

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



August 16, 2021

Kamilah Jones
Senior Financial Analyst - Rates & Regulatory
California-American Water Company
4701 Beloit Drive
Sacramento, CA 95838-2434

Dear Ms. Jones,

The Commission has approved California-American Water Company's Advice Letter No. 1339, filed on June 25, 2021, regarding COVID-19 Customer Protection Extension to September 30, 2021.

Enclosed is a copy of the advice letter with an effective date of June 30, 2021 for the utility's files.

Please contact Jefferson Hancock at JHO@cpuc.ca.gov or 415-703-3453, if you have any questions.

Thank you,

/s/ROBIN BRYANT

Robin Bryant
Water Division

Enclosures

**CALIFORNIA PUBLIC UTILITIES COMMISSION
DIVISION OF WATER AND AUDITS**

Advice Letter Cover Sheet

Utility Name: California American Water

Date Mailed to Service List: June 25, 2021

District: All Districts

CPUC Utility #: U210W

Protest Deadline (20th Day): July 15, 2021

Advice Letter #: 1339

Review Deadline (30th Day): July 25, 2021

Tier 1 2 3 Compliance

Requested Effective Date: June 30, 2021

Authorization

Rate Impact: \$See AL
See AL%

Description: COVID-19 Customer Protection Extension to September 30, 2021

The protest or response deadline for this advice letter is 20 days from the date that this advice letter was mailed to the service list. Please see the "Response or Protest" section in the advice letter for more information.

Utility Contact: Kamilah Jones

Utility Contact: Jonathan Morse

Phone: 916-568-4232

Phone: 916-568-4237

Email: Kamilah.Jones@amwater.com

Email: Jonathan.Morse@amwater.com

DWA Contact: Tariff Unit

Phone: (415) 703-1133

Email: Water.Division@cpuc.ca.gov

DWA USE ONLY

DATE

STAFF

COMMENTS

APPROVED

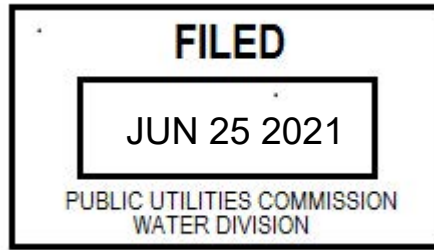
WITHDRAWN

REJECTED

Signature: _____

Comments: _____

Date: _____



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P (916)-568-4251
F (916) 568-4260

June 25, 2021

ADVICE LETTER NO. 1339

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

California-American Water Company (California American Water) (U210W) hereby submits for review this advice letter.

Purpose:

California American Water is filing this advice letter to extend Emergency Customer Protections to California customers through September 30, 2021 and to extend the memorandum accounts established pursuant to Resolution M-4842, in accordance with the directives from the California Public Utilities Commission (“Commission”) in its letter dated June 16, 2021.

Background:

On March 4, 2020, Governor Newsom declared a State of Emergency to help the state prepare for the spread of the COVID-19. Following the Governor’s declaration, California American Water received the Executive Director’s March 17, 2020 letter. The Executive Director’s letter states that the Commission “expect[s] the utilities and service providers subject to D.19-07-015 and D.19-08-025 to extend the same applicable customer protections directed in D.19-07-015 and D.19-08-025 to customers in response to the declared state of emergency due to the spread of the COVID-19.”¹ The letter further states that the protections will apply retroactively beginning March 4, 2020.

On March 19, 2019, in compliance with the Executive Director’s March 17, 2020 letter, California American Water filed Advice Letter 1284 to confirm implementation of protections to customers across all service areas during the emergency. Advice Letter 1284 was approved by the Commission on March 24, 2020.

On April 16, 2020, the Commission issued Resolution M-4842 requiring utilities to file a Tier 2 Advice Letter confirming activation of its Catastrophic Event Memorandum Account (“CEMA”) and the implementation of customer protections adopted in D.19-07-015.

