

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



April 3, 2020

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

Dear Mr. Moore,

The Commission has approved Golden State Water Company's Advice Letter No. 1814, filed on March 19, 2020, regarding your request to activate a Catastrophic Event Memorandum Account for COVID-19.

Enclosed is a copy of the advice letter with an effective date of March 4, 2020 for the utility's files.

Please contact Jefferson Hancock at 415-703-3453, if you have any questions.

Thank you,

/s/ROBIN BRYANT

Robin Bryant
Water & Sewer Advisory Branch
Water Division

Enclosures

**CALIFORNIA PUBLIC UTILITIES COMMISSION
WATER DIVISION**

Advice Letter Cover Sheet

Utility Name: GOLDEN STATE WATER COMPANY

Date Mailed to Service List: 3/19/2020 or shortly thereafter

District: COMPANY-WIDE

CPUC Utility #: 133 W

Protest Deadline (20th Day): 4/7/2020

Advice Letter #: 1814-W

Review Deadline (30th Day): 4/17/2020

Tier 1 2 3 Compliance

Requested Effective Date: 3/4/2020

Authorization

GSWC Preliminary Statement HHH and
March 4, 2020 State Of Emergency
Declaration by Governor Gavin
Newsom

Rate Impact: N/A

Description: Request to activate a Catastrophic Event Memorandum
Account for COVID-19.

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

Utility Contact: Nguyen Quan

Phone: (909) 394-3600 x 682

Phone: (909) 394-3600 x 664

Email: rkmoore@gswater.com

Email: nquan@gswater.com

Water Division

Contact: Tariff Unit

Phone: (415) 703-1133

Email: Water.Division@cpuc.ca.gov

WD USE ONLY

DATE

STAFF

COMMENTS

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

APPROVED

WITHDRAWN

REJECTED

Signature: _____

Comments: _____

Date: _____



March 19, 2020

Advice Letter No. 1814-W

(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 (“Outreach Plan”) and is notifying the California Public Utilities Commission (“Commission”) of its activation of a Catastrophic Event Memorandum Account (“CEMA”), as a result of the Governor of the State of California’s March 4, 2020 Proclamation of a State of Emergency (“SOE”) concerning the outbreak of the Novel Coronavirus (“COVID-19”).

BACKGROUND

On March 4, 2020, California Governor Gavin Newsom declared a SOE for the State of California, in order to combat and minimize the threat of COVID-19. GSWC, acting as a responsible public utility, continues to carefully monitor the rapidly evolving situation regarding COVID-19. Protecting our customers and our employees during this time is our primary focus. GSWC realizes that the availability of water service is essential for health and welfare. GSWC puts the health and safety of our customers and employees first and all decisions concerning COVID-19 will continue to have that commitment top of mind. GSWC stays committed to providing safe and reliable water service to its customers throughout this unprecedented time. An entire copy of the State of Emergency Proclamation is attached to this advice letter. See Attachment A.

Pursuant to Commission Decision No. (“D.”) 19-07-015, dated July 11, 2019, GSWC has activated its Outreach Plan. GSWC’s Outreach Plan is designed to ensure that its utility customers, who experience a housing or financial crisis due to a disaster, keep water services and receive financial support in the wake of a disaster. Specifically, Ordering Paragraph Nos. 9 and 10 in D.19-07-015 states,

9. In the event the Governor of California or the 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, 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 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 within 15 days of the Governor’s or the President of the United States state of emergency proclamation reporting compliance with implementing this Decision’s mandated emergency customer protections and outreach activities.

10. 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 track the associated costs with the emergency customer protections in the respective Catastrophic Event Memorandum Accounts and extend their applicability of those memorandum accounts to 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. Catastrophic Event Memorandum Accounts or Emergency Customer Protections Memorandum Account tariff language must specify that entries in the account will be segregated by qualifying event. Costs for emergency customer protection activities should be recovered across each utility's entire customer base and the water and sewer utilities stated above, shall make any necessary tariff changes in accordance with the advice letter procedures prescribed by General Order 96-B.

A copy of GSWC's Outreach Plan and a draft of its Emergency Customer Protection Notice that is being sent to customers are provided herein as Attachment B and Attachment C.

