

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

Advice Letter Cover Sheet

Utility Name: GOLDEN STATE WATER COMPANY	Date Mailed to Service List: 9/18/19
District: ALL REGIONS	
CPUC Utility #: 133 W	Protest Deadline (20th Day): 9/29/2019
Advice Letter #: 1790-WA	Review Deadline (30th Day): 10/9/2019
Tier <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input checked="" type="checkbox"/> Compliance	Requested Effective Date: 9/9/2019
Authorization D.19-07-015	Rate Impact: N/A
Description: EMERGENCY DISASTER RELIEF CUSTOMER OUTREACH PLAN	

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: Ronald Moore
Phone: (909) 394-3600 x 682
Email: rkmoore@gswater.com

Utility Contact: Nguyen Quan
Phone: (909) 394-3600 x 664
Email: nquan@gswater.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WITHDRAWN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: _____



September 18, 2019

Advice Letter No. 1790-WA

(U 133 W)

California Public Utilities Commission

Golden State Water Company ("GSWC") hereby transmits one original and three conformed copies of its Emergency Disaster Relief Customer Outreach Plan, pursuant to the California Public Utilities Commission's ("Commission") Decision No. ("D.") 19-07-015, dated July 11, 2019.

CPUC Sheet No.

Revised No. 8484-W

Title of Sheet

Preliminary Statement
Part HHH

CPUC Sheet No.

Original No. 6858-W

Revised No. 8485-W

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Revised No. 8483-W

SUBJECT: *Emergency Disaster Relief Customer Outreach Plan*

SUPPLEMENT

Supplement to Advice Letter No. 1790-W, Emergency Disaster Relief Customer Outreach Plan. This supplemental filing is being made as a result of Commission staff review. GSWC is requesting to modify its Preliminary Statement, Part HHH, Catastrophic Event Memorandum Account, to extend the applicability section to include costs for implementing customer protections for all disasters in which the Governor of California or the President of the United States has declared a state of emergency. This supplemental filing will replace Advice Letter No. 1790-W in its entirety.

BACKGROUND

D. 19-07-015 adopted an emergency disaster relief program for electric, natural gas, water, and sewer utility customers under the Commission's jurisdiction. The emergency disaster relief program is designed to ensure that California utility customers, who experience a housing or financial crisis due to a disaster, keep vital utility services and receive financial support in the wake of a disaster. The Commission ordered utilities to submit their

respective customer outreach plans no later than September 9, 2019. Specifically, Ordering Paragraph No. 13 in D.19-07-015 states,

All Class-A Water utilities (California Water Service Company, California American Water Company, Golden State Water Company, Great Oaks Water Company, Liberty Utilities (Apple Valley Ranchos Water, and Park Water), San Jose Water Company, San Gabriel Valley Water Company, and Suburban Water Systems as well as all Class-B Water utilities (Fruitridge Vista Water Company, Bakman Water Company, Del Oro Water Company, East Pasadena Water Company, Santa Catalina Island Water (a division of Southern California Edison Company), and Alco Water Service).) shall file a Tier 1 Advice Letter 60 days from the effective date of this decision, setting forth the plan for customer outreach of these protections in English, Spanish, Chinese (including Cantonese, Mandarin, and other Chinese languages), Tagalog, and Vietnamese as well as Korean and Russian where those languages are prevalent within the utilities' service territories.

COMPLIANCE

In D.19-07-015, the Commission informed the utilities under its jurisdiction that their respective customer outreach plans should be robust to reach affected customers through outreach and education activities. GSWC has attached its Emergency Disaster Relief Customer Outreach Plan (Attachment A) and draft customer outreach notice (Attachment B) to this advice letter. GSWC understands the importance of ensuring all of its water customers are aware of emergency customer protections before a disaster occurs so that during times of crises, customers have equal access to these protections. The Emergency Disaster Relief Customer Outreach Plan presented here reflects GSWC's commitment to proactively informing its customers, via education and outreach in various languages, of the protections afforded to them in the event of a disaster.

TIER DESIGNATION

This advice letter has a Tier 1 designation. GSWC is requesting an effective date of September 9, 2019.

CUSTOMER NOTICE

Pursuant to Water Industry Rule No. 3.2 in the Commission's General Order 96-B, this advice letter does not require a customer notice nor a customer notice verification.

RESPONSE OR PROTEST

Anyone may submit a response or protest for this Advice Letter (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 advice letter. 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 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 re-litigating 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

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 Golden State Water Company at:

Email Address:

regulatoryaffairs@gswater.com

Mailing Address:

Golden State Water Company
Ronald Moore
630 East Foothill Blvd.
San Dimas, CA 91773

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

The utility shall reply to each protest and may reply to any response. Any reply must be received by the Water Division 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.

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

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.

No individuals or utilities have requested notification of filing of tariffs. Distribution of this advice letter is being made to the attached service list in accordance with General Order No. 96-B.

Sincerely,

/s/ Ronald Moore

Ronald Moore

Regulatory Affairs Department

Golden State Water Company

c: James Boothe, CPUC - Water Division
Pat Ma, CPUC- Cal PAO
Richard Smith, CPUC- Cal PAO

Preliminary Statements
Catastrophic Event Memorandum Account

HHH. CATASTROPHIC EVENT MEMORANDUM ACCOUNT (CEMA)

PURPOSE

The purpose of the CEMA is to record all costs incurred by the Golden State Water Company ("GSWC") associated with a Catastrophic Event for:

- (1) restoring utility service to the utility customers;
- (2) repairing, replacing, or restoring damaged utility facilities;
- (3) complying with governmental agency orders; and
- (4) emergency customer protection activities. (N)

A Catastrophic Event is an event which is declared a disaster by competent state or federal authorities, such as the Governor of California or the President of the United States. (N)

If a Catastrophic Event occurs, GSWC shall, if possible, inform the Executive Director by letter within 30 days after the Catastrophic Event, if GSWC has started booking costs into the CEMA. Copies of the letter shall be mailed to the Director of the Commission Advisory and Compliance Division and the Commission Advisory and Compliance Division branch chief for that industry. The letter shall specify the Catastrophic Event, date, time, location, service areas affected, impact on GSWC's facilities, and an estimate of the extraordinary costs expected to be incurred. Costs due to expense and capital items shall be shown separately.

GSWC shall not record any capital costs or expenses incurred prior to the start of the declared disaster or state of emergency, as identified by the appropriate authorities.

APPLICABILITY

The CEMA does not have a rate component.

