

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



August 6, 2020

Natalie Wales
Director of Regulatory Policy & Compliance
California Water Service Co.
1720 North First St
San Jose, CA 95112-4598

Dear Ms. Wales,

The Commission has approved California Water Service Company's Advice Letter No. 2372, filed on January 24, 2020, regarding compliance filing for SB 998.

Enclosed are copies of the following revised tariff sheets, effective February 1, 2020, for the utility's files:

P.U.C. Sheet	
No.	Title of Sheet
12284-W	Rule 1 (page 1)
12285-W	Rule 1 (page 2)
12286-W	Rule 5 (page 1)
12287-W	Rule 5 (page 2)
12288-W	Rule 5 (page 3)
12289-W	Rule 5 (page 4)
12290-W	Rule 8 (page 1)
12291-W	Rule 8 (page 2)
12292-W	Rule 8 (page 3)
12293-W	Rule 8 (page 4)
12294-W	Rule 10 (page 1)
12295-W	Rule 10 (page 2)
12296-W	Rule 11 (page 1)
12297-W	Rule 11 (page 2)
12298-W	Rule 11 (page 3)
12299-W	Rule 11 (page 4)
12300-W	Rule 11 (page 5)
12301-W	Rule 11 (page 6)
12302-W	Rule 11 (page 7)
12303-W	Rule 11 (page 8)
12304-W	Rule 11 (page 9)
12305-W	Rule 11 (page 10)

P.U.C. Sheet

No.	Title of Sheet
12306-W	Rule 11 (page 11)
12307-W	Table of Contents (Page 12)
12308-W	Table of Contents (Page 1)

Please contact Eustace Ednacot at ERE@cpuc.ca.gov or 415-703-1492, 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 Water Service Company **Date Mailed to Service List:** 01/24/2020
District: All Districts including Grand Oaks
CPUC Utility #: U-60-W **Protest Deadline (20th Day):** 02/13/2020
Advice Letter #: 2372 **Review Deadline (30th Day):** 02/23/2020
Tier: 1 2 3 Compliance **Requested Effective Date:** 02/01/2020
Authorization: N/A **Rate Impact:** N/A
Description: Compliance filing for SB 998

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: Melody Singh **Utility Contact:** Natalie Wales
Phone: 916-329-1856 **Phone:** (408) 367-8566
Email: msingh@calwater.com **Email:** nwales@calwater.com

DWA Contact: Tariff Unit
Phone: (415) 703-1133
Email: Water.Division@cpuc.ca.gov

DWA USE ONLY

<u>DATE</u>	<u>STAFF</u>	<u>COMMENTS</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

[] APPROVED [] WITHDRAWN [] REJECTED

Signature: _____ **Comments:** _____
Date: _____



CALIFORNIA WATER SERVICE COMPANY
 1720 NORTH FIRST STREET
 SAN JOSE, CA 95112 ☎ (408) 367-8200 ☒ F (408) 367-8428

January 24, 2020

Advice Letter No. 2372

CALIFORNIA WATER SERVICE COMPANY (U 60 W)

To The Public Utilities Commission of the State of California:

California Water Service Company (“Cal Water”) hereby transmits for filing the following changes in its tariff schedules and four copies of each are attached hereto:

New/Revised CPUC Sheet No.	Title of Sheet	Cancelling CPUC Sheet No.
XXXXX-W	Rule 1 (page 1)	10414-W
XXXXX-W	Rule 1 (page 2)	2984-W
XXXXX-W	Rule 5 (page 1)	11858-W
XXXXX-W	Rule 5 (page 2)	11857-W
XXXXX-W	Rule 5 (page 3)	NEW
XXXXX-W	Rule 5 (page 4)	NEW
XXXXX-W	Rule 8 (page 1)	10419-W
XXXXX-W	Rule 8 (page 2)	10420-W
XXXXX-W	Rule 8 (page 3)	NEW
XXXXX-W	Rule 8 (page 4)	NEW
XXXXX-W	Rule 10 (page 1)	11856-W
XXXXX-W	Rule 10 (page 2)	2989-W
XXXXX-W	Rule 11 (page 1)	5390-W
XXXXX-W	Rule 11 (page 2)	10464-W
XXXXX-W	Rule 11 (page 3)	11855-W
XXXXX-W	Rule 11 (page 4)	10427-W
XXXXX-W	Rule 11 (page 5)	8599-W
XXXXX-W	Rule 11 (page 6)	NEW
XXXXX-W	Rule 11 (page 7)	NEW
XXXXX-W	Rule 11 (page 8)	NEW
XXXXX-W	Rule 11 (page 9)	NEW
XXXXX-W	Rule 11 (page 10)	NEW
XXXXX-W	Rule 11 (page 11)	NEW
XXXXX-W	Rule 11 (page 12)	NEW
XXXXX-W	Table of Contents (Page 12)	xxxxx-W
XXXXX-W	Table of Contents (Page 1)	xxxxx-W



Summary

The purpose of this advice letter filing is to update Rules 1, 5, 8, 10 and 11 in compliance with Senate Bill 998 No. (SB 998). The revisions incorporate the new provisions in the Water Shutoff Protection Act. Please see Attachment A for the redline changes made to Rules 1, 5, 8, 10 and 11.

Discussion

SB 998 was approved by California Governor Jerry Brown on September 28, 2018. It adds Chapter 6 to Part 12 of Division 104 of the Health and Safety Code, relating to water. Cal Water files this advice letter in compliance with all subsections of Chapter 6, the Water Shutoff Protection Act. Cal Water is required to file a compliance advice letter per subsections 116902 part d and 116904 part b:

116902 (d) "Urban and community water system" means a public water system that supplied water to more than 200 service connections.

116904. (b) An urban and community water system regulated by the Public Utilities Commission shall comply with this chapter on and after February 1, 2020. The urban and community water system regulated by the Public Utilities Commission shall file advice letters with the commission to conform with this chapter.

Cal Water requests approval of the modification of Rules 1, 5, 8, 10 and 11 related to notification of discontinuation of water service based on all sections of Chapter 6.

Requested Effective Date

Pursuant to Health and Safety Code 116904, this filing is a Tier 1 advice letter, effective February 1, 2020.

Notice

Customer Notice: This is a compliance advice letter that does not require customer notice, as provided in under Water Industry Rule 3.2 of General Order 96-B.

Service List: In accordance with General Order 96-B, General Rules 4.3 and 7.2, and Water Industry Rule 4.1, a copy of this advice letter will be mailed or electronically transmitted on **January 24, 2020** to competing and adjacent utilities and other utilities or interested parties having requested such notification.

Response or Protest

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 grounds 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 error 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 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 by mail (or e-mail) to Cal Water at the following address:

Natalie Wales
California Water Service Company
1720 North First Street,
San Jose, California 95112
Fax 408/367-8430 or
E-mail nwales@calwater.com

Cities and counties requiring Board of Supervisors or Board of Commissioners approval to protest should inform the Water Division within the 20-day protest period so a late-filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on. The advice letter process does not provide for any responses, protests or comments, except for the utility's reply, after the 20-day comment period.

Replies: The utility shall reply to each protest and may reply to any response. Each reply must be received by the Water Division within 5 business days after the end of the protest period and shall be served on the same day to the person who filed the protest or response. If you have not received a reply to your protest within 10 business days, contact California Water Service Company at (408) 367-8200.



CALIFORNIA WATER SERVICE COMPANY

Advice Letter 2372, Modification to Rules in Compliance with SB-998

Page 5

CALIFORNIA WATER SERVICE COMPANY

/s/

Melody Singh, Rates Analyst

Enclosures

cc: Ting-Pong Yuen, Public Advocates Office

Rule No. 1

DEFINITIONS

General Terms:

Business Day: Monday through Friday, excluding federal or state holidays.

(N)

Date of Presentation: The date upon which a bill or notice is mailed or delivered by the utility to the customer of record.

(L)

Main Extension: The extension of water distribution mains beyond existing facilities in accordance with the provisions of the rule applicable to main extensions filed as part of these tariff schedules.

Public Utilities Commission: In these rules the word "Commission" or words "Public Utilities Commission" shall be construed to mean the Public Utilities Commission of the State of California.

Tariff Schedules or Tariff Schedule Book: The entire body of effective rates, rentals, charges, rules, and sample forms collectively, as set forth herein.

Tariff Sheet: An individual sheet of the tariff schedule book.

Utility: The public utility named herein.

(L)

Water Shutoff Protection Act: Chapter 6 (commencing with Section 116900 and ending with Section 116926) of Part 12 of Division 104 of the Health and Safety Code.

(N)

(N)

Terms relating to recipient of service:

Applicant: The person, association, corporation or governmental agency applying for water service.

(N)

(L)

Customer: Any person, association, corporation, or governmental agency supplied or entitled to be supplied with water service. However, account information can only be discussed with the Customer of Record or their authorized representative.

Customer of Record: The person, association, corporation, or governmental agency who is obligated to pay the bill.

Customer With Disabilities, or Customer With Medical Condition: Any residential customer whose health or physical condition may qualify him/her for special consideration under Rule No. 11.B.1.e (Residential Health and Safety Exception) or 11.B.1.j (Third-Party Representation).

(T)

(L)

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
Advice Letter <u>2372</u>	<u>Greg A. Milleman</u>	Date Filed <u>01/24/2020</u>
Decision	<u>Vice President</u>	Effective <u>02/01/2020</u>
		Resolution _____

Rule No. 1

DEFINITIONS

Occupant: Any adult person demonstrably residing on premises actively served by the utility. However, account information can only be discussed with the Customer of Record or their authorized representative.

(L)

Older Adult Customer: Any residential customer who is age 62 or over may qualify for special consideration under Rule No. 11.B.1.j (Third-Party Representation).

Terms relating to location of service:

Premises: The integral property or area, including improvements thereon, to which water service is, or is to be, provided.

Service Address: Address of the property to which water service is provided.

Service Connection: The point of connection of the customer’s piping or ditch with the meter, service pipe, or ditch owned by the utility.

Service Pipe: The connection between the utility’s mains and the service connection, including all of the pipe, fittings, and valves necessary to make the connection.

Terms relating to type of service:

Metered Service: Service for which the charges are computed on the basis of measured quantities of water.

Flat Rate Service: Service for which the charges are based upon the types and numbers of units served.

Residential Service: Water service to a residential connection that includes single family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing.

Business Service: Provision of water for use in connection with commercial premises devoted primarily to operations for profit including offices, stores, markets, apartments, hotels, motels, automobile trailer parks or courts, service stations, and the like.