COMPLIANCE

Pursuant to D.19-07-015, GSWC's robust Outreach Plan is in effect. GSWC understands the importance of ensuring all of its water customers are aware of emergency customer protections during this time of crisis, and that customers have equal access to these protections. GSWC is committed to proactively informing its customers, via education and outreach in various languages, as specified in Ordering Paragraph No. 13, of the protections afforded to them during this time. GSWC is taking the following actions to protect the well-being of our customer and employees, alike:

- To minimize personal contact, Golden State is closing its Customer Service Offices to the public, effective Tuesday, March 17, 2020. Customers and stakeholders will be notified via a combination of social media, direct emails/letters, bill messages and door signs at each customer service office. Customer service staff remain available to support customers via phone, email, and online, and for service calls.
- As the availability of water service is essential for health and welfare, we are temporarily suspending shutoffs for non-payment until further notice. The suspension will be reevaluated regularly.
- All non-essential business travel and participation in large meetings or public events has been suspended.
- We are encouraging all employees to telecommute from home and refrain from going to any of our facilities. Critical infrastructure team members are required to continue their operational duties to provide utility services to our customers and communities.

Additionally, in accordance with Commission Resolution No. M-4833, GSWC intends to

1. Make insurance claims on all costs and expenses incurred as a result of COVID-19, and credit any insurance payments to the CEMA.
2. Work cooperatively with affected customers to resolve unpaid bills, and suspend disconnections for non-payment.
3. Waive reconnection or facilities fees for affected customers and suspend deposits for affected customers.
4. Provide reasonable payment options to affected customers.
5. Waive bills for those customers who are unable to pay their bills due to permanent or temporary loss of employment and/or extended medical leave. Costs of lost revenues will be included in the CEMA account.

CEMA ACTIVATION

GSWC has activated a CEMA to track incremental costs (not already reflected in authorized rates) associated with this declared SOE. These costs shall include, but are not limited to:

- (1) restoring utility service to the utility customers;
- (2) repairing, replacing, or restoring damaged utility facilities;
- (3) complying with governmental agency orders;
- (4) emergency customer protection activities during and after declared disasters; and
- (5) other Resolution No. M-4833 compliance costs

GSWC will record costs incurred on March 4, 2020 and beyond, until the SOE is lifted by a competent state or federal authorities, such as the Governor of California or the President of the United States. All of GSWC's service areas are impacted, as the spread of COVID-19 continues. GSWC cannot estimate what the extraordinary costs will be incurred at this time. Costs recorded in the CEMA for this event will be segregated. GSWC will continue to monitor this evolving crisis.

TIER DESIGNATION

This advice letter has a Tier 1 designation. GSWC is requesting an effective date of March 4, 2020.

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.

Water Division ("DW") 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
Water Division
505 Van Ness Avenue
San Francisco, CA 94102

On the same day the response or protest is submitted to WD, 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 WD, 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.

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. Please note: some recipients on GSWC's General Order No. 96-B service list will experience a delay in receiving a hard copy of this advice letter. This delay is attributed to the reduced access to GSWC facilities and printing capabilities at this time, however, a copy of this advice letter will be posted on GSWC's website for review and printing.

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
Alice Stebbins, Administrative Law Judge
Lucian Filler, Executive Division
Bruce DeBerry, CPUC - Water Division

Attachment A

**EXECUTIVE DEPARTMENT
STATE OF CALIFORNIA**

PROCLAMATION OF A STATE OF EMERGENCY

WHEREAS in December 2019, an outbreak of respiratory illness due to a novel coronavirus (a disease now known as COVID-19), was first identified in Wuhan City, Hubei Province, China, and has spread outside of China, impacting more than 75 countries, including the United States; and

WHEREAS the State of California has been working in close collaboration with the national Centers for Disease Control and Prevention (CDC), with the United States Health and Human Services Agency, and with local health departments since December 2019 to monitor and plan for the potential spread of COVID-19 to the United States; and

WHEREAS on January 23, 2020, the CDC activated its Emergency Response System to provide ongoing support for the response to COVID-19 across the country; and

WHEREAS on January 24, 2020, the California Department of Public Health activated its Medical and Health Coordination Center and on March 2, 2020, the Office of Emergency Services activated the State Operations Center to support and guide state and local actions to preserve public health; and

WHEREAS the California Department of Public Health has been in regular communication with hospitals, clinics and other health providers and has provided guidance to health facilities and providers regarding COVID-19; and

WHEREAS as of March 4, 2020, across the globe, there are more than 94,000 confirmed cases of COVID-19, tragically resulting in more than 3,000 deaths worldwide; and

WHEREAS as of March 4, 2020, there are 129 confirmed cases of COVID-19 in the United States, including 53 in California, and more than 9,400 Californians across 49 counties are in home monitoring based on possible travel-based exposure to the virus, and officials expect the number of cases in California, the United States, and worldwide to increase; and

