

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



May 8, 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. 1815, filed on April 3, 2020, regarding the Rule No. 1, 5, 8, 10 & 11 revisions related to the Water Shutoff Protection Act.

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

P.U.C.	
Sheet No.	Title of Sheet
8664-W	Rule No. 1 - Definitions Page 1
8665-W	Rule No. 1 - Definitions Page 2
8666-W	Rule No. 10 – Disputed Bills Page 1
8667-W	Rule No. 10 – Disputed Bills Page 2
8668-W	Rule No. 11 – Discontinuance and Restoration of Service Page 3
8669-W	Rule No. 11 – Discontinuance and Restoration of Service Page 4
8670-W	Rule No. 11 – Discontinuance and Restoration of Service Page 5
8671-W	Rule No. 11 – Discontinuance and Restoration of Service Page 6

P.U.C.

Sheet No.	Title of Sheet
8672-W	Rule No. 11 – Discontinuance and Restoration of Service Page 10
8673-W	Rule No. 5 Special Information Required on Forms Page 1
8674-W	Rule No. 5 Special Information Required on Forms Page 2
8675-W	Rule No. 5 Special Information Required on Forms Page 3
8676-W	Rule No. 8 – Notices Page 1
8677-W	Rule No. 8 – Notices Page 2
8678-W	Table of Contents Page 4
8679-W	Table of Contents Page 1

Please contact Eustace Ednacot at 415-703-1492, if you have any questions.

Thank you,

/s/ROBIN BRYANT

Robin Bryant

Water & Sewer Advisory Branch

Water Division

Enclosures

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

Advice Letter Cover Sheet

Utility Name: GOLDEN STATE WATER COMPANY **Date Mailed to Service List:** 4/3/2020 or shortly after

District: COMPANY-WIDE

CPUC Utility #: 133 W **Protest Deadline (20th Day):** 4/23/2020

Advice Letter #: 1815-W **Review Deadline (30th Day):** 5/3/2020

Tier 1 2 3 Compliance **Requested Effective Date:** 4/3/2020

Authorization In compliance with Water Division's directive in Letter dated March 27, 2020 **Rate Impact:** N/A

Description: Rule No. 1, 5, 8, 10 & 11 revisions related to the Water Shutoff Protection Act.

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: Gladys Estrada Jon Pierotti
Phone: (909) 394-3600 x 527 **Phone:** (909) 394-3600 x 656
Email: grosendo@gswater.com **Email:** Jon.Pierotti@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: _____ _____



April 3, 2020

Advice Letter No. 1815-W

(U 133 W)

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Golden State Water Company (GSWC) hereby transmits the following tariff sheets applicable to its water operations:

<u>CPUC Sheet No</u>	<u>Title of Sheet</u>	<u>Canceling CPUC Sheet No.</u>
Revised No. 8664-W	Rule No. 1 - Definitions Page 1	Revised No. 8593-W
Revised No. 8665-W	Rule No. 1 - Definitions Page 2	Revised No. 8594-W
Revised No. 8673-W	Rule No. 5 Special Information Required on Forms Page 1	Revised No. 8607-W
Revised No. 8674-W	Rule No. 5 Special Information Required on Forms Page 2	Revised No. 8608-W
Revised No. 8675-W	Rule No. 5 Special Information Required on Forms Page 3	Revised No. 8609-W
Revised No. 8676-W	Rule No. 8 - Notices Page 1	Revised No. 8610-W
Revised No. 8677-W	Rule No. 8 - Notices Page 2	Revised No. 8611-W
Revised No. 8666-W	Rule No. 10 - Disputed Bills Page 1	Revised No. 8595-W
Revised No. 8667-W	Rule No. 10 - Disputed Bills Page 2	Revised No. 8596-W
Revised No. 8668-W	Rule No. 11 - Discontinuance and Restoration of Service Page 3	Revised No. 8599-W

Revised No. 8669-W	Rule No. 11 – Discontinuance and Restoration of Service Page 4	Revised No. 8600-W
Revised No. 8670-W	Rule No. 11 – Discontinuance and Restoration of Service Page 5	Revised No. 8601-W
Revised No. 8671-W	Rule No. 11 – Discontinuance and Restoration of Service Page 6	Revised No. 8602-W
Revised No. 8672-W	Rule No. 11 – Discontinuance and Restoration of Service Page 10	Revised No. 8606-W
Revised No. 8678-W	Table of Contents Page 4	Revised No. 8613-W
Revised No. 8679-W	Table of Contents Page 1	Revised No. 8663-W

Purpose

The purpose of this filing is to revise several Rules in GSWC's tariff book, as it relates to the tariffs approved in its Advice Letter No. 1808-W, effective February 1, 2020. On March 27, 2020, the Water division instructed GSWC and several other Class A Utilities to make minor revisions to revised tariff Rules submitted in compliance with the Senate Bill 998, the Water Shutoff Protection Act.