Commercial Service: Provision of water to residual premises or business premises.

Industrial Service: Provision of water to industrial premises where the water is used primarily in manufacturing or processing activities.

Irrigation Service: Provision of water for commercial agricultural, floricultural, or horticultural use and billed under distinct irrigation rates.

(L)

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Rule No. 5

Special Information Required on Forms

A. Contracts

Each contract for service will contain substantially the following provisions:

1. Unless exempted by the Public Utilities Commission, "This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction"
2. Unless otherwise not required by the Public Utilities Commission, "It is the understanding of the parties to this contract that it shall not become effective until the authorization of the Public Utilities Commission of the State of California has been first obtained.

B. Bill for Service

On each bill for service will be printed substantially the following language:

" This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of the mailing..."

" If you believe there is an error on your bill or have a question about your service, please call Cal Water's Customer Center at [local office phone number].

" If you are not satisfied with **Cal Water's** response, submit a complaint to the CPUC by visiting www.cpuc.ca.gov/complaints. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone (800) 649-7570 (8:30 a.m. to 4:30 p.m., Monday through Friday)
Mail California Public Utilities Commission, Consumer Affairs Branch
 505 Van Ness Avenue, 3rd Floor, San Francisco, CA 94102

(C)

(Continued)

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Rule No. 5

Special Information Required on Forms

“If you have limitations hearing or speaking, **dial 711** to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free, language-specific numbers below to be routed to the California Relay Service provider.

(L)

Type of Call	<i>TTY/VCO/HCO to Voice</i>	<i>Voice to TTY/VCO/HCO</i>	<i>From or to Speech-to-Speech</i>
Language	<i>English and Spanish</i>	<i>English and Spanish</i>	<i>English and Spanish</i>
Toll-free 800 number	<i>800) 735-2929 or (800) 855-3000</i>	<i>(800) 735-2922 or (800) 855-3000</i>	<i>(800) 854-7784</i>

“To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service on. If the bill becomes past due, and nonpayment results with respect to this dispute, the rules for discontinuance of service due to nonpayment must be followed as set forth in Tariff Rule No. 11.B.1.”

(L)
(N)
(N)
(N)

C. Customer's Deposit Receipt

Each receipt for cash deposit to establish or re-establish credit for service will contain the following statements:

(L)
(T)

“This deposit may be applied to unpaid balances where service has been discontinued by the utility for nonpayment of bills.

(T)

This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, in accordance with Rule 7, Deposits, or after the deposit has been held for 12 consecutive months, provided a service has not been discontinued for nonpayment.”

(L)(T)

(Continued)

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Rule No. 5

Special Information Required on Forms

D. Discontinuance of Service for Nonpayment – Notice

(L)

All customers. Every notice of discontinuance of service for nonpayment of bills shall include all of the following information: (L) (T)

- (1) The name and address of the customer whose account is delinquent.
- (2) The amount of the delinquency.
- (3) The date of which payment or arrangements for payment is required in order to avoid discontinuance.
- (4) A description of the process to apply for an extension of time to pay delinquent charges.
- (5) The procedures to petition for bill review and appeal to the Commission.
- (6) The procedure by which the customer may request a deferred, reduced, or some other alternative payment schedule, including splitting payments over multiple months to pay off the full balance, consistent with the written shut-off policy available at <https://www.calwater.com/help/customer-care/shut-off-policy/>.
- (7) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
- (8) A local address and telephone number of the water utility for customers to obtain additional information and assistance in continuing service or in making arrangements for payment.
- (9) The telephone number of the California Public Utilities Commission to which inquiries by the customer may be directed. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), which can be reached at 800-649-7570, 8:30 a.m. to 4:30 p.m., Monday through Friday.

(N)(C)

(C)

(L)

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
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		Resolution _____

Rule No. 5

Special Information Required on Forms

D. Discontinuance of Service for Nonpayment – Notice (continued)

...

If you have limitations hearing or speaking, **dial 711** to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free, language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	TTY/VCO/HCO to Voice	Voice to TTY/VCO/HCO	From or to Speech-to-Speech
Language	English and Spanish	English and Spanish	English and Spanish
Toll-free 800 number	800) 735-2929 or 800) 855-3000	(800) 735-2922 or (800) 855-3000	(800) 854-7784

(L)

(L)

Residential Customers on Landlord-Tenant Properties. Where the owner, manager, or operator is listed by the utility is the customer of record but is not the occupant and water service is provided to residential occupants in a detached single-family dwelling, multi-unit residential structure, mobile home park, or permanent residential structure in a labor camp, the notice of discontinuance shall include the following, in addition to the above information:

- (1) The date on which service will be discontinued.
- (2) What the occupants are required to do in order to prevent the discontinuance or to reestablish service.
- (3) The estimated monthly cost of service (where service is master-metered).
- (4) The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist the occupants (where service is master-metered).

(N)

(N)

(To be inserted by utility)

Advice Letter 2372

Decision

Issued By

Greg A. Milleman

Vice President

(To be inserted by CPUC)

Date Filed 01/24/2020

Effective 02/01/2020

Resolution _____

Rule No. 8
Notices

A. Notice to Customers

1. In Writing

(T)

Notice to a customer will normally be in writing and, depending on the type of notice, will either be delivered or mailed to the customer's last known address. In some cases, customers may have the option to receive notices via electronic means (such as email, text message, or portable device "apps") as an alternative to, or in addition to, written notice on paper, depending on the type of notice.

2. Exception

In emergencies or when circumstances warrant, the utility, where feasible, will endeavor to promptly notify the customer affected and may make such notification orally, either in person or by telephone.

3. Residential Notice - Discontinuance for Nonpayment

(C)

a. Procedures for the discontinuance and restoration of service are specified in Rule No. 11.

b. The utility shall contact the residential customer of record at least 7 business days prior to discontinuance by telephone or written notice.

(1) Written notice shall be mailed to the address of the customer of record. If the customer's address is not the address of the property to which residential service is provided, the notice also shall be sent to the service address with "Occupant" as the addressee. The notice shall include the information prescribed in Rule No. 5. C.

(2) Telephone notice shall be to the customer named on the account. In providing such notice by telephone, the utility shall offer to: (i) provide customer with a written copy of the utility's policy on discontinuation of service due to nonpayment; and (ii) discuss options available to customer to avert discontinuance including alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and procedures to petition for bill review and appeal.

(C)

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
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		Resolution _____

Rule No. 8
Notices

3. Residential Notice - Discontinuance for Nonpayment (continued)

(C)(L)

...

(3) If the utility is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned as undeliverable, the utility will make a good faith effort to visit the residence and leave (or make other arrangements for placement in a conspicuous place) a notice as prescribed herein, along with a written copy of the utility's policy on discontinuation of service for nonpayment.

a. Landlord-Tenant Properties

Where the owner or manager is listed by the utility as the customer of record, the utility shall contact the residential occupants of a detached single-family dwelling, multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp as follows:

(1) Where individually metered residential service is provided, the utility shall make every good faith effort to inform the residents, by means of a notice at least 10 days prior to any discontinuance, when the account is in arrears, that service will be discontinued.

In addition to including the information prescribed in Rule No. 5, the notice will inform the occupants that, if the utility's verification and other requirements are met, they have the right to become a customer, to whom the service will then be billed, without being required to pay any amount which may be due upon the delinquent account.

(2) Where master metered service is provided, the written notice will be at least 15 days prior to discontinuance of service. The notice will be posted on the door of each residential unit. If it is not reasonable or practical to post the notice on the door of each residential unit, the utility will post two copies of the notice in each accessible common area and at each point of access to the structure or structures.

(3) Notice to occupants shall be independent of, and in addition to, other notice(s) as may be prescribed in the utility's tariffs.

(C)(L)

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
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		Resolution _____

Rule No. 8
Notices

- 3. Residential Notice - Discontinuance for Nonpayment (continued) (C)(L)
 - ...
 - d. All notices of discontinuance for nonpayment relating to residential services will be in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean (the languages listed in Section 1632 of the Civil Code), and any other language spoken by 10 percent or more of the customers in the utility's service area. The notice will include the information prescribed in Rule No. 5.D. (C)(L)
- 4. Non-Residential (All Other Services) – Discontinuance for Nonpayment (N)

The utility shall make a reasonable attempt to contact: (i) the customer of record by mailing a separate notice at least 10 days prior to discontinuance, or (ii) an adult person on the customer's premises by telephone or in person at least 24 hours prior to any discontinuance.
- 5. Discontinuance of Service for Reasons Other Than Nonpayment (N)

The utility may discontinue service for reasons not related to payment. Rule No. 11 provides additional examples of circumstances resulting in discontinuation of service and related notice, if any, associated with the specific situation.
- 6. Third Party Notification (L)

Third party notification is the option to have a copy of the notices or bills of a customer of record provided automatically to another individual. The customer of record is still fully responsible for the bill, but the third party has the option to make payment arrangements on the customer's behalf.

A customer of record electing this option must provide the Company with the name and contact information of the third party. The Company may require written acknowledgement that the third party agrees to receive the notices and bills. (C)

Alternatively, the third party can provide proof of attorney over the customer of record, (N)
or other legal documentation demonstrating the authority of the third party to act on (N)
behalf of the customer of record. (N)

Notice of availability of third party notification shall be given annually to all residential (T)(L)
customers.