WHEREAS for more than a decade California has had a robust pandemic influenza plan, supported local governments in the development of local plans, and required that state and local plans be regularly updated and exercised; and

WHEREAS California has a strong federal, state and local public health and health care delivery system that has effectively responded to prior events including the H1N1 influenza virus in 2009, and most recently Ebola; and

WHEREAS experts anticipate that while a high percentage of individuals affected by COVID-19 will experience mild flu-like symptoms, some will have more serious symptoms and require hospitalization, particularly individuals who are elderly or already have underlying chronic health conditions; and

WHEREAS it is imperative to prepare for and respond to suspected or confirmed COVID-19 cases in California, to implement measures to mitigate the spread of COVID-19, and to prepare to respond to an increasing number of individuals requiring medical care and hospitalization; and

WHEREAS if COVID-19 spreads in California at a rate comparable to the rate of spread in other countries, the number of persons requiring medical care may exceed locally available resources, and controlling outbreaks minimizes the risk to the public, maintains the health and safety of the people of California, and limits the spread of infection in our communities and within the healthcare delivery system; and

WHEREAS personal protective equipment (PPE) is not necessary for use by the general population but appropriate PPE is one of the most effective ways to preserve and protect California's healthcare workforce at this critical time and to prevent the spread of COVID-19 broadly; and

WHEREAS state and local health departments must use all available preventative measures to combat the spread of COVID-19, which will require access to services, personnel, equipment, facilities, and other resources, potentially including resources beyond those currently available, to prepare for and respond to any potential cases and the spread of the virus; and

WHEREAS I find that conditions of Government Code section 8558(b), relating to the declaration of a State of Emergency, have been met; and

WHEREAS I find that the conditions caused by COVID-19 are likely to require the combined forces of a mutual aid region or regions to appropriately respond; and

WHEREAS under the provisions of Government Code section 8625(c), I find that local authority is inadequate to cope with the threat posed by COVID-19; and

WHEREAS under the provisions of Government Code section 8571, I find that strict compliance with various statutes and regulations specified in this order would prevent, hinder, or delay appropriate actions to prevent and mitigate the effects of the COVID-19.

NOW, THEREFORE, I, GAVIN NEWSOM, Governor of the State of California, in accordance with the authority vested in me by the State Constitution and statutes, including the California Emergency Services Act, and in particular, Government Code section 8625, **HEREBY PROCLAIM A STATE OF EMERGENCY** to exist in California.

IT IS HEREBY ORDERED THAT:

1. In preparing for and responding to COVID-19, all agencies of the state government use and employ state personnel, equipment, and facilities or perform any and all activities consistent with the direction of the Office of Emergency Services and the State Emergency Plan, as well as the California Department of Public Health and the Emergency Medical Services Authority. Also, all residents are to heed the advice of emergency officials with regard to this emergency in order to protect their safety.
2. As necessary to assist local governments and for the protection of public health, state agencies shall enter into contracts to arrange for the procurement of materials, goods, and services needed to assist in preparing for, containing, responding to, mitigating the effects of, and recovering from the spread of COVID-19. Applicable provisions of the Government Code and the Public Contract Code, including but not limited to travel, advertising, and competitive bidding requirements, are suspended to the extent necessary to address the effects of COVID-19.
3. Any out-of-state personnel, including, but not limited to, medical personnel, entering California to assist in preparing for, responding to, mitigating the effects of, and recovering from COVID-19 shall be permitted to provide services in the same manner as prescribed in Government Code section 179.5, with respect to licensing and certification. Permission for any such individual rendering service is subject to the approval of the Director of the Emergency Medical Services Authority for medical personnel and the Director of the Office of Emergency Services for non-medical personnel and shall be in effect for a period of time not to exceed the duration of this emergency.
4. The time limitation set forth in Penal Code section 396, subdivision (b), prohibiting price gouging in time of emergency is hereby waived as it relates to emergency supplies and medical supplies. These price gouging protections shall be in effect through September 4, 2020.
5. Any state-owned properties that the Office of Emergency Services determines are suitable for use to assist in preparing for, responding to, mitigating the effects of, or recovering from COVID-19 shall be made available to the Office of Emergency Services for this purpose, notwithstanding any state or local law that would restrict, delay, or otherwise inhibit such use.
6. Any fairgrounds that the Office of Emergency Services determines are suitable to assist in preparing for, responding to, mitigating the effects of, or recovering from COVID-19 shall be made available to the Office of Emergency Services pursuant to the Emergency Services Act, Government Code section 8589. The Office of Emergency Services shall notify the fairgrounds of the intended use and can immediately use the fairgrounds without the fairground board of directors' approval, and

notwithstanding any state or local law that would restrict, delay, or otherwise inhibit such use.