Compliance

In compliance with the Water Division's March 27, 2020 directives, GSWC's submits the required revisions to its Rule Nos. 1, 5, 8, 10 and 11.

In addition, GSWC is including the web link to its written policy as required by SB998. The policy can be accessed at <https://www.gswater.com/policy-of-discontinuation/>

Tier Designation/Effective Date

This advice letter is submitted with a Tier 1 designation. GSWC is requesting that this filing become effective on April 3, 2020.

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;
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.

Division of Water and Audits (“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
Gladys Estrada
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 DWA within five business days after the end of the protest period, and shall be served on the same day to 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.

Sincerely,

/s/ Gladys Estrada
Gladys Estrada
Regulatory Analyst

- c: Jim Boothe, CPUC - Division of Water and Audits
- Patricia Ma, CPUC - Water Branch, Public Advocates Office
- Richard Smith, CPUC - Water Branch, Public Advocates Office
- Bruce DeBerry, CPUC - Water Division

Rule No. 1
Definitions

Applicant: The person, association, corporation or governmental agency applying for water service.

Business Day: Monday through Friday, excluding federal or state holidays. (N)

Business Service: Provision of water for use in connection with commercial premises devoted primarily to operations for profit including offices, stores, markets, apartments, hotels, motels, automobile trailer parks or courts, service stations and the like.

Commercial Service: Provision of water to residential premises or business premises.

Customer: Any person, association, corporation or governmental agency supplied or entitled to be supplied with water service. However, account information can only be discussed with the Customer of Record or their authorized representative.

Customer of Record: The person, association, corporation or governmental agency who is obligated to pay the water bill.

Date of Presentation: The date upon which a bill or notice is mailed or delivered by the utility to the Customer of Record.

Disabled Customer: Any residential customer whose certified health or physical condition may qualify her or him for special consideration. Proof of disability must be by certification from any internist, general practitioner, obstetrician-gynecologist, pediatrician, family physician and surgeon, nonphysician medical practitioner, or any primary care clinic, rural health clinic, community clinic or hospital outpatient clinic currently enrolled in the Medi-Cal program, which agrees to provide case management to Medi-Cal beneficiaries as defined in subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the Welfare and Institutions Code. (T)

Electronic Transfer: Paperless exchange of data and /or funds, usually involving computer and telecommunications technology.

Flat Rate Service: Service for which the charges are based upon the types and number of units served.

Industrial Service: Provision of water to industrial premises where the water is used primarily in manufacturing or processing activities.

Irrigation Service: Provision of water for commercial agricultural, floracultural or horticultural use and billed under distinct irrigation rates.

Main Extension: The extension of water distribution mains beyond existing facilities in accordance with the provisions of the rule applicable to main extensions filed as part of these tariff schedules.

(L)

(Continued)

(To be inserted by utility)	<i>Issued By</i>	(To be inserted by P.U.C.)
Advice Letter No. <u>1815-W</u>	R. J. Sprowls	Date Filed <u>April 3, 2020</u>
Decision No. _____	President	Effective <u>April 3, 2020</u>
		Resolution No. _____

Rule No. 1
Definitions

Metered Service: Service for which the charges are computed on the basis of measured quantities of water. (L)

Occupant: Any adult person demonstrably residing on premises actively served by the utility. However, account information can only be discussed with the Customer of Record or their authorized representative.

Older Adult Customer: Any residential customer who is age 62 or over.

Premises: The integral property or area, including improvements thereon, to which water service is, or is to be, provided.

Public Utilities Commission: In these rules the word "Commission" or words "Public Utilities Commission" shall be construed to mean the Public Utilities Commission of the State of California.

Residential Service: Water service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing.

Service Address: Address of the property to which water service is provided.

Service Connection: The point of connection of the customer's piping or ditch with the meter, service pipe or ditch owned by the utility.

Service Pipe: The connection between the utility's mains and the service connection, including all the pipe, fittings and valves necessary to make the connection.