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
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Rule No. 8
Notices

- B. Notice from Customers (L)

 - 1. A customer may make notification in person, by telephone, or by letter to the company at its customer service office, to an authorized representative of the company, by electronic mail, or by a message on the utility's website. (L)
(L)
(L)
 - 2. Customers who wish to qualify for consideration under Rule No. 11.B.1.e. (Residential Health and Safety Exception) must have presented evidence to the utility establishing their status. (N)
(N)
(N)
 - 3. Customers who are older, have a disability, or medical condition may be required to present evidence to the company as specified in Rule 1 to establish their status if they wish to qualify for consideration under Rule No. 11.B.1.j (Third-Party Representation). (L)
(L)
(L)(T)

Rule No. 10
Disputed Bills

A. Correctness of Bill

Any customer (or adult occupant of a residential service address) who has initiated a complaint to the utility, or requested an investigation by the utility, within five days of receiving a contested bill shall have the complaint or investigation conducted by a review manager of the utility. The review shall include consideration of whether the customer should be permitted to spread out payments of the unpaid balance over a reasonable period of time. (T)
(T)
(T)
(T)
(T)

B. Notice of Deposit to Avoid Discontinuance

If a customer is not satisfied with the explanation of the utility, and the bill is not paid within 19 days after the bill was presented or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows: (T)
(T)

1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and the non-residential customer within 7 days of the date of this notice, must deposit with the California Public Utilities Commission, State Building, 505 Van Ness Avenue, San Francisco, California 94102-3298, the amount of the bill claimed by the utility to be due. (D)
2. To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact the CPUC's Consumer Affairs Branch (CAB) for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded while your case is resolved. You must continue to pay your current charges while your complaint is under review to keep your service on. CAB will conduct a review of the dispute. Water service will not be discontinued while the Commission is reviewing the dispute. (T)
(N)
(N)

C. Commission Appeal

When a customer and the utility fail to agree on a bill for service:

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
Advice Letter <u>2372</u>	<u>Greg A. Milleman</u>	Date Filed <u>01/24/2020</u>
Decision	<u>Vice President</u>	Effective <u>02/01/2020</u>
		Resolution _____

Rule No. 10
Disputed Bills

C. Commission Appeal (continued)

- 1. In lieu of paying the disputed bill, the customer may deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3rd Floor, San Francisco, California 94102-3298, the amount claimed by the utility to be due. Whether or not a residential customer makes a deposit with the California Public Utilities Commission, the utility shall not shut off the water service of any residential customer for at least 79 days from the date the bill is mailed, postage prepaid. (C) (L)
(C)
(D)(N)
(N)
(N)
(N)
- 2. Checks or other forms of remittance for such a deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the disputed amount of the bill.
- 3. Upon receipt of the deposit, the bill, and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith. (L)
- 4. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.
- 5. Failure of the customer to make such deposit prior to the expiration of the discontinuance of service notice as given in Rule 10 B.1. will warrant discontinuance of service.
- 6. If, before completion of the Commission's review, additional bills become due which the customer wishes to dispute, the customer shall also deposit with the Commission the additional amounts claimed by the utility to be due for such additional bills before they become past due; failure to do so will warrant discontinuance of service in accordance with Rule No. 11. (T)
(T)

Rule No. 11

Discontinuance and Restoration of Service

A. Customer’s Request for Discontinuance of Service

1. A customer may have service discontinued by giving not less than two days’ advance notice thereof to the utility. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required two days’ advance notice.
2. When such notice is not given, the customer may be required to pay for service until two days after the company has knowledge that the customer has vacated the premises or otherwise has discontinued water service.

B. Discontinuance of Service by Company

1. For Nonpayment of Bills

a. Past Due Bills

When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days from the date of mailing.

(1) Residential Service

For the purposes of this Rule, residential service means water service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing. When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days from the date of mailing. The utility shall allow every residential customer a total of 79 days from the date of mailing its bill for services, postage prepaid, to make payment of the bill prior to discontinuance of service. The utility shall not discontinue residential service for nonpayment of a delinquent account unless the utility first gives notice of the delinquency and impending discontinuance in conformance with Rule No. 8.A.3, which establishes notice periods ranging from 7 to 15 days, depending on the occupancy type. The utility will provide notices timely to ensure that the applicable notice period is included in the total 79-day period referenced above.

(C)

(C)

(Continued)

<small>(To be inserted by utility)</small>	<small>Issued By</small>	<small>(To be inserted by CPUC)</small>
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		Resolution _____

Rule No. 11

Discontinuance and Restoration of Service

B. Discontinuance of Service by Company (continued)

(C)

1. For Nonpayment of Bills (continued)

a. Past Due Bills (continued)

(2) All Other Service (Nonresidential)

The utility shall not discontinue nonresidential service for nonpayment of a delinquent account unless the utility first gives notice of the delinquency and impending discontinuance in conformance with Rule No. 8.A.4.

Rule No. 8.A.4 requires that the utility make a reasonable attempt to contact: (i) the customer of record by mailing a separate notice at least 10 days prior to discontinuance, or (ii) an adult person on the customer’s premises by telephone or in person at least 24 hours prior to any discontinuance.

b. When a bill for water service has become past due and a discontinuance service notice for nonpayment has been issued, service may be discontinued if the bill is not paid in full (or alternative payment arrangements acceptable to the utility have not been made) within the time required by such notice. The customer’s service, however, will not be discontinued for nonpayment until the amount of any deposit made to establish credit for that service has been fully absorbed. The policy on discontinuance of service due to nonpayment of bills is available at: <https://www.calwater.com/help/customer-care/shut-off-policy/>

c. Petition for Utility Review.

(1) Any customer (or adult occupant of a residential service address) may petition the utility for review of a bill for water service in accordance with Rule Nos. 5 and 10.

(2) Such customer shall not have the water service discontinued for nonpayment during the pendency of an investigation by the utility of a complaint or request and shall be given an opportunity for review of the complaint, investigation, or request by a review manager of the utility, if:

(i) The customer who has initiated a billing complaint or requested an investigation within 5 days of receiving a disputed bill, or

(C)

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
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Decision	<u>Vice President</u>	Effective <u>02/01/2020</u>
		Resolution _____

Rule No. 11

Discontinuance and Restoration of Service

B. Discontinuance of Service by Company (continued)

(L)(C)

1. For Nonpayment of Bills (continued)

c. Petition for Utility Review (continued)

...

(ii) Before discontinuance of service, the customer made payment arrangements for a bill asserted to be beyond the means of the customer to pay in full within the normal period for payment.

(3) The review shall include consideration of whether a customer shall be permitted to make installment payments on any unpaid balance of the delinquent account over a reasonable period of time, not to exceed 12 months.

Such service shall not be discontinued for nonpayment for any customer complying with an installment payment agreement entered into with the utility, provided the customer also keeps current her or his account for water service as charges accrue in each subsequent billing period.

If a customer fails to comply with an installment payment agreement the utility will give a discontinuance of service notice no less than 5 business days before discontinuing such service, but such notice shall not entitle the customer to further investigation or alternative payment arrangements by the utility.

d. Appeal to the Commission.

Any customer (or adult occupant of a residential service address) whose complaint or request for an investigation pursuant to subdivision (c) has resulted in a determination by the utility adverse to such customer or adult occupant, may appeal the determination to the Commission in accordance with Rule Nos. 5 and 10 (including depositing the disputed amount with the Commission). Any such appeal of the disputed bill to the Commission shall be in accordance with the Commission's Rules of Practice and Procedure. Written documentation of an appeal filed and diligently pursued with the Commission will prevent discontinuation of residential water service during the official appeal process.

(C)

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
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		Resolution _____

Rule No. 11

Discontinuance and Restoration of Service

- B. Discontinuance of Service by Company (continued) (N)
- 1. For Nonpayment of Bills (continued) (N)
- e. Residential Health and Safety Exception (N)
 - (1) Service to a residential water customer will not be discontinued for nonpayment when such customer establishes to the satisfaction of the utility that **all** three of the following conditions are met: (N)(L)
 - (i) The residential customer submits certification from a primary care provider,* as defined by the Water Shutoff Protection Act, that discontinuation of residential water service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided. (N)
 - *Proof must be by certification from any internist, general practitioner, obstetrician-gynecologist, pediatrician, family physician and surgeon, nonphysician medical practitioner, or primary care clinic, rural health clinic, community clinic or hospital outpatient clinic. A “nonphysician medical practitioner” means a physician assistant or certified nurse-midwife performing services under physician and surgeon supervision, or a nurse practitioner performing services in collaboration with a physician and surgeon. (See Section 14088(b)(1)(A) and (c) of the California Welfare and Institutions Code. (C)
 - (ii) The residential customer demonstrates that she or he is financially unable to pay for residential service within the urban and community water system’s normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the system’s normal billing cycle if any member of the customer’s household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household’s annual income is less than 200 percent of the federal poverty level; and (N)

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
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Rule No. 11

Discontinuance and Restoration of Service

B. Discontinuance of Service by Company (continued)

(N)

1. For Nonpayment of Bills (continued)

e. Residential Health and Safety Exception (continued)

(iii) The residential customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment consistent with the utility’s written policy on discontinuance of service due to nonpayment of bills.*

*The written policy is available at

<https://www.calwater.com/help/customer-care/shut-off-policy/>

(2) If all three of the above conditions are met, the utility shall offer the customer one or more of the following options:

- a. Amortization of the unpaid balance.
- b. Participation in an alternative payment schedule.
- c. A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers.
- d. Temporary deferral of payment.

(3) The utility may choose which of the payment options the customer undertakes and may set the parameters of that payment option. The repayment option offered should result in repayment of any remaining outstanding balance within 12 months.

(4) Notwithstanding the above, residential service may be discontinued to any customer meeting the conditions above who:

(i) Does not agree to or comply with an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment after incurring delinquent charges for 60 days or more,

OR

(ii) After agreeing to an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment for delinquent charges, the customer does not pay her or his current residential service charges for 60 days or more.

(N)

(Continued)

<small>(To be inserted by utility)</small>	<small>Issued By</small>	<small>(To be inserted by CPUC)</small>
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		Resolution _____

Rule No. 11

Discontinuance and Restoration of Service

B. Discontinuance of Service by Company (continued)

(N)

1. For Nonpayment of Bills (continued)

e. Residential Health and Safety Exception (continued)

(4) (continued)

...

Notice of discontinuation for either of these reasons will be posted in a prominent and conspicuous location at the property no less than 5 business days before discontinuing such service, but such notice shall not entitle the customer to further investigation or alternative payment arrangements by the utility.

f. Other Disconnection Terms.

A customer's residential service may be discontinued for nonpayment of a bill for residential service previously rendered her or him at any location served by the utility.

A nonresidential service may be discontinued for nonpayment of a bill for residential as well as nonresidential service previously rendered her or him at any location served by the utility.

The discontinuance of service notice as set forth in subdivision (b) will be given in both cases stated above before discontinuance of service takes place.

Residential services will not, however, be discontinued for nonpayment of bills for separate nonresidential service.

g. Timing of Disconnection.

Service will not be discontinued by reason of delinquency in payment for service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the utility are not open to the public.

(N)

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
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		Resolution _____

Rule No. 11

Discontinuance and Restoration of Service

B. Discontinuance of Service by Company (continued)

(N)

1. For Nonpayment of Bills (continued)

h. Landlord-Tenant Properties.

Where the owner, manager, or operator of the dwelling, structure, or park is listed by the utility as the customer of record, and water service is provided to residential occupants in a detached single-family dwelling, a multi-unit residential structure, mobile home park, or permanent residential structure in a labor camp, the utility will make every good faith effort to inform the residential occupants, by written notice in conformance with Rule No. 8.A.3.c.