Entries in the account will be segregated by qualifying event. Costs for emergency customer protection activities should be recovered across GSWC's entire customer base. (N)
(N)

ACCOUNTING PROCEDURE

Entries to the CEMA shall be made at the end of each month commencing with the month in which the Catastrophic Event occurs.

GSWC shall maintain the CEMA by making entries at the end of each month as follows:

- a. A debit entry shall be made to the CEMA at the end of each month to record the expenses discussed above.
- b. Interest shall accrue to the CEMA on a monthly basis by applying a rate equal to one-twelfth of the 3-month Commercial Paper Rate, as reported in the Federal Reserve Statistical Release, to the average of the beginning-of-month and the end-of-month balances.

DISPOSITION

Costs recorded in the CEMA may be recovered in rates only after a request by GSWC, a showing of reasonableness, and approval by the Commission. Such a request may be made by a formal application specifically for that purpose, by inclusion in a subsequent general rate case, or other rate setting request, as detailed on G.O. 96-B and Standard Practices.

(Continued)

<u>(To be inserted by utility)</u>	<i>Issued By</i>	<u>(To be inserted by P.U.C.)</u>
Advice Letter No. <u>1790-WA</u>	<i>R. J. Sprowls</i>	Date Filed <u>September 18, 2019</u>
Decision No. <u>19-07-015</u>	<i>President</i>	Effective <u>September 9, 2019</u>
		Resolution No. _____

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(Continued)

(To be inserted by utility)	<i>Issued By</i>	(To be inserted by P.U.C.)
Advice Letter No. <u>1790-WA</u>	R. J. Sprowls	Date Filed _____
Decision No. <u>19-07-015</u>	President	Effective <u>September 9, 2019</u>
		Resolution No. _____

Attachment A

MEMORANDUM

TO: California Public Utilities Commission

FROM: Golden State Water Company

DATE: September 9, 2019

RE: Disaster Relief Customer Protections Outreach Plan

Golden State Water Company (Golden State Water) has developed the following communications outreach plan to notify customers and other key audiences of the specific, mandated protections established in Resolutions M-4833 and M-4835 for customers of California regulated entities who are directly impacted by disaster situations.

This outreach plan was developed to meet compliance with Decision 19-07-015 that was approved by the California Public Utilities Commission (CPUC) on July 11, 2019. The outreach effort will be ongoing and continuous, or until directed otherwise by the CPUC or the State of California.

Strategy

Golden State Water is alerting all customers of emergency protections that will be implemented in the event that the Governor of California or President of the United States declares a state of emergency because a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service.

Golden State Water is educating its customers on CPUC Resolution M-4833, which offers them the following permanent protections:

- To work cooperatively with affected customers to resolve unpaid bills and minimize disconnections for non-payment;
- To waive reconnection or facilities fees for affected customers and suspend deposits for affected customers who must reconnect to the system;
- Provide reasonable payment options to affected customers;
- To waive bills for customers who lost their homes or if their homes are rendered uninhabitable; and
- Authorize a pro rata waiver of any fixed element of a water bill for the time that the home is uninhabitable, even if the reason for it being uninhabitable is not loss of water service.

Additionally, in the event that Disaster Relief Customer Protections are triggered for a specific community, Golden State Water will execute reactive outreach to support customers and ensure they have information regarding the program.

Tactical Action Plan

Golden State Water will notify customers of Disaster Relief Customer Protections in the following ways (posted and updated as needed):

- **Website** – will add a new ‘Disaster Relief Customer Protections’ page that is easy for customers to identify and will also post clickable links on all 20 local pages of the website.
- **Social Media** – will post content highlighting the ‘Disaster Relief Customer Protections’ on the utility’s Twitter and Facebook pages at least once per month.
- **Customer Email/e-Newsletter** – will disseminate at least one customer email per year via either a direct email or in the utility’s Waterways e-Newsletter to educate regarding ‘Disaster Relief Customer Protections.’
- **Bill Insert/Mail** – will issue at least one bill insert or direct mail postcard per year to all customers to educate regarding ‘Disaster Relief Customer Protections.’
- **News Release/Media Advisory** – will issue a news release or media advisory to all media organizations that cover its service areas, upon launching the new ‘Disaster Relief Customer Protections’ program. This news release will be issued during the period from Sept. 1-Dec. 31, 2019.
- **Community Outreach** – will develop a flyer that can be distributed when Golden State Water attends community events and made available at all local Customer Service Offices.
- **Customer Ambassadors/Employees** – will develop and issue detailed information regarding the ‘Disaster Relief Customer Protections’ program to employees, so they are equipped to answer any questions from customers.
- **Outreach to Low-Income Customers** – will include information regarding ‘Disaster Relief Customer Protections’ when Golden State Water issues communications to low-income customers enrolled in the utility’s California Alternative Rates for Water (CARW) program.

The following tactics will be executed to a targeted group of customers who may have been impacted by a disaster event. These tactics will occur as soon as possible (factoring local conditions), following the declaration of a state of emergency:

- **Targeted Outreach (Impacted Customers)** – will attempt to contact impacted customers by mail or door notice when ‘Disaster Relief Customer Protections’ are triggered for a community to alert them regarding protections.
- **Local Governments** – will alert local governments and elected officials via email or by phone regarding ‘Disaster Relief Customer Protections’ available to customers.
- **Outbound Dialing** – will place outbound ‘Reverse 911’ calls throughout any Golden State Water community impacted by a disaster within 72 hours of the conclusion of an event to alert customers regarding ‘Disaster Relief Customer Protections.’
- **Customer Contact Center** – Golden State Water operates a 24-hour customer service hotline equipped to answer calls from customers seven days a week, 365 days a year. Representatives will be available to provide information to customers regarding service interruptions, restoration events and relief support. When possible, Golden State Water will also attempt to utilize its local Customer Service Office to answer customer questions during normal business hours.
- **Community Outreach Centers & City/County Assistance Centers** – Golden State Water is in the process of working with local emergency agencies and community-based organizations that serve income-eligible customers to identify appropriate community outreach centers in each service area and ensure awareness of available customer protections. When plans are finalized, information regarding Community Outreach Centers will be posted to the utility’s website and shared via social media (reactive). The utility will plan to have trained representatives at local assistance centers to work in-person with impacted customers.

All content intended for customers will be translated and disseminated in English, Spanish, Chinese (including Cantonese, Mandarin and other Chinese languages), Tagalog, Vietnamese, Korean and Russian, when possible. Please note, social media parameters may prohibit the sharing of information in multiple languages.

