

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



August 4, 2023

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

Dear Ms. Wales,

The Water Division of the California Public Utilities Commission has approved California Water Service Company's Advice Letter No. 2487, filed on July 6, 2023, regarding Modification to Rule 22 – Customer Information Sharing.

Enclosed are copies of the following revised tariff sheets, effective July 6, 2023, for the utility's files:

<b>P.U.C. Sheet</b>	
<b>No.</b>	<b>Title of Sheet</b>
13193-W	Rule No. 22 -- Customer Information Sharing
13194-W	Table of Contents (page 14)
13195-W	Table of Contents (page 1)

Please contact Mahdi Jahami at [MJ4@cpuc.ca.gov](mailto:MJ4@cpuc.ca.gov) or 916-743-5080, if you have any questions.

Thank you.

Enclosures





**CALIFORNIA WATER SERVICE COMPANY**

1720 NORTH FIRST STREET  
SAN JOSE, CA 95112 • (408) 367-8200

July 6, 2023

**Advice Letter No. 2487**

To the California Public Utilities Commission:

California Water Service Company (“Cal Water”) respectfully submits this Tier 2 advice letter applicable to all regulated ratemaking areas. ***Please note that this advice letter will only be distributed electronically to the Water Division and the attached service lists.***

New/Revised CPUC Sheet No.	Title of Sheet	Schedule No.	Cancelling CPUC Sheet No.
13193-W	Rule No. 22	Rule	13156-W
13194-W	Table of Contents (page 14)	TOC 14	13163-W
13195-W	Table of Contents (page 1)	TOC 1	13192-W

**Summary**

This Tier 2 advice letter requests authority to modify existing tariff Rule 22 (Customer Information Sharing) to address requests from local government entities for customer information.

**Discussion**

On July 9, 2010, the Commission issued Res. W-4834, granting GSWC’s request to establish a new tariff Rule 22 to address sharing of customer information with local government and wholesale water agencies. The customer data currently contemplated under Rule 22 consists of customer name, service address, and water consumption data.<sup>1</sup> This customer data is used “for the purpose of calculating local taxes, sewer fees, miscellaneous city fees and water conservation efforts....”<sup>2</sup>

In addition, the Commission approved the confidentiality and non-disclosure agreement GSWC proposed be included in its tariff as a sample form. The Commission concluded that such sharing is consistent with the state’s public policy goals,<sup>3</sup> and that the new rule provides “sufficient safeguards” for individual customer privacy.<sup>4</sup>

On March 16, 2023, Cal Water submitted Advice Letter (Advice) 2474, requesting authority to add a new tariff Rule 22 Customer Information Sharing and Form NDA-1 Confidentiality and Non-Disclosure Agreement to address requests from local government entities for customer information. Advice 2474 was submitted pursuant to General Order 96-B, Water Industry Rules 7.3.2(7) and 8.2, requesting similar treatment to that granted by the Commission to Golden State Water Company (GSWC) in Resolution (Res.) W-4834. The Water Division issued its approval of Advice 2474 on April

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<sup>1</sup> Res W-4834, Finding and Conclusion 6.

<sup>2</sup> *Id.*, Finding and Conclusion 5.

<sup>3</sup> *Id.*, Finding and Conclusion 7.

<sup>4</sup> *Id.*, Findings and Conclusions 17 and 18.



18, 2023.

Pursuant to GO 96-B, Water Industry Rule 8.2 Cal Water is seeking authority to expand the customer data listed under Rule 22 to include billing address and the customer's preferred contact information (e.g., phone number or email address). This additional information will facilitate more efficient issuance and collection of taxes and fees and enforcement of water conservation efforts. For example, Cal Water is currently working with multiple local governments (including the Cities of Livermore and Chico) to update its data sharing agreements. Both entities have requested expanded information to effectuate timely bill collection and/or conservation enforcement. Absent a means to directly contact the customer, these entities would need to dispatch personnel to the physical location to contact the customer, either directly or via door hangar. Having the ability to contact customers remotely will increase the efficiency of customer communications and mitigate the potential for in-person altercations that could result from billing issues/disputes. These activities support the public interest of statewide conservation efforts as discussed in both Res. W-4834<sup>5</sup> and Decision (D.) 09-02-006.<sup>6,7</sup>

### **Requested Effective Date**

This is being filed as a Tier 2 advice letter pursuant to General Order 96-B, Water Industry Rules 7.3.2(7) and 8.2. Nevertheless, Cal Water requests that the modified rule be effective back to **July 6, 2023**, the date of this filing, to allow parties to immediately implement the procedures.

### **Notice**

*Customer Notice* – There are no specific requirements for customer notice associated with this advice letter because it does not increase rates under Water Industry Rule 3.1, and does not qualify for the “special notice rules” of Water Industry Rule 3.2.