7. The 30-day time period in Health and Safety Code section 101080, within which a local governing authority must renew a local health emergency, is hereby waived for the duration of this statewide emergency. Any such local health emergency will remain in effect until each local governing authority terminates its respective local health emergency.
8. The 60-day time period in Government Code section 8630, within which local government authorities must renew a local emergency, is hereby waived for the duration of this statewide emergency. Any local emergency proclaimed will remain in effect until each local governing authority terminates its respective local emergency.
9. The Office of Emergency Services shall provide assistance to local governments that have demonstrated extraordinary or disproportionate impacts from COVID-19, if appropriate and necessary, under the authority of the California Disaster Assistance Act, Government Code section 8680 et seq., and California Code of Regulations, Title 19, section 2900 et seq.
10. To ensure hospitals and other health facilities are able to adequately treat patients legally isolated as a result of COVID-19, the Director of the California Department of Public Health may waive any of the licensing requirements of Chapter 2 of Division 2 of the Health and Safety Code and accompanying regulations with respect to any hospital or health facility identified in Health and Safety Code section 1250. Any waiver shall include alternative measures that, under the circumstances, will allow the facilities to treat legally isolated patients while protecting public health and safety. Any facilities being granted a waiver shall be established and operated in accordance with the facility's required disaster and mass casualty plan. Any waivers granted pursuant to this paragraph shall be posted on the Department's website.
11. To support consistent practices across California, state departments, in coordination with the Office of Emergency Services, shall provide updated and specific guidance relating to preventing and mitigating COVID-19 to schools, employers, employees, first responders and community care facilities by no later than March 10, 2020.
12. To promptly respond for the protection of public health, state entities are, notwithstanding any other state or local law, authorized to share relevant medical information, limited to the patient's underlying health conditions, age, current condition, date of exposure, and possible contact tracing, as necessary to address the effect of the COVID-19 outbreak with state, local, federal, and nongovernmental partners, with such information to be used for the limited purposes of monitoring, investigation and control, and treatment and coordination of care. The

notification requirement of Civil Code section 1798.24, subdivision (i), is suspended.

13. Notwithstanding Health and Safety Code sections 1797.52 and 1797.218, during the course of this emergency, any EMT-P licensees shall have the authority to transport patients to medical facilities other than acute care hospitals when approved by the California EMS Authority. In order to carry out this order, to the extent that the provisions of Health and Safety Code sections 1797.52 and 1797.218 may prohibit EMT-P licensees from transporting patients to facilities other than acute care hospitals, those statutes are hereby suspended until the termination of this State of Emergency.
14. The Department of Social Services may, to the extent the Department deems necessary to respond to the threat of COVID-19, waive any provisions of the Health and Safety Code or Welfare and Institutions Code, and accompanying regulations, interim licensing standards, or other written policies or procedures with respect to the use, licensing, or approval of facilities or homes within the Department's jurisdiction set forth in the California Community Care Facilities Act (Health and Safety Code section 1500 et seq.), the California Child Day Care Facilities Act (Health and Safety Code section 1596.70 et seq.), and the California Residential Care Facilities for the Elderly Act (Health and Safety Code section 1569 et seq.). Any waivers granted pursuant to this paragraph shall be posted on the Department's website.

I FURTHER DIRECT that as soon as hereafter possible, this proclamation be filed in the Office of the Secretary of State and that widespread publicity and notice be given of this proclamation.

IN WITNESS WHEREOF I have hereunto set my hand and caused the Great Seal of the State of California to be affixed this 4th day of March 2020



GAVIN NEWSOM
Governor of California

ATTEST:

ALEX PADILLA
Secretary of State

Attachment B

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.

#

Attachment C

Dear Valued Customer,

Golden State Water Company (Golden State Water) recognizes that the Coronavirus (COVID-19) public health emergency is having a direct impact on many customers, which is why we have activated our Emergency Disaster Relief Program to provide additional protections for customers and help them through this unprecedented time.

Golden State Water provides a critical service that our customers and communities cannot live without. Our team of water professionals is proud to provide this essential service and remains committed to ensuring customers have reliable water at their taps when they need it.