On May 1, 2020, California American Water filed Advice Letter 1294 to confirm and describe compliance with the Executive Director’s March 17, 2020 letter and Resolution M-4842. California American Water also requested exemption from provisions (6) to waive bills for victims who lost their homes if their homes are rendered uninhabitable; and (7) authorizing a pro rate waiver of any fixed element of a water bill for the time that the home is uninhabitable. These protections were identified as not applicable to the current pandemic emergency. Advice Letter 1294 was approved by the Commission on September 22, 2020.

On February 11, 2021, the Commission issued Resolution M-4849 to extend the Emergency Customer Protections to support California customers through June 30, 2021. Resolution M-4849 directed Class A water utilities to file a Tier 1 Advice Letter to describe actions taken to extend the Emergency Customer Protections through June 30, 2021. California American Water filed Advice Letter 1323 on February 19, 2021 in compliance with this resolution. Advice Letter 1323 was approved on March 24, 2021.

On June 16, 2021, the Water Division sent a letter to all water and sewer utilities directing an extension of all Emergency Customer Protections for residential and small business customers through September 30, 2021 in accordance with Governor Gavin Newsom's Executive Order N-08-21 that was signed on June 11, 2021.

Extension of the Emergency Customer Protections

California American Water describes below its compliance with extending the Emergency Customer Protections listed on page 7 of Resolution M-4849.

CEMA Activation

On March 19, 2020, California American Water filed Advice Letter 1284, which announced activation of California American Water's CEMA account for the COVID-19 emergency, effective March 4, 2020. California American Water's CEMA remains active.

Insurance

California American Water previously put its insurer on notice of the COVID-19 pandemic. At this time, California American Water is not aware of any losses that are covered by its insurance.

Implementation of Customer Protections and Communications

Advice Letter 1284 and Advice Letter 1294 confirmed implementation of the following customer protections adopted in D.19-07-015 for customers across all service areas during the emergency.

- Work cooperatively with affected customers to resolve unpaid bills
- Waive reconnection or facilities fees for customers and suspend deposits for customers who must reconnect to the system; and
- Provide reasonable payment options to customers

As stated in Advice Letter 1284 and Advice Letter 1294, California American Water also implemented the following additional emergency customer protections not identified in D.19-07-015:

- Dunning locks to place a moratorium on discontinuing service shutoffs for non-payment
- Suspension of late payment fees

California American Water also restored service to any active account (where the company could safely do so) that had been disconnected for non-payment prior to March 19, 2020.

California American Water will continue to provide the above protections through September 30, 2021 as directed in Water Division's June 16, 2021 letter.

The Company previously communicated these protections to customers through email, bill text message, press release, social media, office signage in English, Spanish and Chinese and on our website in English and Spanish. California American Water also provided information to customers in all languages commonly spoken in California by mail. The Company also held webinars for its customers to walk through all of its customer assistance programs.

In addition to these customer protections, California American Water launched additional communication efforts to inform residential customers about the availability of our Customer Assistance Program (CAP) for those suffering from financial hardship.

As stated above, California American Water will extend its Emergency Customer Protections, through September 30, 2021 and keep open its CEMA account to track and recover incremental costs associated with implementing its Emergency Customer Protections.

Tier Designation:

This advice letter is submitted with a Tier 1 designation in compliance with the Water Division's letter dated June 16, 2021.

Effective Date:

California American Water requests an effective date of June 30, 2021.

Service List:

In accordance with Section 4.3 of General Order 96-B, a copy of this advice letter is being provided to those entities listed in the attached "SERVICE LIST PURSUANT TO SECTION 4.3 OF G.O. NO. 96-B." Copies will also be served to R.18-03-011 and R.17-06-024 proceeding service lists. Per guidance from the California Public Utilities Commission's Water Division, during the Covid-19 pandemic advice letters will only be delivered electronically to the service list. Hardcopy advice letters will be mailed as soon as administrative staff are able to return to CAW offices. Copies of the detailed workpapers and the documents supporting this Advice Letter have also been furnished to the Commission.

Protests and Responses:

Anyone may respond to or protest this advice letter. 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 advice letter. A **protest** objects to the advice letter in whole or in part and must set forth the specific grounds on which it is based. These grounds² are:

- (1) The utility did not properly serve or give notice of the advice letter;
- (2) The relief requested in the advice letter 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 advice letter contain material errors or omissions;
- (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 relitigating a prior order of the Commission).