(1) Where said occupants are individually metered:

The utility is not required to make service available to these occupants unless each user agrees to the terms and conditions of service and meets the requirement of the law and the utility's rules and tariffs.

However, if one or more occupants are willing and able to assume responsibility for subsequent charges by these occupants to the account to the satisfaction of the utility, or if there is a practical physical means, legally available to the utility of selectively providing services to these occupants who have met the requirements of the utility's rules and tariffs, the utility will make service available to these occupants.

(2) Where said occupants are master metered:

The utility is not required to make service available to these occupants unless each occupant agrees to the terms and conditions of service, and meets the requirements of the law and the utility's rules and tariffs and the following:

The same Rule No. 11, item B.1.h.(1), above, which applies to individually metered occupants also applies to master metered occupants, except a representative may act on the behalf of a master metered occupant, and the utility will not discontinue service in any of the following situations:

- (a) During the pendency of an investigation by the utility of a master-meter customer dispute or complaint.
- (b) When the master-metered customer has been granted an extension of the period for repayment of a bill.

(N)

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
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		Resolution _____

Rule No. 11

Discontinuance and Restoration of Service

B. Discontinuance of Service by Company (continued)

(N)

1. For Nonpayment of Bills (continued)

i. Residential Customer’s Remedies Upon Receipt of Discontinuance Notice for Nonpayment.

- (1) If upon receipt of a discontinuance notice, a residential customer is unable to pay, the customer must contact the utility before discontinuance of service to make payment arrangements to avoid discontinuance of service.
- (2) If, after contacting the utility, the residential customer alleges to the Commission an inability to pay and that the customer is unable to make payment arrangements with the utility, the customer should contact the Commission’s Consumer Affairs Branch (CAB) to make an informal complaint. To maintain uninterrupted service this action must be taken prior to discontinuation of service as defined in the provided notice.
- (3) To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service on.
- (4) Failure of the residential customer to observe these time limits shall entitle the utility to insist upon payment or, upon failure to pay, to discontinue the customer’s service in accordance with the utility’s rules.

j. Designation of a Third-Party Representative.

- (1) Customer must inform utility if she or he desires that a third party receive discontinuance or other notices on her or his behalf.
- (2) Utility must be advised of name, address, and telephone number of third party with a letter from third party accepting this responsibility.

(N)

(Continued)

<small>(To be inserted by utility)</small>	<small>Issued By</small>	<small>(To be inserted by CPUC)</small>
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		Resolution _____

Rule No. 11

Discontinuance and Restoration of Service

B. Discontinuance of Service by Company (continued)

(N)

1. For Nonpayment of Bills (continued)

j. Designation of a Third-Party Representative. (continued)

...

(3) Only customers who certify that they are older, have a disability, or medical condition are entitled to third-party representation. Upon request, proof of age must be supported by certificate of birth, driver's license, passport, or other reliable document. Upon request, proof of disability, or of a medical condition for which the discontinuance of water would be life-threatening, must be certified by a licensed physician or surgeon, public health nurse, or social worker.

2. For Noncompliance with Rules

The utility may discontinue service to any customer for violation of these rules after it has given the customer at least five days' written notice of such intention. Where safety of water supply is endangered, service may be discontinued immediately without notice.

3. For Waste of Water

- a. Where negligent or wasteful use of water exists on customer's premises, the utility may discontinue the service if such practices are not remedied within five days after it has given the customer written notice to such effect.
- b. In order to protect itself against serious and unnecessary waste or misuse of water, the utility may meter any flat rate service and apply the regularly established meter rates where the customer continues to misuse or waste water beyond five days after the utility has given the customer written notice to remedy such practices.

(N)

4. For Unsafe Apparatus or Where Service is Detrimental or Damaging to the Utility or its Customers

(L)(C)

If an unsafe or hazardous condition is found to exist on the customer's premise, or if the use of water thereon by apparatus, appliances, equipment or otherwise is found to be detrimental or damaging to the utility or its customers, the service may be shut off without notice. The utility will notify the customer immediately of the reasons for the discontinuance and the corrective action to be taken by the customer before service can be restored.

(L)(C)

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
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		Resolution _____

Rule No. 11

Discontinuance and Restoration of Service

B. Discontinuance of Service by Company (continued)

(N)

5. For Fraudulent Use of Service

(L)(C)

When the utility has discovered that a customer has obtained service by fraudulent means, or has diverted the water service for unauthorized use, the service to that customer may be discontinued without notice. The utility will not restore service to such customer until that customer has complied with all rules and reasonable requirements of the utility and the utility has been reimbursed for the full amount of the service rendered and the actual cost to the utility incurred by reason of the fraudulent use.

C. Restoration of Service

1. Reconnection Charge

Where service has been discontinued for violation of these rules or for nonpayment of bills, the utility may charge \$50.00 for reconnection of service during regular working hours or \$90.00 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, except as otherwise provided by the utility's tariffs.

2. To be Made During Regular Working Hours

The utility will endeavor to make reconnections during regular working hours on the day of the request, if the conditions permit; otherwise reconnections will be made on the regular working day following the day the request is made.

3. To Be Made at Other Than Regular Working Hours

When a customer has requested that the reconnection be made at other than regular working hours, the utility will reasonably endeavor to so make the reconnection if practicable under the circumstances.

4. Wrongful Discontinuance

A service wrongfully discontinued by the utility, must be restored without charge for the restoration to the customer within 24 hours.

(L)(C)

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
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Rule No. 11

Discontinuance and Restoration of Service

C. Restoration of Service (continued)

(N)

5. Limits on Certain Reconnection Charges (H&S Code Section 116914(a)1)

(L)(C)

For a residential customer who demonstrates household income below 200 percent of the federal poverty line (or is otherwise deemed by the Water Shutoff Protection Act as having a household income of below 200 percent of the federal poverty line), charges shall be limited as follows:

- (i) For reconnections during regular working hours, the lesser of the actual cost (as stated in Rule No. 11.C.1) or \$50.00; and
- (ii) For reconnections during other than regular working hours, the lesser of the actual cost (as stated in Rule No. 11.C.1) or \$150. The cap on these reconnection fees (\$50 and \$150, respectively) shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

D. Refusal to Serve

1. Conditions for Refusal

The utility may refuse to serve an applicant for service under the following conditions:

- a. If the applicant fails to comply with any of the rules as filed with the Public Utilities Commission.
- b. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing customers.
- c. If, in the judgment of the utility, the applicant's installation for utilizing the service is unsafe or hazardous, or of such nature that satisfactory service cannot be rendered.
- d. Where service has been discontinued for fraudulent use, the utility will not serve an applicant until it has determined that all conditions of fraudulent use or practice has been corrected.

2. Notification to Customers

When an applicant is refused service under the provisions of this rule, the utility will notify the applicant promptly of the reason for the refusal to service and of the right of applicant to appeal the utility's decision to the Public Utilities Commission.

(L)(C)

<small>(To be inserted by utility)</small>	<small>Issued By</small>	<small>(To be inserted by CPUC)</small>
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		Resolution _____

ATTACHMENT A

Rule No. 1

DEFINITIONS

Applicant: The person, association, corporation or governmental agency applying for water service.

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Utility: _____The public utility named herein.

Customer: _____Any person, association, corporation, or governmental agency supplied or entitled to be supplied _____with water service ~~for compensation by the utility. However, account information can only be discussed with the Customer of Record or their authorized representative.~~

(N)

+

+

+

Customer of Record: The person, association, corporation, or governmental agency who is obligated to pay the bill.

(N)

(T)

~~"Older" Adult Customer:~~ Any residential customer who is age 62 or over may qualify for special consideration under _____Rule No. 8.A.3.b and Rule No. 11.B.1.i (Third-Party Representation), subsections (e), (i), and (k). Upon request, proof of age must be _____supported by certificate of birth, driver's license, passport, or other reliable document.

(N)

+

(N)

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Disabled Customer, or Customer With Medical Condition:

_____Any residential customer whose health or physical condition may qualify him/her for special _____consideration under Rule No. 8.A.3.b and Rule No. 11.B.1.e (Residential Health and Safety Exception) or 11.B.1.i (Third-Party Representation), subsections (e), (i), and (k). Upon request, _____proof of a disability, or of a medical condition for which the discontinuance of water would be life _____threatening, must be certified by a licensed physician, public health nurse, or social worker.

Occupant: Any adult person demonstrably residing on premises actively served by the utility. However, account information can only be discussed with the Customer of Record or their authorized representative.

Premises: -The integral property or area, including improvements thereon, to which water service is, or is to be, _____provided.

Metered Service: Service for which the charges are computed on the basis of measured quantities of water.

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Flat Rate Service: Service for which the charges are based upon the types and numbers of units served.

(Continued)

(To be inserted by utility)

Issued By

(To be inserted by CPUC)

Advice Letter 2139
Decision 14-08-011

Greg A. Milleman
Vice President

Date Filed September 24, 2014
Effective September 25, 2014
Resolution _____

DEFINITIONS

Commercial Service: Provision of water to residual premises or business premises.

Residential Service: Water service to a residential connection that includes single family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing. Provision of water for household purposes, including water used on the premises for sprinkling lawns, gardens and shrubbery; washing vehicles, and other similar and customary purposes pertaining to single or multiple family dwellings.

Business Service: Provision of water for use in connection with commercial premises devoted primarily to operations for profit including offices, stores, markets, apartments, hotels, motels, automobile trailer parks or courts, service stations and the like.

Industrial Service: Provision of water to industrial premises where the water is used primarily in manufacturing or processing activities.

Irrigation Service: Provision of water for commercial agricultural, floricultural or horticultural use and billed under distinct irrigation rates.

Date of Presentation: The date upon which a bill or notice is mailed or delivered by the utility to the customer.

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(To be inserted by utility)

Advice Letter 2139
Decision 14-08-011

Issued By

Greg A. Milleman
Vice President

(To be inserted by CPUC)

Date Filed September 24, 2014
Effective September 25, 2014
Resolution _____

DEFINITIONS

Business Service: Provision of water for use in connection with commercial premises devoted primarily to operations for profit including offices, stores, markets, apartments, hotels, motels, automobile trailer parks or courts, service stations, and the like. (L)
(L)

Industrial Service: Provision of water to industrial premises where the water is used primarily in manufacturing or processing activities.

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Irrigation Service: Provision of water for commercial agricultural, floricultural, or horticultural use and billed under distinct irrigation rates.

