

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



January 25, 2024

Jonathan Morse  
Sr. Manager Rates & Regulatory  
California-American Water Company  
520 Capitol Mall Ste. 630  
Sacramento, CA 95814

Dear Mr. Morse,

The Water Division of the California Public Utilities Commission has approved California-American Water Company's Advice Letter No. 1431, filed on December 22, 2023, regarding 2024 CAP Surcharge Update for All Service Areas.

Enclosed are copies of the following revised tariff sheets, effective January 1, 2024, for the utility's files:

<b>P.U.C.</b>	
<b>Sheet No.</b>	<b>Title of Sheet</b>
10972-W	Preliminary Statement, Summary Table, Sheet 1
10973-W	Preliminary Statement (Continued), Sheet 1 R. Customer Assistance Program ("CAP") Balancing Account
10974-W	Preliminary Statement (Continued), Sheet 2 R. Customer Assistance Program ("CAP") Balancing Account (continued):
10975-W	Schedule No. CA-FEES California American Water, Sheet 1
10976-W	Table Of Contents, Sheet 4
10977-W	Table Of Contents, Sheet 1

Please contact Bradley Leong at [BL4@cpuc.ca.gov](mailto:BL4@cpuc.ca.gov) or 415-703-2307, if you have any questions.

Thank you.

Enclosures



December 22, 2023

ADVICE LETTER NO. 1431

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

California-American Water Company (U210W) (California American Water) submits this advice letter applicable to its Northern Division, Central Division and Southern Division water customers.

**Purpose:**

The purpose of this advice letter is to update the Customer Assistance Program (CAP) surcharge contained on Schedule CA-FEEs applicable to all service areas.

**Background:**

As described in the Customer Assistance Program Balancing Account Preliminary Statement, “The purpose of the CAP Balancing Account is to track the CAP discounts provided, the CAP surcharges collected, and to adjust the CAP surcharges on January 1 of each year.” Consistent with this language, California American Water submits an updated CAP surcharge for rates effective January 1, 2024.

**Request:**

California American Water requests authorization to implement an updated CAP surcharge of \$1.77 applicable to all service areas. Additionally, California American Water requests updating its CAP Balancing Account preliminary statement to clarify that the CAP surcharge will be updated annually.

**Tier Designation:**

These tariffs are submitted pursuant to General Order No.96-B and this advice letter is submitted with a Tier 1 designation.

**Effective Date:**

California American Water requests an effective date of January 1, 2024.

**Notice and Service List:**

In accordance with General Order 96-B, General Rule 4.3 and 7.2 and Water Industry Rule 4.1, a copy of this advice letter will be transmitted electronically to interested parties having requested such notification. ***Please note that this advice letter will only be distributed electronically.***

**PROTEST OR RESPONSES:**

Anyone may submit a response or protest for this AL. When submitting a response or protest, **please include the utility name and advice letter number in the subject line.**

A **response** supports the filing and may contain information that proves useful to the Commission in evaluating the AL. A **protest** objects to the AL in whole or in part and must set forth the specific grounds on which it is based. These grounds<sup>1</sup> are:

1. The utility did not properly serve or give notice of the AL;
2. The relief requested in the AL would violate statute or Commission order, or is not authorized by statute or Commission order on which the utility relies;
3. The analysis, calculations, or data in the AL contain material error or omissions;
4. The relief requested in the AL is pending before the Commission in a formal proceeding;  
or
5. The relief requested in the AL requires consideration in a formal hearing, or is otherwise inappropriate for the AL process; or
6. The relief requested in the AL is unjust, unreasonable, or discriminatory, provided that such a protest may not be made where it would require relitigating a prior order of the Commission.
7. A protest may not rely on policy objections to an AL where the relief requested in the AL follows rules or directions established by statute or Commission order applicable to the utility. A protest shall provide citations or proofs where available to allow staff to properly consider the protest.