Tariff Schedules or Tariff Schedule Book: The entire body of effective rates, rentals, charges, rules, and sample forms collectively, as set forth herein.

Tariff Sheet: An individual sheet of the tariff schedule book.

Utility: The public utility named herein.

Water Shutoff Protection Act: Chapter 6 (commencing with Section 116900 and ending with Section 116926) of Part 12 of Division 104 of the Health and Safety Code. (N)
(N)

(To be inserted by utility)

Advice Letter No. 1815-W
Decision No. _____

Issued By
R. J. Sprowls
President

(To be inserted by P.U.C.)

Date Filed April 3, 2020
Effective April 3, 2020
Resolution No. _____

Rule No. 10
Disputed Bills

A. Correctness of Bill

Any customer (or adult occupant of a residential service address) who has initiated a complaint to the utility or requested an investigation by the utility within five days of receiving a contested bill shall be given an opportunity for review of such complaint or investigation by a review manager of the utility. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of her or his account over a reasonable period of time.

B. Notice of Deposit to Avoid Discontinuance

If an explanation satisfactory to the customer is not made by the utility and the bill is not paid within 19 days after its presentation or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows:

1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and the nonresidential customer within 7 days of the date of this notice, may deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3rd Floor, San Francisco, California 94102 the amount of the bill claimed by the utility to be due. Review of the dispute will be conducted by the Commission's Consumer Affairs Branch. Pending the Commission's review of the disputed bill, water service will not be discontinued. (T)
(N)
|
(N)

C. Commission Appeal

When a customer and the utility fail to agree on a bill for service:

1. In lieu of paying the disputed bill the customer may deposit, with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3rd Floor, San Francisco, California 94102, the amount claimed by the utility to be due. Whether or not the residential customer makes a deposit with the California Public Utilities Commission, the utility shall not discontinue the water service of any residential customer for a minimum total of 79 days from the date of mailing its bill for services, postage prepaid. (T)
(T)
(N)
|
(N)
2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the dispute of the amount of the bill. (L)

(Continued)

(To be inserted by utility)	Issued By	(To be inserted by P.U.C.)
Advice Letter No. <u>1815-W</u>	R. J. Sprowls	Date Filed <u>April 3, 2020</u>
Decision No. _____	President	Effective <u>April 3, 2020</u>
		Resolution No. _____

Rule No. 10
Disputed Bills

C. Commission Appeal (Continued)

3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith. (L)
4. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission (Consumer Affairs Branch), pending the outcome of the Commission's review.
5. Failure of the customer to make such deposit prior to the expiration of the discontinuance of service notice as given in Rule No. 10.B.1. will warrant discontinuance of service.
6. If before the completion of the Commission's review, additional bills become due which the customer wishes to dispute, she or he shall also deposit with the Commission the additional amounts claimed by the utility to be due for such additional bills before they become past due and failure to do so will warrant discontinuance of her or his service in accordance with Rule No. 11.

(To be inserted by utility)

Advice Letter No. 1815-W
Decision No. _____

Issued By
R. J. Sprowls
President

(To be inserted by P.U.C.)

Date Filed April 3, 2020
Effective April 3, 2020
Resolution No. _____

Rule No. 11
Discontinuance And Restoration Of Service

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

d. Appeal to the Commission.

Any customer (or adult occupant of a residential service address) whose complaint or request for an investigation pursuant to subdivision (c) has resulted in a determination by the utility adverse to such customer or adult occupant, may appeal the determination to the Commission in accordance with Rule Nos. 5 and 10 (including depositing the disputed amount with the Commission). Any such appeal of the disputed bill to the Commission shall be in accordance with the Commission's Rules of Practice and Procedure. Written documentation of an appeal filed and diligently pursued with the Commission will prevent discontinuation of residential water service during the official appeal process.

e. Residential Health and Safety Exception.