A protest shall provide citations or proofs where available to allow staff to properly consider the protest.

A response or protest must be made in writing or by electronic mail and must be received by the Water Division within 20 days of the date this advice letter is filed. The address for mailing or delivering a protest 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 the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy to California American Water, addressed to:

Email Address:

kamilah.jones@amwater.com

sarah.leeper@amwater.com

ca.rates@amwater.com

Mailing Address:

4701 Beloit Drive
Sacramento, CA 95838

555 Montgomery Street, Suite 816
San Francisco, CA 94111

4701 Beloit Drive
Sacramento, CA 95838

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform the Water Division, 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.

If you have not received a reply to your protest within 10 business days, contact Kamilah Jones at (916) 568-4232.

CALIFORNIA-AMERICAN WATER COMPANY

/s/ Kamilah Jones

Kamilah Jones
Senior Financial Analyst - Rates & Regulatory

CALIFORNIA-AMERICAN WATER COMPANY
ADVICE LETTER 1339
SUPPORTING DOCUMENTATION FOR STAFF

**All Districts – Covid-19 Emergency Customer Protections Extension
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PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

June 16, 2021

Transmittal by E-mail Communication

To: All Water and Sewer Utilities

From: Terence Shia, Director
Water DivisionSubject: Extension of Emergency Customer Protections to Support California Customers
Through September 30, 2021

Dear Class A, B, C, and D Water and Sewer Utilities:

The California Public Utilities Commission (CPUC) directs all water and sewer utilities to extend Emergency Customer Protections for residential and small business customers through September 30, 2021 in accordance with Governor Newsom's Executive Order N-08-21 signed on June 11, 2021. The utilities subject to this CPUC action must file a Tier 1 Advice Letter to comply with this CPUC action and extend the mandated Emergency Customer Protections through September 30, 2021. These utilities should also extend effectiveness of the appropriate memorandum accounts through September 30, 2021.

On February 11, 2021, the CPUC adopted Resolution M-4849 which directed Class A and B water utilities, as well as energy and communication utilities, to extend Emergency Customer Protections for residential and small business customers through June 30, 2021, with an option to extend these further. In addition, the CPUC directed these utilities to also extend the memorandum accounts which were established by Resolution M-4842, adopted April 16, 2020, to track incremental costs associated with complying with that resolution.

On March 17, 2021, the CPUC's Executive Director sent a letter to all Class C and D water and sewer utilities directing them to file a Tier 1 Advice Letter indicating that your utility has extended the Emergency Customer Protections previously requested in the March 26, 2020, Executive Director's letter to June 30, 2021, and also to extend appropriate memorandum accounts to June 30, 2021.

By the Governor's Executive Order N-42-20, issued April 6, 2020, water systems across California were ordered not to discontinue service to customers for non-payment of bills. On June 11, 2021, that Executive Order was continued through September 30, 2021 with Executive Order N-08-21. Accordingly, the Emergency Customer Protections which were extended to June 30, 2021, should now be extended through September 30, 2021.

Action Item: Please file with the Water Division as soon as possible, but no later than June 28, 2021, a Tier 1 Advice Letter indicating that your utility has extended the Emergency Customer Protections previously requested in Resolution M-4849 or by the Executive Director's letter of March 17, 2021, through September 30, 2021. These utilities should also extend appropriate memorandum accounts through September 30, 2021.

Please send Advice Letter filings and responses to Water.Division@cpuc.ca.gov, or Water Division, 505 Van Ness Avenue, San Francisco, CA 94102-3298.

Sincerely,

Terence Shia

Terence Shia
Director, Water Division

ALL DISTRICTS SERVICE LIST
CALIFORNIA-AMERICAN WATER COMPANY
ADVICE LETTER 1339

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ADVICE LETTER 1339

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ADVICE LETTER 1339

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ADVICE LETTER 1339

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ALL DISTRICTS SERVICE LIST
CALIFORNIA-AMERICAN WATER COMPANY
ADVICE LETTER 1339

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