災計劃符合加州公用事業委員會第 m-4833 號決議，該決議令上面列出的保護永久提供畀受監管嘅供水服務提供商服務的客戶。

欲了解更多有關大橡樹水務公司緊急救災計劃，請致電 (408) 227-9540 聯系客戶服務。

MANDARIN VERSION

紧急救灾客户保护

大橡树自来水公司的紧急救灾计划可以为受到野火或其他自然灾害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：

**与灾难相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。**

如果满足以上任一条件，Great Oaks Water Company应：

- 1.与受影响的客户合作解决未付帐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.为失去家园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内容，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共事业委员会M-4833号决议，该决议将上述所列保护永久性地提供给加利福尼亚监管的水服务提供商所服务的客户。

要了解有关大橡树自来水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。

TAGALOG VERSION

EMERGENCY DISASTER RELIEF CUSTOMER PROTECTIONS

Ang Great Oaks Water Company's Emergency Disaster Relief Program ay maaaring magbigay ng proteksyon para sa mga customer na naapektuhan ng mga wildfires o iba pang natural na kalamidad. 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 nakapiraming 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, na ginagawa ang mga proteksyon na nakalista sa itaas ng permanenteng para sa mga customer na pinaglingkuran ng mga regulate ng serbisyo ng tubig sa 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.

VIETNAMESE VERSION

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. Trong trường hợp Tiểu bang khẩn cấp được tuyên bố ở cấp tiểu 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, điều này khiến cho 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.

Provided the foregoing are accepted by the Commission, Great Oaks will post the information on its website and provide to customers via bill insert over the billing periods that begin after this Supplemental Advice Letter 276-W-B is approved. 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-B, 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 October 3, 2019 in San José, 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 276-W-B on the parties listed on the following Distribution List by mailing a properly addressed copy by first class mail with postage prepaid and by email to those marked with *.

Executed on October 3, 2019 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*
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-B

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. _____

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(To be inserted by utility)

Issued by

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

Advice Letter No. 276-W-B

Timothy S. Guster

Date Filed _____

Decision No. D.19-07-015

VP & General Counsel

Effective _____

TITLE

Resolution No. _____