1. Service to a residential water customer will not be discontinued for nonpayment when such customer establishes to the satisfaction of the utility that **all** three of the following conditions are met:

- (i) The residential customer submits certification from a primary care provider*, as defined by the Water Shutoff Protection Act, that discontinuation of residential water service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided;

*Proof must be by certification from any internist, general practitioner, obstetrician-gynecologist, pediatrician, family physician and surgeon, nonphysician medical practitioner, or primary care clinic, rural health clinic, community clinic or hospital outpatient clinic. A "nonphysician medical practitioner" means a physician assistant or certified nurse-midwife performing services under physician and surgeon supervision, or a nurse practitioner performing services in collaboration with a physician and surgeon. (See Section 14088(b)(1)(A) and (c) of the California Welfare and Institutions Code. (T)
(T)
(T)

- (ii) The residential customer demonstrates that she or he is financially unable to pay for residential service within the urban and community water system's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the urban and community water system's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level; and,

(Continued)

(To be inserted by utility)	<i>Issued By</i>	(To be inserted by P.U.C.)
Advice Letter No. <u>1815-W</u>	R. J. Sprowls	Date Filed <u>April 3, 2020</u>
Decision No. _____	President	Effective <u>April 3, 2020</u>
		Resolution No. _____

Rule No. 11
Discontinuance And Restoration Of Service

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

e. Residential Health and Safety Exception. (Continued)

(iii) The residential customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment consistent with the utility's written policy on discontinuance of service due to nonpayment of bills*.

(T)
(N)

*The written policy is available at <https://www.gswater.com/policy-of-discontinuation/>

(N)

2. If all three of the above conditions are met, the utility shall offer the customer one or more of the following options:

- a. Amortization of the unpaid balance.
- b. Participation in an alternative payment schedule.
- c. A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers.
- d. Temporary deferral of payment.

(T)

3. The utility may choose which of the payment options the customer undertakes and may set the parameters of that payment option. The repayment option offered should result in repayment of any remaining outstanding balance within 12 months.

4. Notwithstanding the above, residential service may be discontinued to any customer meeting the conditions above who:

(i) Does not agree to or comply with an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment after incurring delinquent charges for 60 days or more,

OR

(ii) After agreeing to an amortization agreement, an alternative payment schedule, or a plan for deferred or reduced payment for delinquent charges, the customer does not pay her or his current residential service charges for 60 days or more.

Notice of discontinuation for either of these reasons will be posted in a prominent and conspicuous location at the property no less than 5 business days before discontinuing such service, but such notice shall not entitle the customer to further investigation or alternative payment arrangements by the utility.

(T)

(L)

(Continued)

(To be inserted by utility)

Advice Letter No. 1815-W
Decision No. _____

Issued By
R. J. Sprowls
President

(To be inserted by P.U.C.)

Date Filed April 3, 2020
Effective April 3, 2020
Resolution No. _____

Rule No. 11
Discontinuance And Restoration Of Service

B. Discontinuance of Services by Utility (Continued)
1. For Nonpayment of Bills (Continued)

f. Other Disconnection Terms

A customer's residential service may be discontinued for nonpayment of a bill for residential service previously rendered her or him at any location served by the utility.

(L)

A nonresidential service may be discontinued for nonpayment of a bill for residential as well as nonresidential service previously rendered her or him at any location served by the utility.

(L)

The discontinuance of service notice as set forth in subdivision (b) will be given in both cases stated above before discontinuance of service takes place.

Residential services will not, however, be discontinued for nonpayment of bills for separate nonresidential service.

g. Timing of Disconnection

Service will not be discontinued by reason of delinquency in payment for service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the utility are not open to the public. The utility will avoid disconnection of service on Fridays and a day prior to a holiday. The utility will inform customers of the option to reconnect during regular business hours to avoid the more costly fees associated with after-hours service.

h. Where the owner, manager, or operator of the dwelling, structure, or park is listed by the utility as the customer of record, and water service is provided to residential occupants in a detached single-family dwelling, a multi-unit residential structure, mobilehome park, or permanent residential structure in a labor camp the utility will make every good faith effort to inform the residential occupants, by written notice in conformance with Rule No. 8.A.3.b.

(1) Where said occupants are individually metered.

The utility is not required to make service available to these occupants unless each user agrees to the terms and conditions of service and meets the requirement of the law and the utility's rules and tariffs.

(L)

(Continued)

(To be inserted by utility)

Advice Letter No. 1815-W
Decision No. _____

Issued By
R. J. Sprowls
President

(To be inserted by P.U.C.)

Date Filed April 3, 2020
Effective April 3, 2020
Resolution No. _____

Rule No. 11
Discontinuance And Restoration Of Service

B. Discontinuance of Services by Utility (Continued)
1. For Nonpayment of Bills (Continued)

h. (Continued)

However, if one or more occupants are willing and able to assume responsibility for subsequent charges by these occupants to the account to the satisfaction of the utility, or if there is a practical physical means, legally available to the utility of selectively providing services to these occupants who have met the requirements of the utility's rules and tariffs, the utility will make service available to these occupants.