Date of Presentation: The date upon which a bill or notice is mailed or delivered by the utility to the customer of record.

Main Extension: —The extension of water distribution mains beyond existing facilities in accordance with the —provisions of the rule applicable to main extensions filed as part of these tariff schedules.

Service Address: Address of the property to which water service is provided.

Service Pipe: —The connection between the utility's mains and the service connection, including —all of the pipe, fittings, and valves necessary to make the connection.

Service Connection: The point of connection of the customer's piping or ditch with the meter, service —pipe, or ditch owned by the utility.

Tariff Schedules or Tariff Schedule Book: The entire body of effective rates, rentals, charges, rules, and —sample forms collectively, as set forth herein.

Tariff Sheet: —An individual sheet of the tariff schedule book.

Public Utilities Commission: In these rules the word "Commission" or words "Public Utilities —Commission" shall be construed to mean the Public Utilities Commission of the State of California.

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(To be inserted by utility)

Advice Letter 889
Decision

Issued By

Don Houck
Vice President

(To be inserted by CPUC)

Date Filed August 3, 1983
Effective August 3, 1983
Resolution _____

CALIFORNIA WATER SERVICE COMPANY
1720 North First Street
San Jose, CA 95112
(408) 367-8200

Revised Cal. P.U.C. Sheet No. 2984-W
Cancelling Cal. P.U.C. Sheet No. 641-W

Rule No. 1

Page 2

DEFINITIONS

(To be inserted by utility)

Advice Letter 889
Decision

Issued By

Don Houck
Vice President

(To be inserted by CPUC)

Date Filed August 3, 1983
Effective August 3, 1983
Resolution _____

Rule No. 5

Page 1

Special Information Required on Forms

A. Contracts

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Each contract for service will contain substantially the following provisions:

1. Unless exempted by the Public Utilities Commission, "This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction"
2. Unless otherwise not required by the Public Utilities Commission, "It is the understanding of the parties to this contract that it shall not become effective until the authorization of the Public Utilities Commission of the State of California has been first obtained.

B. Bill for Service

On each bill for service will be printed substantially the following language:

" This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of the mailing..."

" If you believe there is an error on your bill or have a question about your service, please call Cal Water's Customer Center at [local office phone number].

" If you are not satisfied with **Cal Water's** response, submit a complaint to the CPUC by visiting www.cpuc.ca.gov/complaints. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone (800) 649-7570 (8:30 a.m. to 4:30 p.m., Monday through Friday)
Mail California Public Utilities Commission, Consumer Affairs Branch
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

(Continued)

(To be inserted by utility)

Issued By

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Advice Letter 2330-A
Decision

Paul G. Townsley
Vice President

Date Filed November 30, 2018
Effective November 30, 2018
Resolution _____

Rule No. 5

Special Information Required on Forms

“If you have limitations hearing or speaking, **dial 711** to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free, language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	TTY/VCO/HCO to Voice	Voice to TTY/VCO/HCO	From or to Speech-to-Speech
Language	English and Spanish	English and Spanish	English and Spanish
Toll-free 800 number	800) 735-2929 or 800) 855-3000	800) 735-2922 or 800) 855-3000	800) 854-7784

“To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service on.”

C. Customer's Deposit Receipt

Each receipt for cash deposit to establish or re-establish credit for service will contain the following statements:

“This deposit may be applied to unpaid balances where service has been discontinued by the utility for nonpayment of bills.

This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, in accordance with Rule 7, Deposits, or after the deposit has been held for 12 consecutive months, provided a service has not been discontinued for nonpayment.”

(Continued)

(To be inserted by utility)
 Advice Letter 2330-A
 Decision

Issued By
Paul G. Townsley
Vice President

(To be inserted by CPUC)
 Date Filed November 30, 2018
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Rule No. 5

Special Information Required on Forms

~~C.~~ Customer's Deposit Receipt

~~Each receipt for cash deposit to establish or re-establish credit for service will contain the following statements;~~

~~This deposit may be applied to unpaid balances where service has been discontinued by the utility for nonpayment of bills.~~

~~This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, in accordance with Rule 7, Deposits, or after the deposit has been held for 12 consecutive months, provided a service has not been discontinued for nonpayment~~

~~K.D.~~ Discontinuance of Service for Nonpayment - Notice

~~All customers.~~ Every notice of discontinuance of service for nonpayment of bills shall include all of the following information:

- ~~(1)~~ (1) The name and address of the customer whose account is delinquent.
- ~~(2)~~ (2) The amount of the delinquency.
- ~~(3)~~ (3) The date of which payment or arrangements for payment is required in order to avoid discontinuance.
- ~~(4)~~ (4) A description of the process to apply for an extension of time to pay delinquent charges.
- ~~(5)~~ (5) The procedures to petition for bill review and appeal to the Commission, by which the customer may initiate a complaint or request an investigation concerning service or charges.
- ~~(56)~~ (6) The procedure by which the customer may request a deferred, reduced, or some other alternative payment schedule, including an amortization of the unpaid charges. installment payments for the unpaid charges.
- ~~(67)~~ (7) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.

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(To be inserted by utility)

Advice Letter 2330-A
Decision

Issued By

Paul G. Townsley
Vice President

(To be inserted by CPUC)

Date Filed November 30, 2018
Effective November 30, 2018
Resolution _____

Rule No. 5

Special Information Required on Forms

(78) A local address and telephone number of the water utility for ~~users~~ customers to obtain additional information and assistance in continuing service or in making arrangements for payment.

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(89) The telephone number of the California Public Utilities Commission to which inquiries by the customer may be directed. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached at 800-649-7570, 8:30 a.m. to 4:30 p.m., Monday through Friday

If you have limitations hearing or speaking, dial **711** to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free, language-specific numbers below to be routed to the California Relay Service provider.

Type of Call Language	<i>TTY/VCO/HCO to Voice English and Spanish</i>	<i>Voice to TTY/VCO/HCO English and Spanish</i>	<i>From or to Speech-to-Speech English and Spanish</i>
Toll-free 800 number	<i>(800) 735-2929 or (800) 855-3000</i>	<i>(800) 735-2922 or (800) 855-3000</i>	<i>(800) 854-778</i>

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Residential Customers on Landlord-Tenant Properties. Where the owner, manager, or operator is listed by the utility is the customer of record but is not the occupant and water service is provided to residential occupants in a detached single-family dwelling, multi-unit residential structure, mobile home park, or permanent residential structure in a labor camp, the notice of discontinuance shall include the following, in addition to the above information:

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- (1) The date on which service will be discontinued.
- (2) What the occupants are required to do in order to prevent the discontinuance or to reestablish service.
- (3) The estimated monthly cost of service (where service is master-metered).
- ~~(4)~~(4) The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist the occupants (where service is master-metered).

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 Advice Letter 2330-A
 Decision _____

Issued By
Paul G. Townsley
Vice President

(To be inserted by CPUC)
 Date Filed November 30, 2018
 Effective November 30, 2018
 Resolution _____

CALIFORNIA WATER SERVICE COMPANY
1720 North First Street
San Jose, CA 95112
(408) 367-8200

Revised Cal. P.U.C. Sheet No. 11957-W
Cancelling Cal. P.U.C. Sheet No. 10417-WNEW

Rule No. 5

Page 2

Special Information Required on Forms

(To be inserted by utility)

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Paul G. Townsley
Vice President

(To be inserted by CPUC)

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Effective November 30, 2018
Resolution _____

Rule No. 8
Notices

A. Notice to Customers

1. In Writing

Notice to a customer will normally be in writing and, depending on the type of notice, will either be delivered or mailed to the customer's last known address. In some cases, customers may have the option to receive notices via electronic means (such as email, text message, or portable device "apps") as an alternative to, or in addition to, written notice on paper, depending on the type of notice.

2. Exception

In emergencies or when circumstances warrant, the utility, where feasible, will endeavor to promptly notify the customer affected and may make such notification orally, either in person or by telephone.

3. Residential Notice - Discontinuance for Nonpayment of Service

~~a. Procedures for the discontinuance and restoration of service are specified in Rule No. 11.~~

~~The utility shall make a reasonable attempt to contact 1) the customer of record by mailing a separate notice at least 5 business days prior to any discontinuance, 2) an adult a person on the residential customer's premises by telephone or in person at least 24 hours prior to any discontinuance.~~

~~b. The utility shall contact the residential customer of record at least 10 days prior to discontinuance by telephone or written notice.~~

~~For residential customers that are 62 years or older, disabled, or have a medical condition (as defined in Rule No. 1), the utility shall provide at least 48 hours notice by telephone or in person. For these customers, if a personal contact cannot be made, a notice of discontinuance of service shall be posted in conspicuous location at the service address at least 48 hours prior to discontinuance.~~

(1) Written notice shall be mailed to the address of the customer of record. If the customer's address is not the address of the property to which residential service is provided, the notice also shall be sent to the service address with "Occupant" as the addressee. The notice shall include the information

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Advice Letter 2139
Decision 14-08-011

Greg A. Milleman
Vice President

Date Filed September 24, 2014
Effective September 25, 2014
Resolution _____

Rule No. 8
Notices

Page 1

prescribed in Rule No. 5. C.

(1)(2) Telephone notice shall be to the customer named on the account. In providing such notice by telephone, the utility shall offer to: (i) provide customer with a written copy of the utility's policy on discontinuation of service due to nonpayment; and (ii) discuss options available to customer to avert discontinuance including alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and procedures to petition for bill review and appeal.

3. Residential Notice - Discontinuance for Nonpayment (continued) of Service

(3) If the utility is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned as undeliverable, the utility will make a good faith effort to visit the residence and leave (or make other arrangements for placement in a conspicuous place) a notice as prescribed herein, along with a written copy of the utility's policy on discontinuation of service for nonpayment.

c. Landlord-Tenant Properties

Where the owner or manager is listed by the utility as the customer of record, the utility shall contact the residential occupants of a detached single-family dwelling, multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp as follows:

~~Whenever the utility furnishes residential service through a master meter or whenever individually metered residential service is furnished in a multi-unit residential structure or mobilehome park, where the owner or manager is listed by the utility as the customer of record, the utility shall make every good faith effort to inform the residents, by means of a notice, that service will be discontinued within 15 days as outlined in Rule No. 11. The~~

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Decision 14-08-011

Greg A. Milleman
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Date Filed September 24, 2014
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Rule No. 8
Notices

Page 1

~~notice shall further inform the residents that they have the right to become utility customers,
to whom the service will then be billed, without being required to pay any amount which~~

(1) Where individually metered residential service is provided, the utility shall make every good faith effort to inform the residents, by means of a notice at least 10 days prior to any discontinuance, when the account is in arrears, that service will be discontinued.

