

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



September 26, 2019

Jeffrey T. Linam  
Vice President of Rates & Regulatory  
California-American Water Company  
4701 Beloit Drive  
Sacramento, CA 95838-2434

Dear Mr. Linam,

The Commission has approved California-American Water Company's Advice Letter No. 1249, filed on August 15, 2019, regarding request to revise several of its operational forms.

Enclosed are copies of the following revised tariff sheets for the utility's files:

<b>P.U.C.</b>	
<b>Sheet No.</b>	<b>Title of Sheet</b>
9199-W	Form - Final Shut-Off Notice
9200-W	Table of Contents, (Page 7)
9201-W	Table of Contents, (Page 1)

Please contact Bradley Leong at 415-703-2307, if you have any questions.

Thank you,

/s/ROBIN BRYANT

Robin Bryant  
Water & Sewer Advisory Branch  
Water Division

Enclosures





4701 Beloit Drive  
Sacramento, CA 95838  
[www.amwater.com](http://www.amwater.com)

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

August 15, 2019

ADVICE LETTER NO. 1249

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Pursuant to General Order 96-B, California-American Water Company ("Cal-Am") (U210W) hereby submits for review this advice letter, including the following tariff sheets, which are attached hereto:

<u>C.P.U.C. Sheet No.</u>	<u>Title of Sheet</u>	<u>Canceling Sheet No.</u>
9199-W	Form Final Shut-Off Notice	8864-W
9200-W	TABLE OF CONTENTS (Page 7)	8868-W
9201-w	TABLE OF CONTENTS (Page 1)	9198-W

### **PURPOSE**

By this advice letter, Cal-Am requests to revise several of its operational forms.

### **BACKGROUND**

California American Water reviewed its operational forms and aims to streamline and simplify several applications for new service and meter sizing forms. In addition, California American Water requests updating its final shut-off notice in order to minimize non-planned shut-offs.

### **REQUEST**

This advice letter requests to update several operational forms in an effort to streamline and simplify these forms. The updated forms include an application for new service, meter sizing worksheets, a fire service data sheet, and a final shut-off notice.

### **SERVICE LIST**

Pursuant to Section 4.3 of General Order No. 96-B, a copy of this advice letter is being sent to those entities listed in the attached service list. Copies of the detailed work papers and the documents supporting this Advice Letter have also been furnished to the Commission Staff.

### **EFFECTIVE DATE**

Cal-Am submits this as a Tier 1 filing and requests an effective date of August 15, 2019.

## **RESPONSE OR PROTEST**<sup>1</sup>

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

A **response** supports the filing and may contain information that proves useful to the Commission in evaluating the AL. A **protest** objects to the AL in whole or in part and must set forth the specific grounds on which it is based. These grounds<sup>2</sup> are:

1. The utility did not properly serve or give notice of the AL;
2. The relief requested in the AL would violate statute or Commission order, or is not authorized by statute or Commission order on which the utility relies;
3. The analysis, calculations, or data in the AL contain material error or omissions;
4. The relief requested in the AL is pending before the Commission in a formal proceeding;  
or
5. The relief requested in the AL requires consideration in a formal hearing, or is otherwise inappropriate for the AL process; or
6. The relief requested in the AL is unjust, unreasonable, or discriminatory, provided that such a protest may not be made where it would require relitigating a prior order of the Commission.

A protest may not rely on policy objections to an AL where the relief requested in the AL follows rules or directions established by statute or Commission order applicable to the utility. A protest shall provide citations or proofs where available to allow staff to properly consider the protest.

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

The addresses for submitting a response or protest are:

**Email Address:**

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

**Mailing Address:**

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

On the same day the response or protest is submitted to DWA, the respondent or protestant shall send a copy of the protest to Cal-Am at:

**Email Address:**

[jonathan.morse@amwater.com](mailto:jonathan.morse@amwater.com)

**Mailing Address:**

4701 Beloit Drive  
Sacramento, CA 95838

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

555 Montgomery Street, Suite 816

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<sup>1</sup> G.O. 96-B, General Rule 7.4.1

<sup>2</sup> G.O. 96-B, General Rule 7.4.2

San Francisco, CA 94111

[preet.nagra@amwater.com](mailto:preet.nagra@amwater.com)

4701 Beloit Drive  
Sacramento, CA 95838

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

**REPLIES**<sup>3</sup>

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

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

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

If you have not received a reply to your protest within 10 business days, please contact me at (916) 568-4255.

CALIFORNIA-AMERICAN WATER COMPANY

*/s/ Jeffrey T. Linam*

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Jeffrey T. Linam  
Vice President of Rates & Regulatory

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<sup>3</sup> G.O. 96-B, General Rule 7.4.3

**CALIFORNIA-AMERICAN WATER COMPANY**

655 W. Broadway, Suite 1410

San Diego, CA 92101

Cancelling

Revised

Revised

Cal. P.U.C. Sheet No.

9199-W

Cal. P.U.C. Sheet No.