(L)

For these selected occupants establishment of credit may be as prescribed in Rule No. 6, except that where prior service for a period of time is a condition for establishing credit with the utility, proof that is acceptable to the utility of residence and prompt payment of rent or other credit obligation during that period of time is a satisfactory equivalent.

(L)

(2) Where said occupants are master metered.

The utility is not required to make service available to these occupants unless each occupant agrees to the terms and conditions of service, and meets the requirements of the law and the utility's rules and tariffs and the following:

The same Rule 11, item B.1.h. (1) above which applies to individually metered occupants also applies to master metered occupants, except a representative may act on the behalf of a master metered occupant, and the utility will not discontinue service in any of the following situations:

- (a) During the pendency of an investigation by the utility of a master-meter customer dispute or complaint.
- (b) When the master-metered customer has been granted an extension of the period for repayment of a bill.
- (c) For an indebtedness owned by the master-metered customer to any other person or corporation or when the obligation represented by the delinquent account or any other indebtedness was incurred with a person or corporation other than the utility demanding payment therefor.
- (d) When a delinquent account relates to another property owned, managed, or operated by the master-metered customer.
- (e) When a public health or building officer certifies that discontinuance would result in a significant threat to the health or safety of the residential occupants or the public. Proof of age or disability are described in Rule No. 11.B.1.e.

(Continued)

(To be inserted by utility)

Advice Letter No. 1815-W
Decision No. _____

Issued By
R. J. Sprowls
President

(To be inserted by P.U.C.)

Date Filed April 3, 2020
Effective _____
Resolution No. _____

Rule No. 11
Discontinuance And Restoration Of Service

C. Restoration of Service (Continued)

5. Limits on Certain Reconnection Charges

For a residential customer who demonstrates household income below 200 percent of the federal poverty line (or is otherwise deemed by the Water Shutoff Protection Act as having a household income of below 200 percent of the federal poverty line), charges shall be limited as follows:

- (i) For reconnections during regular working hours, the lesser of the actual cost (as stated in Rule No. 11.C.1) or \$50.00; and (T)
- (ii) For reconnections during other than regular working hours, the lesser of the actual cost (as stated in Rule No. 11.C.1) or \$150. The cap on these reconnection fees (\$50 and \$150, respectively) shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021. (T)

D. Refusal to Serve

1. Conditions for Refusal

The utility may refuse to serve an applicant for service under the following conditions:

- a. If the applicant fails to comply with any of the rules as filed with the Public Utilities Commission.
- b. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing customers.
- c. If, in the judgment of the utility, the applicant's installation for utilizing the service is unsafe or hazardous, or of such nature that satisfactory service cannot be rendered.
- d. Where service has been discontinued for fraudulent use, the utility will not serve an applicant until it has determined that all conditions of fraudulent use or practice has been corrected.

2. Notification to Customers

When an applicant is refused service under the provisions of this rule, the utility will notify the applicant promptly of the reason for the refusal to service and of the right of applicant to appeal the utility's decision to the Public Utilities Commission.

(To be inserted by utility)

Advice Letter No. 1815-W
Decision No. _____

Issued By
R. J. Sprowls
President

(To be inserted by P.U.C.)

Date Filed April 3, 2020
Effective _____
Resolution No. _____

Rule No. 5
Special Information Required On Forms

A. Contracts

Each contract for service will contain substantially the following provisions:

1. Unless exempted by the Public Utilities Commission:

"This contract shall at all times be subject to such changes or modification by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction."

2. Unless otherwise not required by the Public Utilities Commission:

"It is the understanding of the parties to this contract that it shall not become effective until the authorization of the Public Utilities Commission of the State of California has been first obtained."

B. Bill for Service

On each bill for service will be printed substantially the following language:

"This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing."

"If you believe there is an error on your bill or have a question about your service, please call Customer support at 800-999-4033. We welcome the opportunity to assist you.

If after contacting us, you are still not satisfied with the company's response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to Submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)

Mail: California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, 3rd Floor, San Francisco, CA 94102

(T)

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts.

(Continued)

(To be inserted by utility)

Advice Letter No. 1815-W
Decision No. _____

Issued By
R. J. Sprows
President

(To be inserted by P.U.C.)