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Attachment B

MGA PROTEKSYON SA KOSTUMER PARA SA TULONG SA PANAHON NG EMERHENSIA DULOT NG SAKUNA

Ang Golden State Water Company (Golden State Water) ay nagtapad ng isang Programang Tulong sa Panahon ng Emerhensiya Dahil sa Sakuna (Emergency Disaster Relief Program, na nagkaloob ng ilang mga partikular na proteksyon para sa mga kostumer na naapektuhan ng mga wildfire (kalat na pagsunog) o iba pang mga likas na sakuna. Sa kaganapan na ipinahayag ang isang State of Emergency sa estado o sa pambansang level, ang mga kostumer na nakakatugon sa mga sumusunod na kriterya ay maaaring karapat-dapat para sa proteksyon:

- Ang mga kawalan na may kinalaman sa sakuna at ang pagkakatambala sa paghahatid o pagtatanggap ng serbisyo sa tubig, at/o pagbaba ng kalidad ng pampublikong serbisyo (tubig, gas, kuryente atbp.).

Kung natutugunan ang mga kriterya, ang Golden State ay:

- Makikipagtulungan sa mga naapektuhang kostumer para malutas ang hindi nabayarang mga bill o singilin at babawasan ang mga pagkakaputol (ng serbisyo) sanhi ng hindi pagbabayad;
- Babawiin ang mga kaukulang bayad para sa muling pagkokonekta o mga kaukulang bayad para sa pasilidad para sa mga naapektuhang kostumer at susupindehin ang mga deposito para sa mga naapektuhang kostumer na kailangang makakonekta muli sa system;
- Magkaloob ng mga makatuwirang opsyon sa pagbabayad para sa mga naapektuhang kostumer;
- Babawiin ang mga bill para sa mga kostumer na nawalan ng mga tirahan o kung ang mga tirahan ay naturing na hindi na maaaring matirahan; at,
- Papahintulutan ang isang pro rata waiver sa anumang natakdamang elemento ng bill sa tubig para sa panahong ang tirahan ay hindi pa matitirahan, kahit na ang dahilan kung bakit hindi ito matitirahan ay hindi ang kawalan ng serbisyo ng tubig.

Ang Emergency Disaster Relief Program ay umaalinsunod sa California Public Utilities Commission (CPUC) Resolution No. M-4833, kung saan nagiging permanente ang mga nakasaad sa itaas na proteksyon para sa mga kostumer na pinaglikuran ng mga tagapagkaloob ng serbisyo ng tubig na nasa ilalim ng regulasyon ng CPUC na nasa estado ng California, tulad ng Golden State Water.

Upang lubos pang matutunan ang tungkol sa Emergency Disaster Relief Program ng Golden State Water, mangyaring bumisita sa www.gswater.com/Disaster-Relief o tumawag sa aming 24/7 na Customer Service Center sa 1-800-999-4033.

PROTECCIÓN AL CLIENTE MEDIANTE EL PROGRAMA DE AYUDA DE EMERGENCIA ANTE CATÁSTROFES

Golden State Water Company (Golden State Water) ha implementado un Programa de Ayuda de Emergencia ante Catástrofes que proporciona ciertas protecciones para los clientes afectados por incendios forestales y otros desastres naturales. En caso de que se declare un Estado de Emergencia a nivel estatal o federal, los clientes que cumplan con los siguientes criterios pueden ser elegibles para recibir protección:

- Pérdida o interrupción del suministro o recepción de agua o degradación de la calidad del servicio público a causa de catástrofes.

Si se cumplen estos criterios, Golden State Water:

- trabajará en colaboración con los clientes afectados para resolver las facturas no pagadas y minimizar las desconexiones por falta de pago;
- eximirá a los clientes afectados de las tarifas de reconexión o de gestión de las instalaciones y responderá los depósitos para los clientes afectados que deban realizar la reconexión al sistema;
- proporcionará opciones de pago razonables para los clientes afectados;
- eximirá de las facturas a los clientes que perdieron sus hogares o cuyos hogares han quedado inhabitables, y autorizará una exención prorrateada de cualquier elemento fijo de una factura de agua mientras el hogar sea inhabitable, incluso si el motivo de esta condición no es la pérdida del servicio de agua.

El Programa de Ayuda de Emergencia ante Catástrofes cumple con la Resolución n.º M-4833 de la Comisión de Servicios Públicos de California (CPUC), que hace que las protecciones antes mencionadas sean permanentes para los clientes que reciben servicios de proveedores de agua regulados por la CPUC en el estado de California, tal como Golden State Water.

Para obtener más información acerca del Programa de Ayuda de Emergencia ante Catástrofes, visite www.gswater.com/Disaster-Relief o llame a Centro de Atención al Cliente disponible las 24 horas, los 7 días de la semana al 1-800-999-4033.

Emergency Disaster Relief

CUSTOMER PROTECTIONS

Golden State Water Company (Golden State Water) has implemented an Emergency Disaster Relief Program, which provides certain protections for customers impacted by wildfires or other natural disasters. In the event that a State of Emergency is declared at the state or federal level, customers meeting the following criteria may be eligible for protections:

- Disaster-related loss or disruption of the delivery or receipt of water service, and/or degradation of the quality of utility service.

If these criteria are met, Golden State Water will:

- Work cooperatively with affected customers to resolve unpaid bills and minimize disconnections for non-payment;
- Waive reconnection or facilities fees for affected customers who must reconnect to the system;
- Provide reasonable payment options to affected customers;
- Waive bills for customers who lost their homes or if their homes are rendered uninhabitable; and,
- Authorize a pro rata waiver of any fixed element of a water bill for the time that the home is uninhabitable, even if the reason for it being uninhabitable is not loss of water service.

The Emergency Disaster Relief Program meets compliance with California Public Utilities Commission (CPUC) Resolution No. M-4833, which makes the aforementioned protections permanent for customers served by CPUC-regulated water providers in the state of California, such as Golden State Water.

To learn more about Golden State Water's Emergency Disaster Relief Program, please visit www.gswater.com/Disaster-Relief or call our 24/7 Customer Service Center at 1-800-999-4033.