In addition to including the information prescribed in Rule No. 5, the notice will inform the occupants that, if the utility's verification and other requirements are met, they have the right to become a customer, to whom the service will then be billed, without being required to pay any amount which may be due upon the delinquent account.

(2) Where master metered service is provided, the written notice will be at least 15 days prior to discontinuance of service. The notice will be posted on the door of each residential unit. If it is not reasonable or practical to post the notice on the door of each residential unit, the utility will post two copies of the notice in each accessible common area and at each point of access to the structure or structures.

(3) Notice to occupants shall be independent of, and in addition to, other notice(s) as may be prescribed in the utility's tariffs.

~~b-d. All notices of discontinuance for nonpayment relating to residential services will be in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean (the languages listed in Section 1632 of the Civil Code), and any other language spoken by 10 percent or more of the customers in the utility's service area. The notice will include the information prescribed in Rule No. 5.D.~~

~~d. Discontinuance and restoration of service procedure is outlined in Rule No. 11.~~
4. Non-Residential (All Other Services) – Discontinuance for Nonpayment

The utility shall make a reasonable attempt to contact: (i) the customer of record by

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Advice Letter 2139
Decision 14-08-011

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Greg A. Milleman
Vice President

(To be inserted by CPUC)

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Rule No. 8
Notices

mailing a separate notice at least 10 days prior to discontinuance, or (ii) an adult person on the customer's premises by telephone or in person at least 24 hours prior to any discontinuance.

[^]
5. Discontinuance of Service for Reasons Other Than Nonpayment

The utility may discontinue service for reasons not related to payment. Rule No. 11 provides additional examples of circumstances resulting in discontinuation of service and related notice, if any, associated with the specific situation.

7-6. Third Party Notification

[^]
Third party notification is the option to have a copy of the notices or bills of a customer of record provided automatically to another individual. The customer of record is still fully responsible for the bill, but the third party has the option to make payment arrangements on the customer's behalf.

A customer of record electing this option must provide the Company with the name and contact information of the third party. The Company may require written acknowledgement that the third party agrees to receive the notices and bills.²

Alternatively, the third party can provide proof of attorney over the customer of record, or other legal documentation demonstrating the authority of the third party to act on behalf of the customer of record.

Notice of availability of third party notification shall be given annually to all residential customers, commencing at the time of the first full billing after the effective date of

B. Notice from Customers

1. A customer may make notification in person, by telephone, or by letter to the company at its customer service office, to an authorized representative of the company, by electronic mail, or by a message on the utility's website.

2. Customers who wish to qualify for consideration under Rule No. 11.B.1.e.

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Decision 14-08-011

Greg A. Milleman
Vice President

Date Filed September 24, 2014
Effective September 25, 2014
Resolution _____

Rule No. 8
Notices

Page 1

(Residential Health and Safety Exception) must have presented evidence to the utility establishing their status.

3. Customers who are older, disabled, or have a medical condition may be required to present evidence to the company as specified in Rule 1 to establish their status if they wish to qualify for consideration under Rule No. 11.B.1.j (Third-Party Representation).

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Decision 14-08-011

Greg A. Milleman
Vice President

Date Filed September 24, 2014
Effective September 25, 2014
Resolution _____

CALIFORNIA WATER SERVICE COMPANY
1720 North First Street
San Jose, CA 95112
(408) 367-8200

Revised Cal. P.U.C. Sheet No. 10420-W
Cancelling Cal. P.U.C. Sheet No. 5387-W

Rule No. 8
Notices

Page 2

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(To be inserted by utility)
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Decision 14-08-011

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Greg A. Milleman
Vice President

(To be inserted by CPUC)
Date Filed September 24, 2014
Effective September 25, 2014
Resolution _____

Rule No. 10
Disputed Bills

A. Correctness of Bill

Any customer (or adult occupant of a residential service address) who has initiated a complaint to the utility or requested an investigation by the utility within five days of receiving a contested bill shall be given an opportunity for review of such complaint or investigation by a review manager of the utility. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of his account over a reasonable period time.

B. Notice of Deposit to Avoid Discontinuance

If an explanation satisfactory to the customer is not made by the utility and the bill is not paid within 19 days after its presentation or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows:

1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and the non-residential customer within 7 days of the date of this notice, must deposit with the California Public Utilities Commission, State Building, 505 Van Ness Avenue, San Francisco, California 94102-3298,* the amount of the bill claimed by the utility to be due.
2. To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact the CPUC's Consumer Affairs Branch (CAB) for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service on.

C. Commission Appeal

When a customer and the utility fail to agree on a bill for service:

1. To avoid discontinuance of service, in lieu of paying the disputed bill the customer, may deposit with the California Public Utilities Commission at its office in the State Building, 505 Van Ness Avenue, San Francisco, California 94102-3298,* the amount claimed by the utility to be due.

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Paul G. Townsley
Vice President

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CALIFORNIA WATER SERVICE COMPANY
1720 North First Street
San Jose, CA 95112
(408) 367-8200

Revised Cal. P.U.C. Sheet No. 11856-W
Cancelling Cal. P.U.C. Sheet No. 10424-W

Rule No. 10
Disputed Bills

Page 1

- ~~2. Checks or other forms of remittance for such a deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for thru dispute of the amount of the bill.~~
- ~~3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.~~

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Vice President

(To be inserted by CPUC)
Date Filed November 30, 2018
Effective November 30, 2018
Resolution _____

Rule No. 10
Disputed Bills

Page 2

C. Commission Appeal (continued)

1. To avoid discontinuance of service, in lieu of paying the disputed bill the customer, may deposit with the California Public Utilities Commission at its office in the State Building, 505 Van Ness Avenue, San Francisco, California 94102-3298, the amount claimed by the utility to be due.
2. Checks or other forms of remittance for such a deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for thru dispute of the amount of the bill.
3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.
- ▲
- ▲ 4. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.
5. Failure of the customer to make such deposit prior to the expiration of the discontinuance of service notice as given in Rule 10 B.1. will warrant discontinuance of service.
6. If before completion of the Commission's review, additional bills become due which the customer wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the utility to be due for such additional bills before they become past due and failure to do so will warrant discontinuance of his service in accordance with Rule No. 11.

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Advice Letter 889
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Issued By

Don Houck
Vice President

(To be inserted by CPUC)

Date Filed August 3, 1983
Effective August 3, 1983
Resolution _____

Rule No. 11
Discontinuance and Restoration of Service

A. Customer's Request for Discontinuance of Service

- 1. A customer may have service discontinued by giving not less than two days' advance _____notice thereof to the utility. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required two days' advance notice.

- 2. When such notice is not given, the customer ~~will~~ may be required to pay for service _____until two days _____after the company has knowledge that the customer has vacated the premises or _____otherwise has _____discontinued water service.

B. Discontinuance of Service by Company

1. For Nonpayment of Bills

a. Past Due Bills.

When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days from the date of mailing.

(1) Residential Service

For the purposes of this Rule, residential service means water service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing. When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days from the date of mailing. The utility shall allow every residential customer a total of 79 days from the date of mailing its bill for services, postage prepaid, to make payment of the bill prior to discontinuance of service. The utility shall not discontinue residential service for nonpayment of a delinquent account unless the utility first gives notice of the delinquency and impeding discontinuance in conformance with Rule No. 8.A.3, which establishes notice periods ranging from 7-10 to 15 days, depending on the occupancy type. The utility will provide notices timely to ensure that the applicable notice period is included in the total 79-day period referenced above.

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Advice Letter 1470
Decision

Issued By

Greg A. Milleman
Vice President

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(2) All Other Service (Nonresidential)

The utility shall not discontinue nonresidential service for nonpayment of a delinquent account unless the utility first gives notice of the delinquency and impending discontinuance in conformance with Rule No. 8.A.4.

~~Rule No. 8.A.4 requires that the utility make a reasonable attempt to contact: (i) the customer of record by mailing a separate notice at least 10 days prior to discontinuance, or (ii) an adult person on the customer's premises by telephone or in person at least 24 hours prior to any discontinuance.~~

~~When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days from the date of mailing. The company shall allow every residential customer at least 19 days from the date of mailing its bill for services, postage prepaid, to make payment of the bill. The company may not discontinue residential service for nonpayment of delinquent account unless the company first gives notice of the delinquency and impending discontinuance, at least 10 days prior to the proposed discontinuance, by means of a notice mailed, postage prepaid, to the customer to whom the service is billed, not earlier than 19 days from the date of mailing the company's bill for services. The 10 day discontinuance of service notice shall not commence until five days after the mailing of the notice.~~

~~b. When a bill for water service has become past due and a 10 day discontinuance of residential service notice or a 7 day discontinuance of non residential service notice for nonpayment has been issued, service may be discontinued if the bill is not paid in full (or alternative payment arrangements acceptable to the utility have not been made) within the time required by~~

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_____such notice. The customer's service, however, will not be discontinued for _____ nonpayment until _____ the amount of any deposit made to establish credit for that service has been fully _____absorbed.

c. Petition for Utility Review.

(1) Any customer (or adult occupant of a residential service address) may petition the utility for review of a bill for water service in accordance with Rule Nos. 5 and 10.

(2) Such customer shall not have the water service discontinued for nonpayment during the pendency of an investigation by the utility of a complaint or request and shall be given an opportunity for review of the complaint, investigation, or request by a review manager of the utility, if:

(i) The customer who has initiated a billing complaint or requested an investigation within 5 days of receiving a disputed bill, or

(ii) Before discontinuance of service, the customer made payment arrangements for a bill asserted to be beyond the means of the customer to pay in full within the normal period for payment,

(3) The review shall include consideration of whether a customer shall be _____permitted to make installment payments on any unpaid balance of the _____delinquent account over a reasonable period of time, not to exceed 12 _____ months.

_____Such service shall not be discontinued for nonpayment for any customer _____ complying with an installment payment agreement entered into with the _____ utility, provided the customer also keeps current her or his account for _____ as charges accrue in each subsequent billing period.

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_____ If a customer fails to comply with an installment payment agreement the _____ utility will give a discontinuance of service notice no less than 5 business days _____ before discontinuing such service, but such notice shall not entitle _____ the _____ customer to further investigation or alternative payment arrangements by the _____ utility.

d. Appeal to the Commission.