8864-W

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Final Shut-Off Notice  
(See Attached Form)

Sheet 1

(Continued)

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(TO BE INSERTED BY UTILITY)

Advice 1249

Decision

ISSUED BY

J. T. LINAM

DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)

Date Filed 08/15/2019

Effective 08/15/2019

Resolution \_\_\_\_\_



PO Box 7150, Pasadena, CA 91109-7150

Notice Date: 02/25/2019

For Service To: [Redacted]

Account Number	[Redacted]
Pay Before	03/12/2019
Total Due	443.79

**IMPORTANT: FINAL SHUT OFF NOTICE**  
**Please read and take the steps needed to avoid your service from being shut off.**

**PAY THIS AMOUNT** ➔ **\$443.79**      **PRIOR TO** ➔ **03/12/2019**

Payment on your water account is overdue. If payment is not received, your service may be shut off on or after 03/12/2019. You can prevent discontinuation of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

El pago en su cuenta de agua es atrasado. Si el pago no se recibe, su servicio puede ser apagado a partir del 03/12/2019. Usted puede prevenir la interrupción del servicio de agua mediante el pago de la cantidad impresa anteriormente. Por favor, use una de nuestras opciones de pago convenientes a continuación para asegurarse de que su pago sea aplicado a su cuenta inmediatamente.

TO STOP THE SHUT OFF, YOU MUST PAY THE AMOUNT OVERDUE OR YOU MUST CALL US AT **1-866-358-3429** if you dispute the overdue amount or have a question regarding your bill.

PARA DETENER EL CIERRE, usted debe pagar la cantidad vencida O Usted debe llamar al 1-866-358-3429, si usted tiene alguna pregunta o necesita más información.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, you will be required to pay the full amount overdue and a service charge of \$10.00 before service is reconnected. If payment is received after 3:00 PM PST, water service will not be restored until the next business day unless an after-hours reconnection is requested. A service fee of \$175.00 will be charged for all after-hours reconnections.

If you have any questions or need more information, please contact us.

If after contacting us you are not satisfied with our response, you may call the California Public Utilities Commission Consumer Affairs Branch by calling 1-800-649-7570 toll free or by writing to California Public Utilities Commission Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102-3298. California Public Utilities Commission Consumer Affairs Branch will delay the shut off if you file the complaint before the shut off date.

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	Toll free 800 Number
TTY/VCO/HCO to Voice	1-800-735-2929 (English); 1-800-855-3000 (Spanish)
Voice to TTY/VCO/HCO	1-800-735-2922 (English); 1-800-855-3000 (Spanish)
From or to Speech-to- Speech	1-800-854-7784 (English & Spanish)

PLEASE SEE REVERSE SIDE OF THIS NOTICE FOR ADDITIONAL MESSAGES CONCERNING YOUR ACCOUNT

**CONVENIENT PAYMENT OPTIONS**

**Pay your bill online:** [www.amwater.com/myaccount](http://www.amwater.com/myaccount)
**Pay by Phone: 855-748-6066** 24 hours a day, seven days a week
 **Pay in person:** for a list of approved payment locations, visit [www.amwater.com/myaccount](http://www.amwater.com/myaccount)

Customer Service: M-F 7am to 7pm    Emergency: 24/7: 1-866-358-3429    [www.californiaamwater.com](http://www.californiaamwater.com)

0001015210018812728000000000044379005

## IMPORTANT INFORMATION FROM CALIFORNIA AMERICAN WATER

Should you question this bill, please request an explanation from the company within five (5) days of the receipt of this bill.

This bill is due and payable upon date of presentation. It will become past due if not paid within nineteen (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 California American Water customer support at (888) 237-1333.

If you are not satisfied with California American Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://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	1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail	California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the 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 turned on.



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Final Shut Off Notice	8864-W

(C)  
(C)

(Continued)

<u>(TO BE INSERTED BY UTILITY)</u>	<u>ISSUED BY</u>	<u>(TO BE INSERTED BY C.P.U.C.)</u>
Advice      1249	J. T. LINAM	Date Filed <u>08/15/2019</u>
Decision	DIRECTOR - Rates & Regulatory	Effective <u>08/15/2019</u>
		Resolution      _____

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(Continued)

<p>(TO BE INSERTED BY UTILITY)</p> <p>Advice        1249</p> <p>Decision</p>	<p>ISSUED BY</p> <p>J. T. LINAM</p> <p>DIRECTOR - Rates &amp; Regulatory</p>	<p>(TO BE INSERTED BY C.P.U.C.)</p> <p>Date Filed        <u>08/15/2019</u></p> <p>Effective         <u>08/15/2019</u></p> <p>Resolution</p>
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**ALL DISTRICTS SERVICE LIST**  
**CALIFORNIA-AMERICAN WATER COMPANY**  
**ADVICE LETTER 1249**

**BY MAIL:**

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**ALL DISTRICTS SERVICE LIST**  
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**ADVICE LETTER 1249**

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**ALL DISTRICTS SERVICE LIST**  
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**ADVICE LETTER 1249**

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Gary E. Hazelton  
County Clerk – Recorder  
Santa Cruz County  
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Santa Cruz, CA 95060

**ALL DISTRICTS SERVICE LIST**  
**CALIFORNIA-AMERICAN WATER COMPANY**  
**ADVICE LETTER 1249**

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