*Service Lists* – In accordance with General Order 96-B, General Rule 4.3 and 7.2 and Water Industry Rule 4.1, a copy of this advice letter will be electronically transmitted on **July 6, 2023**, to competing and adjacent utilities and other utilities or interested parties having requested such notification.

***Please note that this advice letter will only be distributed electronically to the Water Division and the attached service lists.***

### **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;

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<sup>5</sup> Resolution W-4834, Findings and Conclusions 11 through 20

<sup>6</sup> D.09-02-006, Finding of Fact 26

<sup>7</sup> *Id.*, Conclusions of Law 5, 8-9



**CALIFORNIA WATER SERVICE COMPANY**

Advice Letter 2487, Modification to Rule 22 (Customer Information)

Page 4

- (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, 3<sup>rd</sup> floor  
California Public Utilities Commission,  
505 Van Ness Avenue, San Francisco, CA 94102  
[water.division@cpuc.ca.gov](mailto: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  
E-mail: [cwsrates@calwater.com](mailto:cwsrates@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 and ask for the Rates Department.



**CALIFORNIA WATER SERVICE COMPANY**

Advice Letter 2487, Modification to Rule 22 (Customer Information)

Page 5

CALIFORNIA WATER SERVICE COMPANY

/s/ Cooper Cameron

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Cooper Cameron

Regulatory Program Manager

cc: Syreeta Gibbs (Public Advocates Office), [PublicAdvocatesWater@cpuc.ca.gov](mailto:PublicAdvocatesWater@cpuc.ca.gov)

**Rule No. 22**

**Customer Information Sharing**

**GENERAL**

This rule establishes guidelines for the release of specific customer information to prescribed entities, if requested. This information will be used for the sole purpose of the calculation of local taxes, sewer fees, miscellaneous city fees and water conservation efforts, whereby the calculation of these fees/efforts depends upon the data held by Cal Water. Cal Water will enter into agreements with the requesting entities to ensure that the customer information shared is kept private and only used for the sole purpose for which it is intended.

(T)

Cal Water will only release the following information to local government (city and county) and wholesale water agencies, if requested, for the purpose discussed above:

- Customer name
- Service address
- Billing address
- Customer’s preferred contact information
- Water consumption data (this data may include service establishment and termination dates)

(N)

(N)

(L)

If a local government entity requires additional information or intends to use the information for purposes other than what is mentioned above, Cal Water will inform the entity it cannot release that information without having received prior customer consent to do so.

(L)

**Table of Contents - Page 14**

RULES

<u>Sheet Subject Matter</u>	<u>CPUC Sheet No.</u>
<u>Rules (continued)</u>	
No. 22 Customer Information Sharing	13193-W (C)

SAMPLE FORMS

<u>Utility Form Number</u>	<u>CPUC Sheet No.</u>
DP-3 Rev.1/70 Application for Service - New Facilities	1337-W
DP-1A Application for Service - Existing Facilities	1338-W
B-1 Monthly Bill for Service	
Page 1	11035-W
Page 2	11854-W
Page 3	11033-W
B-2 Final Notification Letter	
Page 1	11853-W
Page 2	11852-W
B-3 "Shut-Off For Nonpayment" Door Hanger	11851-W
B-4 "Termination Notice" Door Hanger	11850-W
B-5 Final Bill	
Page 1	11849-W
Page 2	11848-W
B-7 Collection Order	3182-W
1020 Service Deposit Receipt	4917-W
1009 Notice of Increase in Consumption	1344-W
1426 Rev. 2/77 Authority for Use of Fire Hydrant	1819-W
1530 Uniform Fire Hydrant Service agreement	2818-W
FF-1 Fire Flow Test Application	8598-W

Main Extension Contracts

1522 "B" Rule, Standard Facilities, Company Installation	2913-W
1570 "B" Rule, Standard Facilities, Applicant Installation	2914-W
1520 "C" Rule, Standard Facilities, Company Installation	3360-W
1524 "C" Rule, Standard Facilities, Subdivider Installation	2916-W
1524-A "C" Rule, Standard Facilities, Plus Oversize for Company Needs, Subdivider Installation	2917-W
1521 "C" Rule, Standard Facilities, Plus Overside for Fire Protection, Company Installation	3361-W
1569 "C" Rule, Standard and Special Facilities, Company Installation	3362-W
1569-A "C" Rule, Special Facilities and Oversize Mains at Applicant's Request, Company Installation	3363-W
1569-B "C" Rule, Special Facilities and Oversize Mains at Utility's Request, Company Installation	3364-W
1591 "C" Rule, Standard Facilities, Assessment District, Company Installation	3365-W
1535 "C" Rule, Standard Facilities, Assessment District, District Installation	2924-W

(continued)