_____ Any customer (or adult occupant of a residential service address) whose complaint or request for an investigation pursuant to subdivision (c) has resulted in a determination by the utility adverse to such customer or adult occupant, may appeal the determination to the Commission in accordance with Rule Nos. 5 and 10 (including depositing the disputed amount with the Commission). Any such appeal of the disputed bill to the Commission shall be in accordance with the Commission's Rules of Practice and Procedure. Written documentation of an appeal filed and diligently pursued with the Commission will prevent discontinuation of residential water service during the official appeal process.

e. Residential Health and Safety Exception.

(1) Service to a residential water customer will not be discontinued for nonpayment when such customer establishes to the satisfaction of the utility that all three of the following conditions are met:

(i) The residential customer submits certification from a primary care provider*, as defined by the Water Shutoff Protection Act, that discontinuation of residential water service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided.

*Proof must be by certification from any internist, general
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practitioner, obstetrician-gynecologist, pediatrician, family practice physician, nonphysician medical practitioner, or primary care clinic, rural health clinic, community clinic or hospital outpatient clinic. A "nonphysician medical practitioner" means a physician assistant or certified nurse-midwife performing services under physician supervision, or a nurse practitioner performing services in collaboration with a physician. (See Section 14088(b)(1)(A) and (c) of the California Welfare and Institutions Code.

(ii) The residential customer demonstrates that she or he is financially — unable to pay for residential service within the urban and community

e. Residential Health and Safety Exception (continued)

water system's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the system's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, —or California Special Supplemental Nutrition Program for Women, —Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level; and

(3ii) The residential customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment.

(2) If all three of the above conditions are met, the utility shall offer the customer one or more of the following options:

- a. Amortization of the unpaid balance.
- b. Participation in an alternative payment schedule.
- c. A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers.

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d. Temporary deferral of payment.

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(3) The utility may choose which of the payment options the customer undertakes and may set the parameters of that payment option. The repayment option offered should result in repayment of any remaining outstanding balance within 12 months.

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(4) Notwithstanding the above, residential service may be discontinued to any customer meeting the conditions above who:

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(i) Does not agree to or comply with an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment after incurring delinquent charges for 60 days or more,

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OR

(ii) After agreeing to an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment for delinquent charges, the customer does not pay her or his current residential service charges for 60 days or more.

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Notice of discontinuation for either of these reasons will be posted in a prominent and conspicuous location no less than 5 business days before discontinuing such service, but such notice shall not entitle the customer to further investigation or alternative payment arrangements by the utility.

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f. Other Disconnection Terms.

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A customer's residential service may be discontinued for nonpayment of a bill for residential service previously rendered her or him at any location served by the utility.

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A nonresidential service may be discontinued for nonpayment of a bill for residential as well as nonresidential service previously rendered her or him at any location served by the utility.

The discontinuance of service notice as set forth in subdivision (b) will be given in both cases stated above before discontinuance of service takes place.

Residential services will not, however, be discontinued for nonpayment of bills for separate nonresidential service.

g. Timing of Disconnection.

Service will not be discontinued by reason of delinquency in payment for service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the utility are not open to the public.

h. Landlord-Tenant Properties.

Where the owner, manager, or operator of the dwelling, structure, or park is listed by the utility as the customer of record, and water service is provided to residential occupants in a detached single-family dwelling, a multi-unit residential structure, mobile home park, or permanent residential structure in a labor camp, the utility will make every good faith effort to inform the residential occupants, by written notice in conformance with Rule No. 8.A.3.b.

(1) Where said occupants are individually metered:-

The utility is not required to make service available to these occupants unless each user agrees to the terms and conditions of service and meets the requirement of the law and the utility's rules and tariffs.

However, if one or more occupants are willing and able to assume responsibility for subsequent charges by these occupants to the account to the satisfaction of the utility, or if there is a practical physical means, legally

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available to the utility of selectively providing services to these occupants who have met the requirements of the utility's rules and tariffs, the utility will make service available to these occupants.

(2) Where said occupants are master metered;

The utility is not required to make service available to these occupants unless each occupant agrees to the terms and conditions of service, and meets the requirements of the law and the utility's rules and tariffs and the following:

The same Rule No. 11, item B.1.h.(1), above, which applies to individually metered occupants also applies to master metered occupants, except a representative may act on the behalf of a master metered occupant, and the utility will not discontinue service in any of the following situations:

(a) During the pendency of an investigation by the utility of a master-meter customer dispute or complaint.

(b) When the master-metered customer has been granted an extension of the period for repayment of a bill.

i. Residential Customer's Remedies Upon Receipt of Discontinuance Notice for Nonpayment.

(1) If upon receipt of a discontinuance notice, a residential customer is unable to pay, she or he must contact the utility before discontinuance of service to make payment arrangements to avoid discontinuance of service.

(2) If, after contacting the utility, the residential customer alleges to the Commission an inability to pay and that she or he is unable to make payment arrangements with the utility she or he should contact the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. To maintain uninterrupted service this action must be taken prior to discontinuation of service as defined in the provided notice.

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(3) The CAB's resolution of the matter should be reported to the utility and the residential customer within ten business days after receipt of the informal complaint. If the customer is not satisfied with such resolution, such customer may file a formal complaint with the Commission under Public Utilities Code Section 1702 on a form provided by the CAB.

(4) Failure of any customer to observe these time limits prescribed herein shall entitle the utility to insist upon payment or, upon failure to pay, to proceed to discontinue the customer's residential water service in accordance with the utility's rules.

i. Designation of a Third-Party Representative.

(1) Customer must inform utility if she or he desires that a third party receive discontinuance or other notices on her or his behalf.

(2) Utility must be advised of name, address, and telephone number of third party with a letter from third party accepting this responsibility.

(3) Only customers who certify that they are older, disabled, or have a medical condition are entitled to third-party representation. Upon request, proof of age must be supported by certificate of birth, driver's license, passport, or other reliable document. Upon request, proof of disability, or of a medical condition for which the discontinuance of water would be life-threatening, must be certified by a licensed physician, public health nurse, or social worker.

2. For Noncompliance with Rules

The utility may discontinue service to any customer for violation of these rules after

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it has given the customer at least five days' written notice of such intention. Where safety of water supply is endangered, service may be discontinued immediately without notice.

3. For Waste of Water

a. Where negligent or wasteful use of water exists on customer's premises, the utility may discontinue the service if such practices are not remedied within five days after it has given the customer written notice to such effect.

b. In order to protect itself against serious and unnecessary waste or misuse of water, the utility may meter any flat rate service and apply the regularly established meter rates where the customer continues to misuse or waste water beyond five days after the utility has given the customer written notice to remedy such practices.

4. For Unsafe Apparatus or Where Service is Detrimental or Damaging to the Utility or its Customers

If an unsafe or hazardous condition is found to exist on the customer's premise, or if the use of water thereon by apparatus, appliances, equipment or otherwise is found to be detrimental or damaging to the utility or its customers, the service may be shut off without notice. The utility will notify the customer immediately of the reasons for the discontinuance and the corrective action to be taken by the customer before service can be restored.

5. For Fraudulent Use of Service

When the utility has discovered that a customer has obtained service by fraudulent means, or has diverted the water service for unauthorized use, the service to that customer may be discontinued without notice. The utility will not restore service to such customer until that customer has complied with all rules and reasonable requirements of the utility and the utility has been reimbursed for the full amount of the service rendered and the actual cost to the utility incurred by reason of the fraudulent use.

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Advice Letter 1470
Decision

Issued By

Greg A. Milleman
Vice President

(To be inserted by CPUC)

Date Filed _____
Effective _____
Resolution _____

Rule No. 11
Discontinuance and Restoration of Service

C. Restoration of Service

1. Reconnection Charge

Where service has been discontinued for violation of these rules or for nonpayment of bills, the utility may charge \$50~~XX~~.00 for reconnection of service during regular working hours or \$90~~XX~~.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, except as otherwise provided by the utility's tariffs.

2. To be Made During Regular Working Hours

The utility will endeavor to make reconnections during regular working hours on the day of the request, if the conditions permit; otherwise reconnections will be made on the regular working day following the day the request is made.

3. To Be Made at Other Than Regular Working Hours

When a customer has requested that the reconnection be made at other than regular working hours, the utility will reasonably endeavor to so make the reconnection if practicable under the circumstances.

4. Wrongful Discontinuance

A service wrongfully discontinued by the utility, must be restored without charge for the restoration to the customer within 24 hours.

5. Limits on Certain Reconnection Charges (H&S Code Section 116914(a)1)

For a residential customer who demonstrates household income below 200 percent of the federal poverty line (or is otherwise deemed by the Water Shutoff Protection Act as having a household income of below 200 percent of the federal poverty line), charges shall be limited as follows:

(i) For reconnections during regular working hours, the lesser of the actual cost or \$50.00; and

(ii) For reconnections during other than regular working hours, the lesser of the

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(To be inserted by utility)

Issued By

(To be inserted by CPUC)

Advice Letter 1470
Decision

Greg A. Milleman
Vice President

Date Filed _____
Effective _____
Resolution _____

Rule No. 11
Discontinuance and Restoration of Service

actual cost or \$150. The cap on these reconnection fees (\$50 and \$150, respectively) shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

D. Refusal to Serve

1. Conditions for Refusal

The utility may refuse to serve an applicant for service under the following conditions:

- a. If the applicant fails to comply with any of the rules as filed with the Public Utilities Commission.
- b. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing customers.
- c. If, in the judgment of the utility, the applicant's installation for utilizing the service is unsafe or hazardous, or of such nature that satisfactory service cannot be rendered.
- d. Where service has been discontinued for fraudulent use, the utility will not serve an applicant until it has determined that all conditions of fraudulent use or practice has been corrected.