Date Filed April 3, 2020
Effective April 3, 2020
Resolution No. _____

Rule No. 5
Special Information Required On Forms

B. Bill for Service (Continued)

If you prefer having your calls immediately answered in your mode of communication, dial on of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO Voice	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English	1-800-854-7784
	Spanish	

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. If bill becomes past due and nonpayment results with respect to this dispute, the rules for discontinuance of service due to nonpayment must be followed as set forth in Traiff Rule No. 11.B.1.

(N)
|
(N)

The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

C. Discontinuance of Service for Nonpayment - Notice

Every written notice of discontinuance of service for non-payment of bills shall include all of the following information:

1. The name and address of the customer whose account is delinquent.
2. The amount of delinquency.
3. The date by which payment or arrangements for payment is required in order to avoid discontinuance.
4. A description of the process to apply for an extension of time to pay delinquent charges.

(Continued)

(To be inserted by utility)

Advice Letter No. 1815-W
 Decision No. _____

Issued By
R. J. Sprowls
President

(To be inserted by P.U.C.)

Date Filed April 3, 2020
 Effective April 3, 2020
 Resolution No. _____

Rule No. 5
Special Information Required On Forms

C. Discontinuance of Service for Nonpayment - Notice (Continued)

5. The procedure to petition for bill review and appeal to the Commission.
6. The procedure by which the customer may request a deferred (paying at a later date), reduced, or some other alternative payment schedule, including an amortization (spreading payments out over an agreed upon period of time not to exceed 12 months) of the unpaid charges as set forth in Rule No. 11.B.1.e. (T)
7. The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
8. The name, address, and telephone number of a representative of the utility who can provide additional information and assist customers in continuing service or in making arrangements for payment.
9. The telephone numbers of the Commission (Consumer Affairs Branch) (800) 649-7570 or the California Relay Service TTY (800) 735-2929/22 English or (800) 855-3000 Spanish or (800) 854-7784 English/Spanish Speech-to-Speech to which inquiries by the customer may be directed (as stated in Rule No. 5.B.). (T)

Residential Customers. Where water service is provided to residential occupants in a detached single-family dwelling, multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp, where the owner, manager or operator is listed by the utility as the customer of record but is not the occupant, the notice of discontinuance shall further include:

- a. The date on which service will be discontinued.
- b. What the occupants are required to do in order to prevent the discontinuance or to reestablish service.
- c. The estimated monthly cost of service (where service is metered).
- d. The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist the occupants (where service is metered).

Rule 5.C.4 through 5.C.9 are also described in the written policy of discontinuance of service due to nonpayment of bills which is available at <https://www.gswater.com/policy-of-discontinuation/> (N)

(To be inserted by utility)

Advice Letter No. 1815-W
Decision No. _____

Issued By
R. J. Sprowls
President

(To be inserted by P.U.C.)

Date Filed April 3, 2020
Effective April 3, 2020
Resolution No. _____

Rule No. 8
Notices

A. Notice to Customers

1. In Writing

Notice to a customer will normally be in writing. Depending on the type of notice, written notice will either be delivered or mailed to the customer's last known address, except as otherwise specified by the utility's tariffs.

2. Exception

In emergencies or when circumstances warrant, the utility, where feasible, will endeavor to promptly notify the customer affected and may make such notification orally, either in person or by telephone.

3. Notice of Discontinuance of Service of Residential Water Service for Nonpayment

a. The utility shall contact the residential customer of record at least 7 business days prior to discontinuance by telephone or written notice. (T)

1. Written notice shall be mailed to the address of the customer of residence to which the residential service is provided. If the customer's address is not the address of the property to which residential service is provided, the notice also shall be sent to the service address with "Occupant" as the addressee. The notice shall include the information prescribed in Rule No. 5. C.

2. Telephone notice shall be to the customer named on the account. In providing such notice by telephone, the utility shall offer to: (i) provide customer with a written copy of the utility's policy on discontinuation of service due to nonpayment; and (ii) discuss options available to customer to avert discontinuance including alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and procedures to petition for bill review and appeal.

3. If the utility is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned as undeliverable, the utility will make a good faith effort to visit the residence and leave (or make other arrangements for placement in a conspicuous place) a notice as prescribed herein, along with a written copy of the utility's policy on discontinuation of service for nonpayment.

(Continued)

(To be inserted by utility)

Advice Letter No. 1815-W
Decision No. _____

Issued By
R. J. Sprowls
President

(To be inserted by P.U.C.)