(To be inserted by utility)  
 Advice Letter No. 2487  
 Decision No. \_\_\_\_\_

Issued by  
GREG A. MILLEMAN  
 Vice President  
Rates and Regulatory Affairs

(To be inserted by CPUC)  
 Date Filed 07/06/2023  
 Effective 07/06/2023  
 Resolution No. \_\_\_\_\_



**Table of Contents - Page 1**

The following listed tariff sheets contain all effective rates and rules affecting the rates and service of the Utility together with information relating thereto:

<u>Sheet Subject Matter</u>	<u>Service Area</u>	<u>Schedule No.</u>	<u>CPUC Sheet No.</u>
Title Page			5613-W
Table of Contents			
Page 1	Table of Contents		13195-W (C)
Page 2	Preliminary Statements		13093-W
Page 3	Preliminary Statements		13191-W
Page 4	Preliminary Statements		13173-W
Page 5	Rate Schedules - All Districts		13187-W
Page 6	Rate Schedules - District Specific		13154-W
Page 7	Rate Schedules - District Specific		13186-W
Page 8	Rate Schedules - District Specific		13152-W
Page 9	Rate Schedules - District Specific		13151-W
Page 10	Rate Schedules - District Specific		13150-W
Page 11	Service Area Maps		13180-W
Page 12	Rules		12950-W
Page 13	Rules		12969-W
Page 14	Sample Forms		13194-W (C)
Page 15	Sample Forms		2926-W
Page 16	Sample Forms		13177-W

(continued)

(To be inserted by utility)  
 Advice Letter No. 2487  
 Decision No. \_\_\_\_\_

Issued by  
GREG A. MILLEMAN  
Vice President  
Rates and Regulatory Affairs

(To be inserted by CPUC)  
 Date Filed 07/06/2023  
 Effective 07/06/2023  
 Resolution No. \_\_\_\_\_



## Antelope Valley District (Los Angeles Region)

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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## Bayshore District (Bay Area Region)

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

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## **Bayshore District (Bay Area Region)**

ADVICE LETTER FILING MAILING LIST  
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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## **Bear Gulch District**

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

**ONLY FOR SERVICE AREA MAPS:**

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**GAIL SREDANOVIC**

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## Chico District

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

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MANAGER

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**ONLY FOR SERVICE AREA MAPS:**

EXECUTIVE OFFICER

**Butte County LAFCO**

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[slucas@buttecounty.net](mailto:slucas@buttecounty.net)

FIRE CHIEF

**Butte County Fire Rescue**

176 Nelson Ave

Oroville, CA 95965





## Dixon District

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

FINANCE DEPARTMENT

**City of Dixon**

600 East A St

Dixon, CA 95620

GENERAL MANAGER

**Solano Irrigation District**

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675 Texas St

Fairfield, CA 94533

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**City of Dixon**

600 East A St

Dixon, CA 95620



## Dominguez District

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

ANDY DARLAK

**City of Torrance Public Works**

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AFFAIRS

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630 East Foodhill Blvd  
San Dimas, CA 91733

[afjackson@gswater.com](mailto:afjackson@gswater.com)

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**PARK WATER COMPANY**

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Downey, CA 90241

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## East Los Angeles District

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

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

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**City of Tehachapi**  
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Tehachapi, CA 92561



## Hermosa-Redondo District

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

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## **Kern River Valley District**

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

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Drinking Water Program**  
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Sacramento, CA 95814  
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LINDA NG  
**Department of Water Resources Safe  
Drinking Water Program**  
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## King City District (Salinas Valley Region)

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

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**PARK BILLING COMPANY**

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Dixon, CA 95620

[water@parkbilling.com](mailto:water@parkbilling.com)

**LITTLE BEAR WATER COMPANY**

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King City, CA 93930

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## Livermore District

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

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## Los Altos District

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

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Water & Sewer Utilities**  
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PATRICK D WALTER  
**Purissima Hills Water District**  
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Los Altos Hills, CA 94022  
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MATT MORLEY  
**City of Cupertino**  
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MANSOUR NASSER  
**City of Sunnyvale, Water Dept.**  
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**Santa Clara Valley, Water District**  
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**Great Oaks Water Company**  
15 Great Oaks Blvd #100  
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**City of Santa Clara, Water Department,  
Water & Sewer Utilities**  
1500 Warburton Ave  
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**City of Mountain View, Water Dept.**  
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ADVICE LETTER FILING MAILING LIST  
PER SECTION III (G) OF GENERAL ORDER NO. 96-A

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## Oroville District

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

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## Palos Verdes District (Los Angeles Region)

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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## Redwood Valley District (Bay Area Region)

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

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SCOTT HARTER

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## Salinas District (Salinas Valley Region)

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

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CHRISTOPHER A. CALLIHAN, CITY

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**Park Billing Company**

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TOM ADCOCK

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## Selma District

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

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## Stockton District

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

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## Travis District

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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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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