2. Notification to Customers

When an applicant is refused service under the provisions of this rule, the utility will notify the applicant promptly of the reason for the refusal to service and of the right of applicant to appeal the utility's decision to the Public Utilities Commission.

residential as well as non residential, who has initiated a billing complaint or requested an investigation within 5 days of receiving a disputed bill or who has, before discontinuance of service made a request for extension of the payment period of a bill asserted to be beyond the means of the customer to pay in full within the normal period for payment, shall not have residential water service discontinued for nonpayment during the pendency of an investigation by the utility of such customer complaint or request and

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(To be inserted by utility)

Issued By

(To be inserted by CPUC)

Advice Letter 1470
Decision

Greg A. Milleman
Vice President

Date Filed _____
Effective _____
Resolution _____

CALIFORNIA WATER SERVICE COMPANY

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Revised Cal. P.U.C. Sheet No. 5390-W
Cancelling Cal. P.U.C. Sheet No. 3598-W

Rule No. 11

Page 1

Discontinuance and Restoration of Service

~~_____ shall be given an opportunity for review of the complaint, investigation, or review by
_____ company manager. The review shall include consideration of whether a residential
_____ customer shall be permitted to make installment payments on any unpaid balance
of the
_____ delinquent account over a reasonable period of time, not to exceed 12 months.
Such service
_____ shall not be discontinued for nonpayment for any customer complying with an
installment
_____ payment agreement entered into with the company, provided the customer also
keeps current
_____ his or her account for water service as charges accrue in each subsequent billing
period. If
_____ a residential customer fails to comply with an installment payment agreement, the
company
_____ will give a 10 day discontinuance of service notice before discontinuing such service,
but
_____ such notice shall not entitle customer to further investigation by the company~~

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(To be inserted by CPUC)

Advice Letter 1470
Decision

Greg A. Milleman
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Date Filed _____
Effective _____
Resolution _____

CALIFORNIA WATER SERVICE COMPANY

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Revised Cal. P.U.C. Sheet No. 10464-W
Cancelling Cal. P.U.C. Sheet No. 10425-W

Rule No. 11

Page 2

Discontinuance and Restoration of Service

B. Discontinuance of Service by Company (continued)

1. For Nonpayment of Bills (continued)

d. Any customer whose complaint or request for an investigation pursuant to subdivision (c) has resulted in an adverse determination by the company may appeal the determination to the Commission. Any subsequent appeal of the dispute or complaint to the Commission shall be in accordance with the Commission adopted Rules of Practice and Procedure

e. Service to a residential customer will not be discontinued for nonpayment when the customer has previously established to the satisfaction of the company that:

(1) The customer is older, disabled, or has a medical condition, as defined in Rule 1;

(2) The customer is temporarily unable to pay for such service in accordance with the provisions of the company's tariffs; and

(3) The customer is willing to arrange installment payments satisfactory to the utility, over a period not to exceed 12 months, including arrangements for prompt payment of subsequent bills.

However, service may be discontinued to any customer who does not comply with an installment payment agreement or keep current on his or her account for water service as charges accrue in each subsequent billing period.

f. A customer's residential service may be discontinued for nonpayment of a bill for residential service previously rendered to him or her at any location served by the company.

A nonresidential service may be discontinued for nonpayment of a bill for residential as well as nonresidential service previously rendered to him or her at any location served by the company.

The discontinuance of service notice required in (b) above will be given in both cases stated in (b) before service is discontinued.

Residential service will not be discontinued for nonpayment of bills for separate nonresidential service

g. Service will not be discontinued by reason of delinquency in payment for service on any Saturday, Sunday, Legal Holiday, or at any time which the business offices of the company are not open to the public.

(Continued)

(To be inserted by utility)

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Advice Letter 2139

Greg A. Milleman

Date Filed September 24, 2014

Decision 14-08-011

Vice President

Effective September 25, 2014

Resolution _____

CALIFORNIA WATER SERVICE COMPANY

1720 North First Street
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Revised Cal. P.U.C. Sheet No. 11855-W
Cancelling Cal. P.U.C. Sheet No. 10426-W

Rule No. 11

Page 3

Discontinuance and Restoration of Service

B. Discontinuance of Service by Company (continued)

1. For Nonpayment of Bills (continued)

h. Where water service is provided to residential users through a master meter, the company shall make every good faith to inform the actual users, by telephone, in person, or by means of a notice when the account is in arrears that service will be discontinued in 10 days. The 15-day discontinuance notice shall be posted within a conspicuous place of each residential unit. The notice shall further inform the actual users that they have the right to become company customers without being required to pay the amount due on the account. The company shall not be obligated to make service available unless and until each and every actual user of the water service then residing on the premises shall agree to the terms and conditions of service and shall meet the requirements of the company's rules and tariffs provided, however, that if (1) one or more actual users are willing and able to assume responsibility for the entire account to the satisfaction of the company, or (2) if there is a physical means, legally available to the company, of selectively discontinuing service to those actual users who have not met the requirements of the company's rules and tariffs, the company shall make service available to the actual users who have met those requirements.

i. A reasonable attempt must be made by the company to personally contact an adult person on the residential customer's premises either by telephone, in person, or by mail delivery, at least 24 hours prior to discontinuance.

For elderly and handicapped residential customers, the company shall provide at least 48 hours' notice by telephone or in person. For elderly or handicapped customers, if telephone or personal contact cannot be made, a notice of discontinuance of service shall be posted in a conspicuous location at the service address at least 48 hours prior to discontinuance.

j. Residential Customer's Remedies Upon Receipt of Discontinuance Notice

(1) If upon receipt of a 10-day discontinuance notice, a residential customer is unable to pay, he or she must contact the company before discontinuance of service to make payment arrangements to avoid discontinuance of service.

(2) If, after contacting the company, the residential customer alleges to the Commission an inability to pay and that he is unable to make payment arrangements with the Company, he or she should write to the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. This action must be taken within the 10-day discontinuance of service notice.

(3) To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service on.

(4) Failure of the residential customer to observe these time limits shall entitle the Company to insist upon payment or, upon failure to pay, to discontinue the customer's service.

(Continued)

(To be inserted by utility)

Advice Letter 2330-A
Decision

Issued By

Paul G. Townsley
Vice President

(To be inserted by CPUC)

Date Filed November 30, 2018
Effective November 30, 2018
Resolution _____

CALIFORNIA WATER SERVICE COMPANY

1720 North First Street
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Cancelling Cal. P.U.C. Sheet No. 5393-W

Rule No. 11

Page 4

Discontinuance and Restoration of Service

~~B. Discontinuance of Service by Company (continued)~~

~~1. For Nonpayment of Bills (continued)~~

~~k. Designation of a Third Party Representative~~

~~Customers that are older, disabled, or have a medical condition, as defined in Rule 1 may designate~~

~~a third party representative providing that:~~

~~(1) Customer must inform Company if he or she desires that a third party receive termination or other notices on his behalf.~~

~~(2) Company must be advised of name, address and telephone number of third party with a letter from a third party accepting this responsibility.~~

~~(3) Only customers who certify that they are older, disabled, or have a medical condition, according to Rule 1, are entitled to third party representation.~~

~~l. The Company may require payment of a collection charge of \$15.00 when Company's representative goes to a customer's premises to discontinue service for nonpayment of a bill and the customer makes a payment to avoid discontinuance of service.~~

~~2. For Noncompliance with Rules~~

~~The Company may discontinue service to any customer for violation of these rules after it has given the customer at least 5 days written notice of such intention. Where safety of water supply is endangered, service may be discontinued immediately without notice.~~

~~3. For Waste Water~~

~~a. Where negligent or wasteful use of water exists on a customer's premises, the Company may discontinue the service if such practices are not remedied within 5 days after it has given the customer written notice of such effect.~~

~~b. In order to protect itself against serious and unnecessary waste or misuse of water, the company may meter any flat rate service if such practices are not remedied within 5 days after it has given the customer written notice of such effect.~~

~~4. For Unsafe Apparatus or Where Service is Detrimental or Damaging to the Company or Its Customers~~

~~If an unsafe or hazardous condition is found to exist on the customer's premises, or if the use of water thereon by apparatus, appliances, equipment or otherwise is found to be detrimental or damaging to the company or its customer, the service may be shut off without notice. The company will notify the customer immediately of the reasons for the discontinuance and the corrective action to be taken by the customer before service can be restored.~~

~~5. Fraudulent Use of Service~~

~~When the company has discovered that a customer has obtained service by fraudulent means, or has diverted the water service for unauthorized use, the service to that customer may be discontinued without notice. The company will not restore service to such customer until that customer has complied with all filed rules and reasonable requirements of the company and the company has been reimbursed for the full amount of the service rendered and the actual cost to the company incurred by reason of the fraudulent use.~~

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(To be inserted by utility)		Issued By	(To be inserted by CPUC)	
Advice Letter	<u>2139</u>	<u>Greg A. Milleman</u>	Date Filed	<u>September 24, 2014</u>
Decision	<u>14-08-011</u>	<u>Vice President</u>	Effective	<u>September 25, 2014</u>
			Resolution	

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Cancelling Cal. P.U.C. Sheet No. 5394-W

Rule No. 11

Page 5

Discontinuance and Restoration of Service

C. Restoration of Service

- 1. **Reconnection Charge**
Where service has been discontinued for violation of these rules or for nonpayment of bills, the company may charge \$50.00 for reconnection of service during regular working hours or \$90.00 (1) 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
- 2. **To be Made During Regular Working Hours**
The company will endeavor to make reconnections during regular working hours on the day of the request, if conditions permit, otherwise reconnections will be made on the regular working day following the day the request is made.
- 3. **To be Made at Other Than Regular Working Hours**
When a customer has requested that the reconnection be made at other than regular working hours, the company will reasonably endeavor to so make the reconnection if practicable under the circumstances.
- 4. **Wrongful Discontinuance**
A service wrongfully discontinued by the utility must be restored within 24 hours without charge to the customer.

D. Refusal to Serve

- 1. **Conditions for Refusal**
The company may refuse to serve an applicant for service under the following conditions:
 - a. If the applicant fails to comply with any of the rules as filed with the Public Utilities Commission
 - b. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing customers.
 - c. If, in the judgment of the company, the applicant's installation for utilizing the service is unsafe or hazardous, or of such a nature that satisfactory service cannot be rendered.
 - d. Where service has been discontinued for fraudulent use, the utility will not serve an applicant until it has been determined that all conditions of fraudulent use or practice has been corrected.
- 2. **Notification to Customers**
When an applicant is refused service under the provisions of this rule, the company will notify the applicant promptly of the reason for the refusal to serve and of the right of the applicant to appeal the company's decision to the Public Utilities Commission.

(To be inserted by utility)	Issued By	(To be inserted by CPUC)
Advice Letter <u>2015</u>	<u>Greg A. Milleman</u>	Date Filed _____
Decision	<u>Vice President</u>	Effective _____
		Resolution _____

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Antelope Valley District

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PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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Bay Area Region

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PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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Bear Gulch District

ADVICE LETTER FILING MAILING LIST
PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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WATER DEPARTMENT
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PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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ADVICE LETTER FILING MAILING LIST
PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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ADVICE LETTER FILING MAILING LIST

PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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Travis District

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