WD must receive a response or protest via email (or postal mail) within 20 days of the date the AL is filed. When submitting a response or protest, **please include the utility name and advice letter number in the subject line.**

The addresses for submitting a response or protest are:

**Email Address:**

[Water.Division@cpuc.ca.gov](mailto:Water.Division@cpuc.ca.gov)

**Mailing Address:**

CA Public Utilities Commission  
Division of Water and Audits  
505 Van Ness Avenue  
San Francisco, CA 94102

On the same day the response or protest is submitted to WD, the respondent or protestant shall send a copy of the protest to California American Water at:

**Email Address:**

[kristina.remelius@amwater.com](mailto:kristina.remelius@amwater.com)

**Mailing Address:**

520 Capitol Mall, Suite 630  
Sacramento, CA 95838

[sarah.leeper@amwater.com](mailto:sarah.leeper@amwater.com)

555 Montgomery Street, Suite 816  
San Francisco, CA 94111

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<sup>1</sup> G.O. 96-B, General Rule 7.4.2

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform WD, within the 20 day protest period, so that a late filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on.

**REPLIES**

The utility shall reply to each protest and may reply to any response. Any reply must be received by WD within five business days after the end of the protest period, and shall be served on the same day on each person who filed the protest or response to the AL.

The actions requested in this advice letter are not now the subject of any formal filings with the California Public Utilities Commission, including a formal complaint, nor action in any court of law.

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

If you have not received a reply to your protest within 10 business days, please contact Chase Grady at (916) 568-4241.

CALIFORNIA-AMERICAN WATER COMPANY

*/s/ Kristina Remelius*

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Kristina Remelius  
Senior Rates & Regulatory Analyst

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
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10973-W	PRELIMINARY STATEMENT (Continued) Sheet 1	10611-W
10974-W	PRELIMINARY STATEMENT (Continued) Sheet 2	10612-W
10975-W	Schedule No. CA-FEES California American Water Sheet 1	10641-W
10976-W	TABLE OF CONTENTS Sheet 4	10936-W
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PRELIMINARY STATEMENT  
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Sheet 1

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K	Chromium-6 Memorandum Account – Sacramento Service Area	10176-W, 10177-W
L	Consolidated Expense Balancing Account	10178-W
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(C)

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1431	S. W. OWENS	Date Filed	12/22/2023
Decision		SR. DIRECTOR - Rates & Regulatory	Effective	01/01/2024
			Resolution	

PRELIMINARY STATEMENT  
(Continued)

Sheet 1

**R. Customer Assistance Program (“CAP”) Balancing Account**

**1. PURPOSE:**

The purpose of the CAP Balancing Account is to track the CAP discounts provided, the CAP surcharges collected, and to adjust the CAP surcharges on January 1 of each year. The surcharge will be applicable to all non-customer assistance program water and wastewater customers. California American Water was granted authority to continue this account in Decision (D.) 21-11-018. Decision (D.) 20-08-047 ordered California American Water to implement a pilot program providing low-income customer discounts for water users in master metered multi-family housing. Per Resolution W-5241 and Advice Letter 1320-A this balancing account contains a sub-account which records low-income discounts and incremental costs associated with the: 1) San Diego Service Area Multifamily Housing in Disadvantaged Communities Program, 2) Low-Income Joint Water and Energy Install Program in Recently Acquired Systems. Specifics of the pilot program are included in California American Water Customer Assistance Program tariff. The project duration is estimated to be approximately one year after project facilities have been selected and contractors identified or until funds are exhausted. California American Water will report on the pilot program in its 2025 General Rate Case filing. However, the component costs and low-income discounts will continue to be tracked in this account until such time as the Commission approves the component to become a permanent part of the low income program, or rejects the particular component and all customers currently receiving discounts from the program are notified 3-months in advance of the termination of the program component. Costs accumulated in this subaccount will be recovered as part of the annual CAP surcharge in the California American Water’s General Rate Case expected to be filed in July 2025.

**2. APPLICABILITY:**

All areas served by California American Water.