Date Filed April 3, 2020
Effective April 3, 2020
Resolution No. _____

Rule No. 8
Notices

A. Notice to Customers (Continued)

3. Notice of Discontinuance of Service of Residential Water Service for Nonpayment

b. The utility shall contact the residential occupants of a detached single-family dwelling, multi-unit residential structure, mobilehome park, or permanent residential structures in a labor camp, where the owner, manager, or operator is listed by the utility as the customer of record, as follows:

1. Where individually metered water service is provided, the utility will make every good faith effort to inform the occupants by means of a notice at least 10 days prior to any discontinuance, when the account is in arrears, that service will be discontinued. In addition to including the information prescribed in Rule No. 5, the notice will inform the occupants that, if the utility's verification and other requirements are met, they have the right to become a customer, to whom the service will then be billed, without being required to pay any amount which may be due to the delinquent account.
2. Where master metered service is provided, the written notice will be at least 15 days prior to discontinuance or service. The notice will be posted on the door of each residential unit. If it is not reasonable or practical to post the notice on the door of each residential unit, the utility will post two copies of the notice in each accessible common area and at each point of access to the structure or structures.
3. Notice to occupants shall be independent of, and in addition to, other notice(s) as may be prescribed in the utility's tariffs.

c. All notices of discontinuance for nonpayment relating to residential services will be in English, the languages listed in Section 1632 of the Civil Code (Spanish, Chinese, Korean, Vietnamese, Tagalog), and any other language spoken by 10 percent or more of the customers in the utility's service area. The notice will include the information prescribed in Rule No. 5.C. (T) (T)

d. Procedures for the discontinuance and restoration of service are specified in Rule No. 11.

4. Notice of Discontinuance of All Other Services (Nonresidential) for Nonpayment

The utility shall make a reasonable attempt to contact: (i) the customer of record by mailing a separate notice at least 10 days prior to discontinuance, or (ii) an adult person on the customer's premises by telephone or in person at least 24 hours prior to any discontinuance.

(Continued)

(To be inserted by utility)

Advice Letter No. 1815-W
Decision No. _____

Issued By
R. J. Sprowls
President

(To be inserted by P.U.C.)

Date Filed April 3, 2020
Effective April 3, 2020
Resolution No. _____

Table of Contents

Rules:

No. 1	Definitions	8664-W, 8665-W	(T)
No. 2	Description of Service	1570-W	
No. 3	Application for Service	4975-W, 4976-W	
No. 4	Contracts	777-W	
No. 5	Special Information Required on Forms	8673-W, 8674-W, 8675-W	(T)
No. 6	Establishment and Re-establishment of Credit	780-W	
No. 7	Deposits	4802-W, 4803-W	
No. 8	Notices	8676-W, 8677-W, 8612-W	(T)
No. 9	Rendering and Payment of Bills	6381-W, 6382-W, 7478-W	
No. 10	Disputed Bills	8666-W, 8667-W	(T)
No. 11	Discontinuance and Restoration of Service	8597-W, 8598-W, 8668-W, 8669-W, 8670-W, 8671-W, 8603-W, 8604-W, 8605-W, 8672-W	 (T)
No. 12	Information Available to Public	7011-W, 7012-W	
No. 13	Temporary Service	793-W, 794-W	
No. 14	Continuity of Service	795-W	
No. 14.1	Mandatory Water Conservation Restrictions and Rationing Plan	6870-W thru 6878-W	
No. 15	Main Extensions	7483-W thru 7490, 7742-W, 7492-W, 7493-W, 7494-W, 7495-W, 8228-W,	
No. 16	Service Connections, Meters and Customer's Facilities	8231-W thru 8235-W, 8401-W, 8237-W 8238-W, 8239-W, 8240-W, 8241-W	
No. 17	Standards for Measurements of Service	2564-W	
No. 18	Meter Tests and Adjustment of Bills for Meter Error	6647-W, 6648-W, 6649-W	
No. 19	Service to Separate Premises and Multiple Units, and Resale of Water	2959-W, 8001-W	
No. 20	Water Conservation	7068-W	
No. 21	Military Family Relief Program	4939-W, 4940-W, 4941-W	
No. 22	Customer Information Sharing	5840-W	

Sample Forms:

No. 3	Bill For Service	6833-W, 6834-W
No. 4	Reminder Notice	6394-W
No. 6	Notice of Termination	6120-W
No. 7	Notice of Termination, Backflow Prevention Assembly Violation	7051-W
No. 8	Fire Flow Test Application	7660-W
No. 14	Uniform Fire Hydrant Service Agreement	2449-W, 2450-W, 2451-W, 2452-W
No. 15	Main Extension Contract - Individuals	5738-W
No. 16	Main Extension Contract	5739-W, 5740-W, 5741-W
No. 17	Income Tax Component of Contribution Agreement	8242-W, 8243-W
No. 18	Waste of Water Notice	6985-W
No. 19	Customer Service Door Notice	6986-W
No. 20	California Alternate Rate for Water Application/Notice	8288-W
No. 24	Confidentiality and Non-Disclosure Agreement	5841-W, 5842-W, 5843-W

(To be inserted by utility)

Advice Letter No. 1815-W
 Decision No. _____

Issued By
R. J. Sprowls
 President

(To be inserted by P.U.C.)

Date Filed April 3, 2020
 Effective _____
 Resolution No. _____

Table of Contents

^s The following tariff sheets contain all effective rates and rules affecting rates and service of the utility, together with information relating thereto:

<u>Subject Matter of Sheet</u>	<u>Sheet No.</u>
Title Page	4905-W
Table of Contents	8679-W, 8662-W, 8661-W, 8678-W (T)
Preliminary Statements: 8370-W, 7005-W, 3140-W, 3141-W, 3142-W, 6940-W, 5096-W*, 5097-W*, 5102-W, 5223-W, 5322-W, 6477-W, 6478-W, 6479-W, 7075-W, 7076-W, 5607-W, 5848-W, 5937-W, 6101-W, 6103-W, 6123-W, 6225-W, 6475-W, 6559-W, 6652-W, 6858-W, 7129-W, 6938-W, 7368-W, 7441-W, 7442-W, 7451-W, 7481-W, 7728-W, 7730-W, 7747-W, 7748-W, 7749-W, 7750-W, 7756-W, 7994-W, 8007-W, 8246-W, 8365-W, 8366-W, 8367-W, 8418-W, 8419-W, 8494-W, 8495-W	
Tariff Area Maps:	
Arden - Cordova	
Arden	6837-W
Cordova	6838-W
Barstow	5560-W
Bay	8189-W
Calipatria-Niland	6846-W
Clearlake	6839-W
Claremont	8487-W
Desert	
Morongo Valley	8223-W, 6427-W
Apple Valley North	5802-W
Apple Valley South	8221-W
Desert View	8222-W
Lucerne Valley	5805-W
Los Osos	
Edna Road	8198-W
Los Osos	5253-W
Metropolitan	
Artesia	8292-W
Norwalk	7732-W
Bell-Bell Gardens	6675-W
Florence-Graham	8294-W
Hollydale	8295-W
Culver City	8293-W
Southwest	8196-W
Willowbrook	6842-W
Orange County	
Bolsa Chica	4381-W
Cowan Heights	8251-W
Cypress-Los Alamitos-Stanton	8252-W
Placentia-Yorba Linda	6844-W
San Dimas	8226-W
San Gabriel Valley	
South Arcadia	8285-W
South San Gabriel	8005-W
Santa Maria	
Cypress Ridge	8254-W
Lake Marie	5705-W
Orcutt	5558-W
Sisquoc	5257-W
Tanglewood	8638-W
Nipomo	8637-W
Simi Valley	8639-W
Wrightwood	6428-W

(Continued)

(To be inserted by utility)	<i>Issued By</i>	(To be inserted by P.U.C.)
Advice Letter No. <u>1815-W</u>	R. J. Sprowls	Date Filed <u>April 3, 2020</u>
Decision No. _____	President	Effective _____
		Resolution No. _____

VERIFICATION

I am Vice President of Regulatory Affairs for, and an officer of, Golden State Water Company (“GSWC”), and am authorized to make this verification on its behalf with respect to GCWC’s written policy on discontinuation of residential service for nonpayment.

I verify that GSWC’s written policy pertaining to the Water Shutoff Protection Act complies with the provisions thereof. The foregoing statement is true of my own knowledge.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on this 3rd day of April 2020, at San Dimas, California.

/s/ Keith Switzer
Keith Switzer
Vice President, Regulatory Affairs
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
Gmmwvc@gmail.com

San Gabriel County Water Co.
8366 Grand Avenue
Rosemead, CA 91770
Jim@sgcwg.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
CMarcarelo@covina.ca.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
MSomogyi@goodinmacbride.com

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