

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

Advice Letter Cover Sheet

Utility Name: San Gabriel Valley Water Co.

Date Mailed to Service List: 03/18/20

District: Companywide

CPUC Utility #: U337W

Protest Deadline (20th Day): 04/07/20

Advice Letter #: 546

Review Deadline (30th Day): 04/17/20

Tier 1 2 3 Compliance

Requested Effective Date:

Authorization

Rate Impact: \$0
0%

Description: COVID-19: Information-only

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: Joel M. Reiker

Utility Contact: Daniel Dell 'Osa

Phone: 626-448-6183

Phone: 626-448-6183

Email: jmreiker@sgvwater.com

Email: dadellosa@sgvwater.com

DWA Contact: Tariff Unit

Phone: (415) 703-1133

Email: Water.Division@cpuc.ca.gov

DWA USE ONLY

DATE

STAFF

COMMENTS

APPROVED

WITHDRAWN

REJECTED

Signature: _____

Comments: _____

Date: _____

SAN GABRIEL VALLEY WATER COMPANY

March 18, 2020

Advice Letter No. 546

U337W

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

San Gabriel Valley Water Company ("San Gabriel" or "Company") hereby submits an original and four copies of this advice letter pursuant to Decision ("D.") 19-07-015, Ordering Paragraph No. 9, and California Public Utilities Commission ("CPUC" or "Commission") Executive Director Alice Stebbins' letter to regulated water utilities dated March 17, 2020, to report the activation of those customer protections outlined in the Company's Emergency Disaster Relief Program which are applicable in the current State of Emergency.

Discussion

San Gabriel submitted Advice Letter No. 542 to supplement the Preliminary Statement of its tariffs, requesting changes to Paragraph U, Catastrophic Event Memorandum Account ("CEMA"), and to provide its notification plan for Emergency Disaster Relief Protections pursuant to D.19-07-015. The Commission approved Advice Letter No. 542 effective September 9, 2019.

As a result of the State of Emergency resulting from the global spread of COVID-19 (the "Pandemic"), on March 4, 2020, Governor Newsom officially proclaimed a State of Emergency in California, and on March 13, 2020, President Trump proclaimed a National State of Emergency.

By letter dated March 17, 2020, the Commission's Executive Director, Alice Stebbins, directed utilities and service providers subject to D.19-07-015 to extend the same applicable customer protections directed in that decision to customers in response to the declared State of Emergency due to the Pandemic, and to report to the Commission on all measures they implemented in response to COVID-19 as soon as they are implemented.

In compliance therewith, San Gabriel reports that: (1) By letter to Executive Director Stebbins dated March 17, 2020, San Gabriel activated its CEMA in connection with the Pandemic. (2) San Gabriel has implemented the following measures to notify customers, local government representatives, non-profits and community leaders of those customer protections outlined in the Company's Emergency Disaster Relief Program which are applicable in the current State of Emergency:

- Targeted Outreach to Impacted Customers – San Gabriel has begun notifying impacted customers by mail, on its websites (www.sgvwater.com and

www.fontanawater.com), and by posting in the windows of its commercial offices notice of the Emergency Customer Protections now in effect.

- **Local Government Representatives** – San Gabriel has begun notifying local governments and elected officials, including mayors, council members, state assembly representatives, and county supervisors by email, telephone or direct contact of the Emergency Customer Protections now in effect.
- **Local Non-Profits and Community Centers** – San Gabriel has begun notifying local non-profit organizations such as Red Cross, VFW posts, and chambers of commerce of the Emergency Customer Protections now in effect.
- **Newspaper Advertising** – San Gabriel will to publish notice of its Emergency Customer Protections in newspapers of general circulation within each of its service areas once per month for a period of 12 months.

Additional measures the Company has implemented include the following:

- Disconnections of service for non-payment have been suspended.
- Commercial offices have been closed to all outside traffic.
- The Company is regularly updating its websites (www.sgvwater.com and www.fontanawater.com) with customer notifications to communicate the responsive steps San Gabriel is currently taking, and to request that if customers need to communicate with the Company, they should do so by telephone, email, or U.S. mail.
- San Gabriel has also formed an internal emergency response task force to regularly assess the impact of the COVID-19 pandemic on both its employees and customers and has issued a statement assuring consumers of tap water safety.

Protest and Responses

Anyone may respond to or protest this advice letter. 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) San Gabriel 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 San Gabriel 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;
- (5) The relief requested in the advice letter requires consideration in a formal hearing, or is otherwise inappropriate for the advice letter process; or

- (6) The relief requested in the advice letter is unjust, unreasonable, or discriminatory provided that such a protest may not be made where it would require relitigating a prior order of the Commission.