**3. ANNUAL SURCHARGE ADJUSTMENT:**

The surcharge will be evaluated and adjusted annually and will reflect:

(C)

- a. A forecast of the December 31st balance in the CAP for the current year that reflects.
  - i. The most recent recorded balance;
  - ii. The assumption that the proportion of CAP to non-customer assistance program residential enrollment in September will remain constant as a proportion of adopted numbers for October through December; and

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
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PRELIMINARY STATEMENT  
(Continued)

Sheet 2

**R. Customer Assistance Program (“CAP”) Balancing Account (continued):**

**3. ANNUAL SURCHARGE ADJUSTMENT (continued):**

- a. A forecast of the December 31st balance in the CAP for the current year that reflects.  
(Continued)
  - iii. The assumption that current CAP surcharges will be applied to the estimated non-CAP portion of adopted sales (adopted sales minus estimated CAP sales based on the proportion of CAP to non-customer assistance program residential customers in September), plus interest; and
- b. A forecast of the December 31 balance in the CAP for the following year that reflects:
  - i. The assumption that the proportion of CAP to non-customer assistance program residential enrollment in September of the previous year will remain constant as a proportion of adopted numbers; and
  - ii. The assumption that the new surcharges will be applied to the estimated non-customer assistance program portion of adopted sales (adopted sales minus estimated CAP sales based on the proportion of CAP to non-customer assistance program residential customers in September of the previous year), plus interest.

**4. ACCOUNTING PROCEDURE:**

The following entries will be recorded:

- a. A debit entry equal to the recorded customer discounts.
- b. A credit entry equal to the surcharges collected from the customers not qualified to participate in the CAP.
- c. A debit or credit entry equal to interest on the balance in the account at the beginning of the month and half the balance after the above entries, at a rate equal to one-twelfth of the rate on 90-day non-financial Commercial Paper, as reported in the Federal Reserve Statistical Release, H.15 or its successor.

**5. RATEMAKING PROCEDURE:**

Customer assistance discount of 20%, for all districts except for the Monterey Service Area within Central Division, shall be applied to all monthly service fees, the tier one billed usage amount and the tier two usage amount. A customer assistance discount of 30% for Monterey Service Area shall be applied to all monthly service fees, and the first three tiers billed usage. A customer assistance discount of 35% for the Active Monterey Wastewater Area shall be applied to all monthly service fees. Surcharges will be evaluated and adjusted annually to ensure appropriate collection.

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Schedule No. CA-FEES  
California American Water

Sheet 1

**APPLICABILITY**

Applicable to all service areas.

**TERRITORY**

All territories served by California American Water.

**RATES**

1. Late Payment Fee: A late charge of 1.5% on unpaid balance will be assessed and customers will be notified on the monthly issued bill that the 1.5% late fee will be applied to any account that is not paid before the past due date shown on the bill. The fee shall be applied at the time a late payment notice is issued. If the customer pays the balance on the date the late payment notice is mailed, then that assessed fee will be forgiven. The fee shall be assessed on all open balances regardless of whether it is an initial or subsequent bill when a total balance has not been paid or there should have been a shut off for non-payment agreement. All bills shall be subject to the PUC reimbursement fee as set forth in Schedule No. UF.
2. Reconnection Fee: Where service has been discontinued for violation of these rules or nonpayment of bills, the utility may charge \$10.00 for reconnection of service during regular work hours or \$175.00 for reconnection of service at other than regular working hours when the customer has requested that the reconnection be made at other than regular working hours. If payment is received after 3:00PM, service will not be restored until the next business day. All bills shall be subject to the PUC reimbursement fee as set forth in Schedule No. UF.
3. Untested Backflow Fees: Where the utility elects to have an untested backflow assembly tested and, if needed, repaired or replaced, all charges incurred by the utility from third party service providers will be added to the customer bill of the account of record, and shall become due and payable as any other charge, including being part of any unpaid balance subject to late fees and discontinuance of service for non-payment.
4. Per Advice Letter 1431, a surcharge of \$1.77 for the Customer Assistance Program ("CAP") Balancing Account will be collected from all non-low-income water and wastewater customers. (I)

(Continued)

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