Emergency Disaster Relief Protections

Golden State Water recently filed an Advice Letter with the State of California to activate its Emergency Disaster Relief Program, which provides additional protections for residential and small business customers impacted by a public health emergency, wildfire or other natural disaster. The filing was submitted on March 19, 2020, following California Governor Gavin Newsom's declaration of a State of Emergency.

In March 2020, Golden State Water announced a temporary moratorium on residential service disconnections for non-payment. The Emergency Disaster Relief Program provides the additional protections for customers who suffer emergency-related financial hardships, loss or disruption of the delivery or receipt of service, and/or degradation of the quality of service:

- Cooperation and support in resolving prior unpaid bills;
- Waiver of reconnection or facilities fees for affected customers, and suspension of deposits for affected customers who must reconnect to the system;
- Additional flexibility in payment options for affected customers;
- Waiver of bills for customers who lose their homes or if their homes are rendered uninhabitable; and,
- Waiver of any fixed portion of a water bill, such as a meter charge, for the time that the home is uninhabitable, even if the reason for it being uninhabitable is not loss of water service.

We encourage customers experiencing financial hardship to contact our Customer Service Center at 800.999.4033 to discuss payment extension and payment plan options that may be available to keep their accounts in good standing.

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.

Golden State Water wants customers to know we will be there for them if they are ever impacted by a life-changing public health emergency, wildfire or other natural disaster.

24/7 Customer Support

Although our customer service offices have been temporarily closed to protect customers and employees from the spread of COVID-19, Golden State Water customers still have 24-hour access to speak with knowledgeable customer service representatives by phone (800.999.4033) and email

customerservice@gswater.com). Additionally, Golden State Water offers multiple options for customers to pay their water bills online, by phone and via mail.

Bill Payment Options

Golden State Water offers multiple options for customers to pay their bills online, by phone, via mail and in-person with cash at participating KUBRA-EZ PAY retail locations. To learn more about the different payment options, please visit our [Payment Options](#) website.

For customers who choose to pay in-person with cash at a participating KUBRA-EZ PAY retail location, Golden State Water will refund the \$1.95 service fee while customer service offices remain closed due to this emergency. The courtesy refund will be credited on your next water bill.

During the temporary office closure period, local drop payment services will not be available.

Additional Information

The health and safety of our customers and employees are a top priority. To learn more about COVID-19, customers are encouraged to visit the Centers for Disease Control and Prevention website at www.CDC.Gov/coronavirus.

Golden State Water has been a water provider in California for more than 90 years, and our customers are our families, friends and neighbors. We want customers to know we have them covered, so they can focus on the things that matter most.

Sincerely,
Golden State Water Company

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
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

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

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

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

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

**City of Torrance
Water Department**
3031 Torrance Blvd.
Torrance, CA 90503

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

Liberty Utilities
9750 Washburn Road
Downey, CA 90241
Diana.Iemoli@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
Misskey@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

City of Whittier
13230 Penn Street
Whittier, CA 90602

**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

**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

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

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@bellgardens.org
joropeza@bellgardens.org
aclark@bellgardens.org

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

Acting City Manager & City Clerk
City of Cudahy
5250 Santa Ana Street
Cudahy, CA 90201
snishizaki@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 Inglewood
One Manchester Blvd.
P O Box 6500
Inglewood, CA 90301

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 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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

East Orange County Water
185 N. McPherson Road
Orange, CA 92869-3720
lohlund@eocwd.com
each20@eocwd.com

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

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

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

Raymond Castillo, Chairman
County Administration Center
940 W. Main Street - #209
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
Gmmnwc@gmail.com

San Gabriel County Water Co.
8366 Grand Avenue
Rosemead, CA 91770
Jim@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

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

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

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

City of Brea
Water Department
#1 Civic Center Drive
Brea, CA 92621

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

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

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

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

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

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

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

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

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

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

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

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

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

Monte Vista Water District
10575 Central Avenue
Montclair, CA 91763

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

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

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

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

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

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 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

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

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

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

Administrative Services Director
City of Los Alamitos
3191 Katella Avenue
Los Alamitos, CA 90720
CKoehler@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 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

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

Interim Water Resources Director
City of Pomona
148 N. Huntington Street
Pomona, CA 91768
Robert_DeLoach@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

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

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

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 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

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 of Rosemead
8838 Valley Blvd.
Rosemead, CA 91770
EHernandez@CityofRosemead.org
NHaworth@CityofRosemead.org

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

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

County Counsel
County of San Bernardino
385 N. Arrowhead Avenue, 2nd 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 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

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

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
MSomogy@goodinmacbride.com

County of Ventura
800 S. Victoria Street
Ventura, CA 93009