ЗАЩИТА КЛИЕНТОВ В СЛУЧАЕ СТИХИЙНЫХ БЕДСТВИЙ

Компания Golden State Water («Голден Стэйт Уотер») внедрила Программу по оказанию помощи в случае чрезвычайных ситуаций, которая обеспечивает определенную защиту для клиентов, пострадавших от лесных пожаров или других стихийных бедствий. В случае объявления чрезвычайного положения на уровне штата или страны, клиенты, отвечающие следующим критериям, могут иметь право на защиту:

- Отсутствие или нарушение оказания / получения услуг водоснабжения в результате стихийных бедствий и / или ухудшения качества коммунальных услуг.
- Если эти критерии будут выполнены, Golden State Water обязуется:

- совместно с пострадавшими клиентами работать для решения проблем с неоплаченными счетами и минимизации отключений при неуплате;
- отменить для пострадавших клиентов плату за повторное подключение или комиссионные сборы, а также приостановить депозиты для пострадавших клиентов, которые должны повторно подключиться к системе;
- предоставлять для пострадавших клиентов разумные варианты оплаты;
- отменить счета для клиентов, которые потеряли свои дома или чьи дома стали непригодными для проживания; а также
- предоставить пропорциональный отказ от любой фиксированной позиции счета за воду на время, пока дом является непригодным к проживанию, даже если потеря водоснабжения не является причиной его непригодности.

Программа по оказанию помощи в случае стихийных бедствий соответствует требованиям Резолюции комиссии по вопросам деятельности коммунальных служб в Калифорнии (CPUC) № M-4833, которая на постоянной основе предоставляет вышеупомянутые средства защиты клиентам, которые обслуживаются регулируемы CPUC поставщиками воды в штате Калифорния, такими как Golden State Water.

Чтобы узнать больше о программе по оказанию помощи в случае стихийных бедствий от Golden State Water, посетите сайт www.gswater.com/Disaster-Relief или позвоните в наш центр круглосуточного обслуживания клиентов по телефону 1-800-999-4033.

Тightening disaster customer protection

Golden State Water Company (Golden State Water) has implemented an emergency disaster plan to provide emergency relief to customers affected by natural disasters. If you are in an emergency state, you can get protection. If disaster-related damage to water or water service is interrupted, and / or the quality of service is reduced.

If these conditions are met, Golden State Water will:

- work with customers to reduce unpaid bills and stop water service; and
- waive late fees and other penalties for customers who are unable to pay their bills; and
- waive late fees and other penalties for customers who are unable to pay their bills; and
- waive late fees and other penalties for customers who are unable to pay their bills; and
- waive late fees and other penalties for customers who are unable to pay their bills; and
- waive late fees and other penalties for customers who are unable to pay their bills; and

Emergency relief is available to customers who are affected by natural disasters. If you are in an emergency state, you can get protection. If disaster-related damage to water or water service is interrupted, and / or the quality of service is reduced.

For more information about Golden State Water's emergency disaster relief plan, please visit www.gswater.com/Disaster-Relief, or call 24-hour customer service at 1-800-999-4033.

Emergency relief for customers

Golden State Water (Golden State Water) is a public utility company that provides water service to customers. If you are in an emergency state, you can get protection. If disaster-related damage to water or water service is interrupted, and / or the quality of service is reduced.

- Golden State Water will waive late fees and other penalties for customers who are unable to pay their bills; and
- Golden State Water will waive late fees and other penalties for customers who are unable to pay their bills; and

If these conditions are met, Golden State Water will:

- work with customers to reduce unpaid bills and stop water service; and
- waive late fees and other penalties for customers who are unable to pay their bills; and
- waive late fees and other penalties for customers who are unable to pay their bills; and
- waive late fees and other penalties for customers who are unable to pay their bills; and
- waive late fees and other penalties for customers who are unable to pay their bills; and
- waive late fees and other penalties for customers who are unable to pay their bills; and

Emergency relief is available to customers who are affected by natural disasters. If you are in an emergency state, you can get protection. If disaster-related damage to water or water service is interrupted, and / or the quality of service is reduced.

For more information about Golden State Water's emergency disaster relief plan, please visit www.gswater.com/Disaster-Relief, or call 24-hour customer service at 1-800-999-4033.

Тightening disaster customer protection

Golden State Water (Golden State Water) has implemented an emergency disaster plan to provide emergency relief to customers affected by natural disasters. If you are in an emergency state, you can get protection. If disaster-related damage to water or water service is interrupted, and / or the quality of service is reduced.

If these conditions are met, Golden State Water will:

- work with customers to reduce unpaid bills and stop water service; and
- waive late fees and other penalties for customers who are unable to pay their bills; and
- waive late fees and other penalties for customers who are unable to pay their bills; and
- waive late fees and other penalties for customers who are unable to pay their bills; and
- waive late fees and other penalties for customers who are unable to pay their bills; and
- waive late fees and other penalties for customers who are unable to pay their bills; and

For more information about Golden State Water's emergency disaster relief plan, please visit www.gswater.com/Disaster-Relief, or call 24-hour customer service at 1-800-999-4033.



GOLDEN STATE WATER COMPANY
REGION 1, 2 & 3 – SERVICE LIST

Sacramento Suburban Water Dist.
3701 Marconi Avenue – Suite 100
Sacramento, CA 95821
HHernandez@sswd.org
DYork@sswd.org

Carmichael Water District
7837 Fair Oaks Blvd.
Carmichael, CA 95608-2405

Cypress Ridge Owner's Association
Attn: President
1400 Madonna Road
San Luis Obispo, CA 93405
Cory.Bauer@managementtrust.com

City of Folsom
50 Natoma Street
Folsom, CA 95630

Director
Sacramento County Water Agency
827-7th Street, Room 301
Sacramento, CA 95814
DWRexecsecretary@saccounty.net

Bay Point Municipal Advisory Council
3105 Willow Pass Road
Bay Point, CA 94565-3149

Contra Costa Water District
P. O. Box H2O
Concord, CA 94520

Diablo Water District
P. O. Box 127
Raley's Shopping Center – 2107 Main Street
Oakley, CA 94561-0127
Dmuelrath@diablowater.org
cbelleci@diablowater.org

City of Martinez
525 Henrietta Avenue
Martinez, CA 94553

Citrus Heights Water District
6230 Sylvan Road
Citrus Heights, CA 95610

California-American Water Co.
4701 Beloit Drive
Sacramento, CA 95838-2434
ca.rates@amwater.com

Fair Oaks Water District
10317 Fair Oaks Blvd.
Fair Oaks, CA 95628

Orange Vale Water Co
P. O. Box 620800
9031 Central Avenue
Orange Vale, CA 95662
swilcox@orangevalewater.com

City of Antioch
P. O. Box 5007
Antioch, CA 94531

City of Brentwood
Public Works Operations
Eric Brennen, Water Operations Manager
2201 Elkins Way
Brentwood, CA 94513

Contra Costa County
Chief Assistant Clerk of the Board
651 Pine Street, Room 106
Martinez, CA 94553
Jami.napier@cob.cccounty.us

