

Great Oaks Water Company
General Rate Case Application
Exhibit C
Customer Notice
UPDATED
Actual Customer Notices

PUBLIC NOTICE

Para más información en cómo este cambio impactará su factura, llame al 408-227-9540.

NOTICE OF APPLICATION Great Oaks Water Company's Request to Increase Water Rates APPLICATION No. 21-07-001

Why am I receiving this notice?

On July 1, 2021, Great Oaks Water Company (Great Oaks) filed its General Rate Case (GRC) Application (A.) 21-07-001 with the California Public Utilities Commission (CPUC) to increase rates in 2022, 2023, and 2024. The application is requesting a total increase of \$6,150,386 in revenues to pay for projected cost increases over the three-year period.

If the CPUC approves this application, Great Oaks will recover forecasted costs in rates over a three-period beginning July 1, 2022. This will impact your bill.

Why is Great Oaks requesting this rate increase?

Great Oaks projects that its cost of providing water service will increase in each of the next three years. The largest areas of cost increase are projected to be: (1) groundwater charges levied by the Santa Clara Valley Water District; (2) increases in the cost of electricity to operate the water system; and (3) increases in employee salaries and benefits.

How could this affect my water bill?

If Great Oaks' rate request is approved by the CPUC, the average residential bi-monthly bill (2 months of water service) with a 3/4" meter using 10 CCF per month would increase by approximately \$5.13 or 4.13% from \$124.09 to \$129.22 in 2022, by \$7.68 or 5.94% to \$136.90 in 2023, and by \$8.04 or 5.87% to \$144.94 in 2024. Temporary surcharges are not included in these calculations.

The tables below provide details on the current and proposed meter and quantity charges.

Current and Proposed Monthly Meter Service Charges and Rate Impact

Meter Size	Current	2022/2023	Decrease	2023/2024	Increase	2024/2025	Increase
5/8"	\$16.59	\$15.86	-4.97%	\$16.37	+3.22%	\$16.85	+2.93%
3/4"	\$25.04	\$23.79	-4.99%	\$24.56	+3.24%	\$25.28	+2.96%
1"	\$41.73	\$39.65	-4.98%	\$40.93	+3.23%	\$42.14	+2.96%
1.5"	\$83.45	\$79.30	-4.97%	\$81.86	+3.23%	\$84.27	+2.94%
2"	\$133.52	\$126.88	-4.97%	\$130.98	+3.23%	\$134.83	+2.94%
3"	\$250.35	\$237.90	-4.97%	\$245.59	+3.23%	\$252.81	+2.94%
4"	\$417.25	\$396.50	-4.97%	\$409.31	+3.23%	\$421.36	+2.94%
6"	\$834.50	\$793.00	-4.97%	\$818.62	+3.23%	\$842.71	+2.94%
8"	\$1,335.20	\$1,268.80	-4.97%	\$1,309.80	+3.23%	\$1,348.34	+2.94%
10"	\$1,919.35	\$1,823.90	-4.97%	\$1,882.83	+3.23%	\$1,938.23	+2.94%
12"	\$2,753.85	\$2,616.91	-4.97%	\$2,701.46	+3.23%	\$2,780.94	+2.94%

Current and Proposed Quantity Charges and Rate Impact

Customers	Current	2022/2023	Change	2023/2024	Change	2024/2025	Change
Single Fam. Res.							
0-12 ccfs Bimonthly	\$2.4815	\$2.7723	11.72%	\$2.9902	7.86%	\$3.2253	7.86%
13-20 ccfs Bimonthly	\$4.2825	\$4.7842	11.72%	\$5.1602	7.86%	\$5.5660	7.86%
Over 20 ccfs Bimonthly	\$5.0852	\$5.6810	11.72%	\$6.1275	7.86%	\$6.6094	7.86%
All Other Customers							
Uniform Quantity Rate	\$3.4902	\$3.8991	11.72%	\$4.2056	7.86%	\$4.5363	7.86%

How does the rest of this process work?

This application will be assigned to a CPUC Administrative Law Judge who will consider proposals and evidence presented during the formal hearing process. The Administrative Law Judge will issue a proposed decision that may adopt Great Oaks' application, modify it, or deny it. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties to the proceeding are currently reviewing Great Oaks' application, including the Public Advocates Office, which is an independent consumer advocate within the CPUC that represents customers to obtain the lowest possible rate for service consistent with reliable and safe service levels. For more information regarding the Public Advocates Office, please call 1-415-703-1584, email PublicAdvocatesOffice@cpuc.ca.gov, or visit PublicAdvocates.cpuc.ca.gov.

Where can I get more information?

Contact Great Oaks

Phone: (408) 227-9540

Email: customerservice@greatoakswater.com

Mail: Great Oaks Water Co., Attn. GRC, PO Box 23490, San Jose, CA 95153

A copy of the Application and any related documents may also be reviewed at www.greatoakswater.com.

Contact CPUC

Please visit apps.cpuc.ca.gov/c/A2107001 to submit a comment about this proceeding on the CPUC Docket Card. Here you can also view documents and other public comments related to this proceeding. Your participation by providing your thoughts on Great Oaks' request can help the CPUC make an informed decision.

If you have questions about CPUC processes, you may contact the CPUC's Public Advisor's Office at:

Phone: **1-866-849-8390** (toll-free) or **1-415-703-2074**

Email: Public.Advisor@cpuc.ca.gov

Mail: CPUC Public Advisor's Office

505 Van Ness Avenue

San Francisco, CA 94102

Please reference **Application A.21-07-001** in any communications you have with the CPUC regarding this matter.

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