A protest shall provide citations or evidence 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
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 of the protest by mail to us, addressed to San Gabriel:

San Gabriel Valley Water Company
Vice President of Regulatory Affairs
11142 Garvey Avenue
El Monte, CA 91733
FAX: (626)448-5530 or
E-mail jmreiker@sgvwater.com

If you have not received a reply to your protest within 10 business days, contact me at (626) 448-6183.

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

Thank you for your assistance in processing this advice letter.



Joel M. Reiker
Vice President of Regulatory Affairs

cc: James Boothe, CPUC – Water Division
Victor Chan, CPUC – Water Branch, CalPA
Richard Smith, CPUC – Water Branch, CalPA

DISTRIBUTION LIST
San Gabriel Valley Water Company
Los Angeles County Division
Advice Letter No. 546

City of Arcadia
240 West Huntington Drive
Arcadia, CA 91006

City Clerk, City of Baldwin Park
14403 East Pacific Avenue
Baldwin Park, CA 91706

California-American Water Company
655 W. Broadway, Suite 1410
San Diego, CA 92101

City of El Monte Water Department
11333 Valley Boulevard
El Monte, CA 91734

Industry Public Utilities
Post Office Box 3165
City of Industry, CA 91744

City Clerk, City of Irwindale
5050 North Irwindale Avenue
Irwindale, CA 91706

City Clerk, City of La Puente
15900 East Main Street
La Puente, CA 91744

La Puente Valley County Water District
112 North 1st Street
La Puente, CA 91744

City of Montebello
1600 West Beverly Boulevard
Montebello, CA 90640

City of Monterey Park Water Department
320 West Newmark Avenue
Monterey Park, CA 91754

City of Pico Rivera Water Department
6615 Passons Boulevard
Pico Rivera, CA 90660

Pico Water District
Post Office Box 758
Pico Rivera, CA 90660-0758

City Clerk, City of West Covina
1444 West Garvey Avenue
West Covina, CA 91790

City Clerk, City of Rosemead
8838 Valley Boulevard
Rosemead, CA 91770

City Clerk, City of San Gabriel
425 South Mission Drive
San Gabriel, CA 91778

San Gabriel County Water District
8366 East Grand Avenue
Rosemead, CA 91770

City of Santa Fe Springs Water Department
Post Office Box 2120
Santa Fe Springs, CA 90670

City Clerk, City of South El Monte
1415 Santa Anita Avenue
South El Monte, CA 91733

Golden State Water Company
Attn: Ronald Moore, Regulatory Affairs
630 East Foothill Boulevard
San Dimas, CA 91773

Suburban Water Systems
Attn: Bob Kelly
1325 N. Grand Ave., Suite 100
Covina, CA 91724

Valley County Water District
14521 East Ramona Boulevard
Baldwin Park, CA 91706

City of Whittier Water Department
13230 East Penn Street
Whittier, CA 90602

California Public Utilities Commission
Office of Ratepayer Advocates
505 Van Ness Avenue
San Francisco, CA 94102-4208

Kiki Carlson
Suburban Water Systems
kcarlson@swwc.com

Liberty Utilities (Park Water) Corp.
9750 Washburn Road
P.O. Box 7002
Downey, CA 90241
AdviceLetterService@LibertyUtilities.com

DISTRIBUTION LIST

**San Gabriel Valley Water Company
Fontana Water Company Division
Advice Letter No. 546**

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**City of Rialto Water Department
150 South Palm Avenue
Rialto, CA 92376**

**City of Colton Water Department
650 North La Cadena Drive
Colton, CA 92324**

**West Valley Water District
Post Office Box 920
Rialto, CA 92377**

**Cucamonga Valley Water District
Post Office Box 638
Rancho Cucamonga, CA 91730**

**Kiki Carlson
Suburban Water Systems
kcarlson@swwc.com**

**Debbie Brazill
Deputy City Manager
City of Fontana
8353 Sierra Avenue
Fontana, CA 92335**

**Chuck Hays
Public Works Director
City of Fontana Public Service Department
16489 Orange Way
Fontana, CA 92335**

**Marvin T. Sawyer, District Counsel
Fontana Unified School District
Business Services Office
9680 Citrus Avenue
Fontana, CA 92335**

**Samuel Martinez, Executive Officer
Local Agency Formation Commission for
San Bernardino County
1170 West Third Street, Unit 150
San Bernardino, CA 92415-0490**

**City of Ontario Water Department
303 East B Street
Ontario, CA 91764**