Richard Lou, Principal Management Analyst
East Bay Municipal Utility District
375 – 11th Street, MS#804
Oakland, CA 94607
Rlou@ebmud.com

Highlands Water Company
14580 Lakeshore Drive
Clearlake, CA 95422-8100

GOLDEN STATE WATER COMPANY
REGION 1, 2 & 3 – SERVICE LIST

Konocti County Water District
15844 – 35th Street
Clearlake, CA 95422
kcwd@mchsi.com

Arroyo Grande Municipal Water Dept.
P.O. Box 550
Arroyo Grande, CA 93420
staylor@arroyogrande.org

Cambria Community Services Dist.
1316 Tamson Drive – Suite 201
P.O. Box 65
Cambria, CA 93428

Los Osos CSD
2122 - 9th Street
Los Osos, CA 93402

S & T Mutual Water Co.
P.O. Box 6391
Los Osos, CA 93412
STMutualwater@gmail.com

Nipomo Community Services Dist.
147 S. Wilson Street
Nipomo, CA 93444-0326
MIglesias@ncsd.ca.gov

Calleguas Municipal Water District
2100 Olsen Road
Thousand Oaks, CA 91360
staylor@calleguas.com

City Clerk
City of Clearlake
14050 Olympic Drive
Clearlake, CA 95422
mswanson@clearlake.ca.us

City Attorney & City Clerk
City of Santa Maria
110 East Cook Street
Santa Maria, CA 93454
rgarietz@ci.santa-maria.ca.us
psinco@cityofsantamaria.org

County Clerk
County of Sacramento
720 9th Street
Sacramento, CA 95814

Local Agency Formation Commission
P. O. Box 2694
Granite Bay, CA 95746
j.benoit4@icloud.com

Avila Beach Community Service District
P O Box 309
191 San Miguel Street
Avila Beach, CA 93424
avilacsd@gmail.com

Community Services District
P. O. Box 6064
Los Osos, CA 93412

Morro Bay City Water (City Hall)
595 Harbor Blvd.
Morro Bay, CA 93442
rlivick@morrobayca.gov

San Luis Obispo City Water
879 Morro Street
San Luis Obispo, CA 93403

City of Santa Maria
2065 East Main Street
Santa Maria, CA 93454
lmlong@ci.santa-maria.ca.us

City Attorney
City of Clearlake
14050 Olympic Drive
Clearlake, CA 95422

City Clerk & City Attorney
City of Guadalupe
918 Obispo Street
Guadalupe, CA 93434

City Clerk & City Attorney
City of Simi Valley
2929 Tapo Canyon Road
Simi Valley, CA 93065

County Clerk
County of San Luis Obispo
1055 Monterey Street - #D-120
San Luis Obispo, CA 93408

GOLDEN STATE WATER COMPANY
REGION 1, 2 & 3 – SERVICE LIST

Department of Water Resources
Steve Pedretti, Division Chief
827 7th Street, Room 301
Sacramento, CA 95814
DWRexecsecretary@saccounty.net

County Counsel & County Clerk
County of Contra Costa
P.O. Box 69
Martinez, CA 94553

John Farnkopf, Senior Vice President
HILTON FARNKOPF & HOBSON, LLC
2175 N. California Blvd – Suite 990
Walnut Creek, CA 94596
jfarnkopf@hfh-consultants.com

Santa Barbara LAFCO
105 E. Anapamu - Room 406
Santa Barbara, CA 93101
lafco@sblafco.org

City of Cerritos
Water Department
P.O. Box 3130
Cerritos, CA 90703
bortega@cerritos.us

City of Hawthorne
4455 W. 126th Street
Hawthorne, CA 90250

City of Inglewood
One Manchester Blvd. - Suite 900
P. O. Box 6500
Inglewood, CA 90301

Long Beach Water Department
Chris Garner, General Manager
1800 E. Wardlow Road
Long Beach, CA 90807

City of Los Angeles
Department of Water & Power
P O Box 51111
Los Angeles, CA 90051-0100

City of Paramount
Water Department
16420 Colorado Street
Paramount, CA 90723
sho@paramountcity.com

County Counsel
County of San Luis Obispo
County Government Center - #D-320
San Luis Obispo, CA 93408

County Counsel
105 East Anapamu Street, Rm. 201
Santa Barbara, CA 93101

LAFCO
1042 Pacific Street, Suite A
San Luis Obispo, CA 93401
dbloyd@slolafco.com

City of Bellflower
Water Department
16600 Civic Center Drive
Bellflower, CA 90706
RStover@bellflower.org

City of Downey
Director of Public Works
P. O. Box 90241-7016
Downey, CA 90241

City of Huntington Park
Water Department
6550 Miles Street
Huntington Park, CA 90255

City of Lakewood
Water Department
P.O. Box 220
Lakewood, CA 90714-0220

Honorable Mayor Eric Garcetti
City of Los Angeles
200 N. Spring Street – Room 303
Los Angeles, CA 90012

City of Norwalk
Water Department
12700 Norwalk Blvd. – Room #5
Norwalk, CA 90650

City of Santa Fe Springs
Water Department
11736 E. Telegraph Road
Santa Fe Springs, CA 90670

GOLDEN STATE WATER COMPANY
REGION 1, 2 & 3 – SERVICE LIST

**City of South Gate
Water Department**
8650 California Street
South Gate, CA 90280
rdickey@sogate.org
dtorres@sogate.org

**Jeff Collier, City Manager
City of Whittier**
13230 Penn Street
Whittier, CA 90602
jcollier@cityofwhittier.org

**California Water Service
Rancho Dominguez District**
2632 West 237th Street
Torrance, CA 90505-5272
hwind@calwater.com

Maywood Mutual Water - No. 1
5953 Gifford Street
Huntington Park, CA 90255
MaywoodWater1@aol.com

Maywood Mutual Water - No. 3
6151 Heliotrope Avenue
Maywood, CA 90270-3418

Pico County Water District
P. O. Box 758
Pico Rivera, CA 90660-0768

**Robert Kelly, VP of Regulatory Affairs
Suburban Water Systems**
1325 N. Grand Avenue, Suite 100
Covina, CA 91724-4044

**Water Replenishment District
General Manager**
4040 Paramount Blvd.
Lakewood, CA 90712-4127
rwhitaker@wrd.org

**West Basin MWD
Julie Frazier-Mathews – Executive Asst.
Patrick Sheilds – General Manager**
17140 S. Avalon Blvd. – Suite 210
Carson, CA 90746-1296
JulieF@westbasin.org
PatrickS@westbasin.org

**City of Torrance
Water Department**
3031 Torrance Blvd.
Torrance, CA 90503
cschaich@TorranceCA.gov

California Water Service Co.
2632 West 237th Street
Torrance, CA 90505-5272
mduque@calwater.com

Liberty Utilities
9750 Washburn Road
Downey, CA 90241
Diana.lemoli@LibertyUtilities.com

Maywood Mutual Water - No. 2
3521 East Slauson Street
Maywood, CA 90270

**Orchard Dale County
Water District**
13819 East Telegraph Road
Whittier, CA 90604
rsilvett@odwd.org
ecastaneda@odwd.org
mliskey@odwd.org

San Gabriel Valley Water Co.
11142 Garvey Avenue
El Monte, CA 91733
dadellosa@sgvwater.com

Tract 180 - Mutual Water Co.
4544 E. Florence Avenue
Cudahy, CA 90201
Tract180@hotmail.com

**Central Basin MWD
General Manager**
6252 Telegraph Road
Commerce, CA 90040-2512

**Hilda Solis – 1st District
L.A. County Board of Supervisors**
856 Kenneth Hahn Hall of Admin
500 West Temple Street
Los Angeles, CA 90012

GOLDEN STATE WATER COMPANY
REGION 1, 2 & 3 – SERVICE LIST

Mark Ridley-Thomas – 2nd District
L. A. County Board of Supervisors
Room 866 - Hall of Administration
500 West Temple Street
Los Angeles, CA 90012
Markridley-thomas@bos.lacounty.gov
kkatona@bos.lacounty.gov

City Attorney, Clerk & Manager
City of Bell
6330 Pine Avenue
Bell, CA 90201
Daleshire@awattorneys.com – Dale Aleshire
ABustamonte@CityofBell.org – City Clerk
jchoi@cityofbell.org – Jackie Choi

City Manager
City of Bell Gardens
7100 S. Garfield Avenue
Bell Gardens, CA 90201
joropeza@bellgardens.org

City Attorney & City Clerk
City of Cerritos
P.O. Box 3130
Cerritos, CA 90703

City Manager & City Clerk
City of Cudahy
5250 Santa Ana Street
Cudahy, CA 90201
jpulido@cityofcudahyca.gov

City Attorney & City Clerk
City of Downey
11111 Brookshire Avenue
Downey, CA 90241
cityclerk@downeyca.gov

City Clerk
City of Gardena
1700 W. 162nd Street
Gardena, CA 90247
cityclerk@ci.gardena.ca.us

City Attorney & City Clerk
City of Hawthorne
4460 W. 126th Street
Hawthorne, CA 90250
cityclerk@cityofhawthorne.org

City Attorney & City Clerk
City of Artesia
18747 Clarksdale Avenue
Artesia, CA 90701

City Manager
City of Bell Gardens
7100 S. Garfield Avenue
Bell Gardens, CA 90201
ssimonian@ellgardens.org

City Attorney & City Clerk
City of Carson
701 E. Carson Street
Carson, CA 90745

City Attorney & City Clerk
City of Compton
205 W. Willowbrook Avenue
Compton, CA 90220
ccornwell@comptoncity.org

City Attorney & City Clerk
City of Culver City
9770 Culver Blvd.
Culver City, CA 90230
City.clerk@culvercity.org
City.attorney@culvercity.org

City Attorney & City Clerk
City of El Segundo
350 Main Street
El Segundo, CA 90245

City Attorney & City Clerk
City of Hawaiian Gardens
21815 Pioneer Blvd.
Hawaiian Gardens, CA 90716

City Clerk
City of Huntington Park
6550 Miles Avenue
Huntington Park, CA 90255

GOLDEN STATE WATER COMPANY
REGION 1, 2 & 3 – SERVICE LIST

City Attorney & City Clerk
City of Inglewood
One Manchester Blvd.
P O Box 6500
Inglewood, CA 90301

City Attorney & City Clerk
City of La Mirada
13700 La Mirada Blvd.
La Mirada, CA 90638
AHaraksin@CityofLaMirada.org

City Clerk
City of Long Beach
333 Ocean Boulevard
Long Beach, CA 90802
cityclerk@longbeach.gov

City Attorney & City Clerk
City of Paramount
16400 S. Colorado Avenue
Paramount, CA 90723
JCavanaugh@Cavanaughlaw.net

City Attorney & City Clerk
City of South Gate
8650 California Avenue
South Gate, CA 90280

County Clerk
County of Orange
12 Civic Center Plaza
Santa Ana, CA 92702

County of LA Waterworks Dist.
23533 West Civic Center Way
Malibu, CA 90265
Attn: Mark Carney
drydman@dpw.lacounty.gov

Director of Public Services
Town of Apple Valley
14955 Dale Evans Parkway
Apple Valley, CA 92307

California Department of Corrections
P. O. Box 5001
7018 Blair Road
Calipatria, CA 92233

City Clerk
City of Lakewood
5050 N. Clark Avenue
Lakewood, CA 90714
CityClerk@LakewoodCity.org

City Attorney & City Clerk
City of Lawndale
14717 Burin Avenue
Lawndale, CA 90260
tvickrey@awattorneys.com

City Attorney & City Clerk
City of Norwalk
12700 Norwalk Blvd.
Norwalk, CA 90650

City Attorney & City Clerk
City of Santa Fe Springs
11710 E. Telegraph Road
Santa Fe Springs, CA 90670
janetmartinez@santafesprings.org

County Clerk
County of Los Angeles
12400 Imperial Highway
Norwalk, CA 90650

County Counsel
City of Orange
333 W. Santa Ana Blvd., 4th Floor
Santa Ana, CA 92701

Apple Valley Ranchos Water Co.
Tony Penna – General Manager
21760 Ottawa Road
P. O. Box 7005
Apple Valley, CA 92308
tpenna@avrwater.com

Barlen Mutual Water
P. O. Box 77
Barstow, CA 92311
barlenwater@hotmail.com

California Dept. of Forestry
7105 Airway Drive
Yucca Valley, CA 92284

GOLDEN STATE WATER COMPANY
REGION 1, 2 & 3 – SERVICE LIST

California Dept. of Forestry Hdqtrs
3800 N. Sierra Way
San Bernardino, CA 92405

Daggett Community Service
P.O. Box 308
Daggett, CA 92327

East Pasadena Water Co.
3725 Mountain View Avenue
Pasadena, CA 91107
Larry@epwater.com

**Jurg Heuberger, CEP, Executive Officer
LAFCO**
1122 W. State Street, Suite D
El Centro, CA 92243-2840

Local Agency Formation Commission
215 North D Street – Suite 204
San Bernardino, CA 92415-0490
lafco@lafco.sbcounty.gov

**Morongo Valley Community
Service Distribution**
P.O. Box 46
Morongo Valley, CA 92256

Rancheritos Water Co.
P. O. Box 348
Apple Valley, CA 92307
RMWC1954@gmail.com

Seeley County Water District
P. O. Box 161
Seeley, CA 92273

Sheep Creek Water Company
P. O. Box 291820
Phelan, CA 92329-1820
Attn: Chris Cummings
sheepcreek@verizon.net

Twentynine Palms Water District
72401 Hatch Road
P.O. Box 1735
Twentynine Palms, CA 92277
RKolisz@29PalmsWater.org

Walnut Valley Water District
271 S. Brea Canyon Road
Walnut, CA 91789

County Water
P. O. Box 5001
Victorville, CA 92393-5001

East Orange County Water
185 N. McPherson Road
Orange, CA 92869-3720
lohlund@eocwd.com
ech20@eocwd.com

**Raymond Castillo, Chairman
County Administration Center**
940 W. Main Street - #212
El Centro, CA 92243-2871

Juniper Riviera CWD
P.O. Box 386
Apple Valley, CA 92307
jrcwd@basicisp.net

Mariana Ranchos County Water District
9600 Manzanita Street
Apple Valley, CA 92308
MarianaCWD@mrcwd.org

Navajo Mutual Water Company
P. O. Box 392
Apple Valley, CA 92307
Gmmwmc@gmail.com

San Gabriel County Water Co.
8366 Grand Avenue
Rosemead, CA 91770
Barbara@sgcwd.com

Serrano Water Dist. – Villa Park
18021 East Lincoln Street
Villa Park, CA 92667

Sunny Slope Water Co.
1040 El Campo Drive
Pasadena, CA 91107-5506
Ken@SunnySlopeWaterCompany.com
Karen@SunnySlopeWaterCompany.com

Victor Valley Water District
14343 Civic Drive
P O Box 5001
Victorville, CA 92392

Westmorland Water Company
P.O. Box 698
Westmorland, CA 92281

GOLDEN STATE WATER COMPANY
REGION 1, 2 & 3 – SERVICE LIST

Water Issues Committee
Wrightwood Property Owners Assoc.
P.O. Box 487
Wrightwood, CA 92397

City of Arcadia Water Co.
P. O. Box 60021
240 W. Huntington Drive
Arcadia, CA 91066-6021
ttait@ci.arcadia.ca.us

City of Brawley Water Co.
400 Main Street
Brawley, CA 92227
TSalcido@brawley-ca.gov

City of Buena Park
6650 Beach Boulevard
Buena Park, CA 90620
Fgutierrez@BuenaPark.com

City of Covina
534 Barranca Avenue
Covina, CA 91723-2199
CMarcarello@covinaca.gov

City Attorney
City of El Monte
11333 Valley Blvd.
El Monte, CA 91732
cmoseley@elmonte.ca.gov

City of Garden Grove
13802 Newhope Street
Garden Grove, CA 92643
Zackb@ci.garden-grove.ca.us

Heber Public Utility District
P. O. Box H
Heber, CA 92249

City of Imperial
Water Department
420 S. Imperial Avenue
Imperial, CA 92251

City of La Verne
Water Department
3660 "D" Street
La Verne, CA 91750
lestrella@ci.la-verne.ca.us

City of Anaheim
City Clerk's Office
200 S. Anaheim Blvd. – Suite 217
Anaheim, CA 92805

City of Alhambra Utilities Dept.
111 S. First Avenue
Alhambra, CA 91801

City of Brea
Water Department
#1 Civic Center Drive
Brea, CA 92621
rudyC@cityofbrea.net

City of Calexico Water Co.
608 Heber Avenue
Calexico, CA 92231

City of El Centro Water Co.
307 W. Brighton Avenue
El Centro, CA 92243

City of Fullerton Water
Fullerton Water Department
303 W. Commonwealth Avenue
Fullerton, CA 92631
garh@ci.fullerton.ca.us

City of Glendora
116 East Foothill Blvd.
Glendora, CA 91740

City of Hesperia
Water Department
9700 Seventh Avenue
Hesperia, CA 92345
jwyman@cityofhesperia.us

City of La Palma
7822 Walker Street
La Palma, CA 90623
Attn: Jeff Moneda, PW Director

Monte Vista Water District
10575 Central Avenue
Montclair, CA 91763

GOLDEN STATE WATER COMPANY
REGION 1, 2 & 3 – SERVICE LIST

City of Monterey Park Water Co.
320 W. Newmark Avenue
Monterey Park, CA 91754

City of Monrovia Water Company
415 S. Ivy Avenue
Monrovia, CA 91016

City of Santa Ana Water
20 Civic Center Plaza
Santa Ana, CA 92702
ryhernandez@santa-ana.org

City of Seal Beach
211 8th Street
Seal Beach, CA 90740

**City of West Covina
Water Department**
825 S. Sunset Avenue
West Covina, CA 91790

**Steve Conklin, Acting General Manager
Yorba Linda Water District**
1717 E. Miraloma Avenue
Placentia, CA 92870
Sconklin@ylwd.com
RWeston@ylwd.com

City Attorney
City of Barstow
222 E. Mountain View Street
Barstow, CA 92311

City Attorney
City of Claremont
P. O. Box 880
Claremont, CA 91711

City Attorney
City of Cypress
5275 Orange Avenue
Cypress, CA 90630

**City Attorney
City of Monterey Park**
2600 W. Olive Avenue, Suite 500
Burbank, CA 91505
Kberger@hensleylawgroup.com

**City of Orange
Water Department**
189 South Water Street
Orange, CA 92866
jdefrancesco@cityoforange.org

City of San Dimas
245 E. Bonita Avenue
San Dimas, CA 91773

**City of Upland
Water Department**
460 N. Euclid Street
Upland, CA 91786
RHoerning@ci.upland.ca.us
JRobles@ci.upland.ca.us
MMadriz@ci.upland.ca.us

City of Westminster
8200 Westminster Blvd.
Westminster, CA 92683
smiller@westminster-ca.gov

City Attorney
City of Arcadia
240 West Huntington Drive
Arcadia, CA 91006
cityattorneygeneralmailbox@ci.arcadia.ca.us

City Attorney
**Oswalt & Associates
Mr. William (Bill) Smerdon**
P O Box 607
Imperial, CA 92251

City Attorney
City of Covina
125 E. College Street
Covina, CA 91723

City Attorney
City of Duarte
1600 Huntington Drive
Duarte, CA 91010
jmelching@rutan.com

GOLDEN STATE WATER COMPANY
REGION 1, 2 & 3 – SERVICE LIST

City Attorney
City of El Monte
11333 Valley Blvd.
El Monte, CA 91731
jmussenden@ci.el-monte.ca.us

City Attorney
City of La Palma
7822 Walker Street
La Palma, CA 90680
jkuperberg@rutan.com

Administrative Services Director
City of Los Alamitos
3191 Katella Avenue
Los Alamitos, CA 90720
EHendrickson@cityoflosalamitos.org

City Attorney
City of Montclair
5111 Benito Avenue
Montclair, CA 91763
Der_robbinsholdaway@verizon.net

City Attorney
City of Orange
300 E. Chapman Avenue
Orange, CA 92666
wwinthers@cityoforange.org

City of Pomona
505 S. Garey Avenue
Pomona, CA 91766
Rozaluia_outley@ci.pomona.ca.us

City Attorney, Bonifacio Garcia
City of Rosemead
8838 E. Valley Blvd.
Rosemead, CA 91770

City Attorney
City of San Gabriel
425 S. Mission Drive
San Gabriel, CA 91776

City Attorney
City of Stanton
7800 Katella Avenue
Stanton, CA 90680

City Attorney
City of Irwindale
5050 N. Irwindale Avenue
Irwindale, CA 91706

City Attorney
City of La Verne
3660 'D' Street
La Verne, CA 91750

City Attorney
City of Monrovia
415 South Ivy Avenue
Monrovia, CA 91016
csteele@rwglaw.com

City Attorney, Karl H. Berger
City of Monterey Park
2600 W. Olive Avenue, Suite 500
Burbank, CA 91505
kberger@hensleylawgroup.com

City Attorney
City of Placentia
401 E. Chapman Avenue
Placentia, CA 92870

Water/Wastewater Operations Manager
City of Pomona
505 S. Garey Avenue
Pomona, CA 91766
Darron_Poulsen@ci.pomona.ca.us

Assistant City Manager
City of San Dimas
245 E. Bonita Avenue
San Dimas, CA 91773
kduran@ci.san-dimas.ca.us

City Attorney
City of Seal Beach
211 8th Street
Seal Beach, CA 90740
qbarrow@rwglaw.com

City Attorney
City of Temple City
9701 Las Tunas Drive
Temple City, CA 91780

GOLDEN STATE WATER COMPANY
REGION 1, 2 & 3 – SERVICE LIST

City Manager
City of Yorba Linda
4845 Casa Loma Avenue
Yorba Linda, CA 92886-3364

City Clerk
City of Barstow
222 E. Mountain View St – Suite A
Barstow, CA 92311

Community Services Director
City of Claremont
1616 Monte Vista Avenue
Claremont, CA 91711

City Clerk
City of Cypress
5275 Orange Avenue
Cypress, CA 90630
adm@cypress.ca.us

City Clerk
City of El Monte
11333 Valley Blvd.
El Monte, CA 91731

City Clerk
City of La Palma
7822 Walker Street
La Palma, CA 90680

City Clerk
City of Los Alamitos
3191 Katella Avenue
Los Alamitos, CA 90720
WQintanar@cityoflosalamitos.org

City Clerk
City of Montclair
5111 Benito Avenue
Montclair, CA 91763
aphillips@cityofmontclair.org

City Clerk
City of Placentia
401 E. Chapman Avenue
Placentia, CA 92870

City Council
City of Calipatria
125 North Park Avenue
Calipatria, CA 92233

City Clerk
City of Claremont
P.O. Box 880
Claremont, CA 91711
sdesautels@ci.claremont.ca.us

City Clerk
City of Covina
125 E. College Street
Covina, CA 91723

Deputy City Clerk
City of Duarte
1600 Huntington Drive
Duarte, CA 91010
herrerakaren@accessduarte.com

City Clerk
City of Irwindale
5050 N. Irwindale Avenue
Irwindale, CA 91706
LindaK@ci.irwindale.ca.us

City Clerk
City of La Verne
3660 'D' Street
La Verne, CA 91750

City Clerk
City of Monrovia
415 S. Ivy Avenue
Monrovia, CA 91016

City Clerk
City of Orange
300 E. Chapman Avenue
Chapman, CA 92666

City Clerk
City of Rosemead
8838 Valley Blvd.
Rosemead, CA 91770

GOLDEN STATE WATER COMPANY
REGION 1, 2 & 3 – SERVICE LIST

City Clerk's Department
City of San Gabriel
425 S. Mission Drive
San Gabriel, CA 91776
CityClerk@sgch.org

City Clerk, Patricia Vazquez
City of Stanton
7800 Katella Avenue
Stanton, CA 90680
pvazquez@ci.stanton.ca.us

County Counsel
County of San Bernardino
385 N. Arrowhead Avenue – 4th Floor
San Bernardino, CA 92415-0140

Chamber President
Niland Chamber of Commerce
P. O. Box 97
Niland, CA 92257

County Counsel
County of Los Angeles
500 W. Temple Street – 5th Floor
Los Angeles, CA 90012

Scott Blaising
Braun Blaising McLaughlin & Smith PC
915 L Street, Suite 1270
Sacramento, CA 95814
blaising@braunlegal.com

Naval Facilities Engineering Command
Rea D. Estrella
Southwest Division
1220 Pacific Highway
San Diego, CA 92132
Rea.estrella@navy.mil

Liberty Utilities (California)
9750 Washburn Road
Downey, CA 90241
AdviceLetterService@LibertyUtilities.com

City Clerk
City of Seal Beach
211 8th Street
Seal Beach, CA 90740
PGallegos@sealbeachca.gov
TKelsey@sealbeachca.gov

City Manager
City of Temple City
9701 Las Tunas Drive
Temple City, CA 91780

City Clerk
City of Yorba Linda
4845 Casa Loma Avenue
Yorba Linda, CA 92686

County of San Bernardino
Water & Sanitation Area
P.O. Box 5004
Victorville, CA 92393-5004

Supervisor District 5
County of Contra Costa
P.O. Box 69
Martinez, CA 94553

Fred G. Yanney
Yanney Law Office
17409 Marquardt Ave., Unit C-4
Cerritos, CA 90703
FredYanney@gmail.com

Megan Somogyi
Goodin, MacBride, Squeri & Day, LLP
505 Sansome Street, Suite 900
San Francisco, CA 94111
MSomogyi@goodinmacbride.com

Michael Kent
Contra Costa Health Services
597 Center Avenue, Suite 320
Martinez, CA 94553-4635