

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



September 20, 2021

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. 1862 filed on August 20, 2021, regarding authorization to Implement Schedule 14.1, Activate Schedule 14.1, and Update Rule 14.1.

Enclosed are copies of the following revised tariff sheets, effective **September 19, 2021**, for the utility's files:

<b>P.U.C. Sheet No.</b>	<b>Title of Sheet</b>
8969-W	Rule 14.1, Page 1
8970-W	Rule 14.1, Page 2
8971-W	Rule 14.1, Page 3
8972-W	Rule 14.1, Page 4
8973-W	Rule 14.1, Page 5
8974-W	Rule 14.1, Page 6
8975-W	Rule 14.1, Page 7
8976-W	Rule 14.1, Page 8
8977-W	Schedule 14.1, Page 1
8978-W	Schedule 14.1, Page 2
8979-W	Schedule 14.1, Page 3
8980-W	Schedule 14.1, Page 4
8981-W	Schedule 14.1, Page 5
8982-W	Schedule 14.1, Page 6
8983-W	Table of Contents, Page 4 of 4
8984-W	Table of Contents, Page 3 of 4
8985-W	Table of Contents, Page 2 of 4
8986-W	Table of Contents, Page 1 of 4
Cancel	6878, 7300-7305, 7382-7387, 7247-7252

Please contact Jeremy Ho at [JRY@cpuc.ca.gov](mailto:JRY@cpuc.ca.gov) or 415-703-1905, if you have any questions.

Thank you,

*/s/ROBIN BRYANT*

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Robin Bryant  
Water Division

Enclosures

**CALIFORNIA PUBLIC UTILITIES COMMISSION  
WATER DIVISION**

**Advice Letter Cover Sheet**

**Utility Name:** GOLDEN STATE WATER COMPANY  
**Date Mailed to Service List:** 8/20/2021

**District:** COMPANY-WIDE

**CPUC Utility #:** 133 W  
**Protest Deadline (20<sup>th</sup> Day):** 9/9/2021

**Advice Letter #:** 1862-W  
**Review Deadline (30<sup>th</sup> Day):** 9/19/2021

**Tier:**  1  2  3  Compliance  
**Requested Effective Date:** TBD

**Authorization:** Res W-4976, Res. W-5034  
**Rate Impact:** N/A

**Description:** Implement Schedule 14.1, Activate Schedule 14.1, Update Rule 14.1

The protest or response deadline for this advice letter is 20 days from the date that this advice letter was mailed to the service list. Please see the "Response or Protest" section in the advice letter for more information.

**Utility Contact:** Ronald Moore  
**Phone:** (909) 394-3600 x 682  
**Email:** [rkmoore@gswater.com](mailto:rkmoore@gswater.com)

**Utility Contact:** Nguyen Quan  
**Phone:** (909) 394-3600 x 664  
**Email:** [nquan@gswater.com](mailto:nquan@gswater.com)

**Water Division**  
**Contact:** Tariff Unit  
**Phone:** (415) 703-1133  
**Email:** [Water.Division@cpuc.ca.gov](mailto:Water.Division@cpuc.ca.gov)

**WD USE ONLY**

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

APPROVED

WITHDRAWN

REJECTED

**Signature:** \_\_\_\_\_

**Comments:** \_\_\_\_\_

**Date:** \_\_\_\_\_

\_\_\_\_\_



August 20, 2021

Advice Letter No. 1862-W

(133 W)

## California Public Utilities Commission

Golden State Water Company ("GSWC") hereby transmits for filing 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. 8969-W	Rule 14.1 Page 1	Revised No. 6870-W
Revised No. 8970-W	Rule 14.1 Page 2	Revised No. 6871-W
Revised No. 8971-W	Rule 14.1 Page 3	Revised No. 6872-W
Revised No. 8972-W	Rule 14.1 Page 4	Revised No. 6873-W
Revised No. 8973-W	Rule 14.1 Page 5	Revised No. 6874-W
Revised No. 8974-W	Rule 14.1 Page 6	Revised No. 6875-W
Revised No. 8975-W	Rule 14.1 Page 7	Revised No. 6876-W
Revised No. 8976-W	Rule 14.1 Page 8	Revised No. 6877-W
Cancel	Rule 14.1 Page 9	Revised No. 6878-W

Original No. 8977-W	Schedule 14.1 Page 1	
Original No. 8978-W	Schedule 14.1 Page 2	
Original No. 8979-W	Schedule 14.1 Page 3	
Original No. 8980-W	Schedule 14.1 Page 4	
Original No. 8981-W	Schedule 14.1 Page 5	
Original No. 8982-W	Schedule 14.1 Page 6	
Cancel	Schedule 14.1-LO Page 1 of 6	Revised No. 7300-W
Cancel	Schedule 14.1-LO Page 2 of 6	Revised No. 7301-W
Cancel	Schedule 14.1-LO Page 3 of 6	Revised No. 7302-W
Cancel	Schedule 14.1-LO Page 4 of 6	Revised No. 7303-W
Cancel	Schedule 14.1-LO Page 5 of 6	Revised No. 7304-W
Cancel	Schedule 14.1-LO Page 6 of 6	Revised No. 7305-W
Cancel	Schedule 14.1-CPR Page 1 of 6	Revised No. 7382-W

Cancel	Schedule 14.1-CPR Page 2 of 6	Revised No. 7383-W
Cancel	Schedule 14.1-CPR Page 3 of 6	Revised No. 7384-W
Cancel	Schedule 14.1-CPR Page 4 of 6	Revised No. 7385-W
Cancel	Schedule 14.1-CPR Page 5 of 6	Revised No. 7386-W
Cancel	Schedule 14.1-CPR Page 6 of 6	Revised No. 7387-W
Cancel	Schedule 14.1-NPM Page 1 of 6	Revised No. 7247-W
Cancel	Schedule 14.1-NPM Page 2 of 6	Revised No. 7248-W
Cancel	Schedule 14.1-NPM Page 3 of 6	Revised No. 7249-W
Cancel	Schedule 14.1-NPM Page 4 of 6	Revised No. 7250-W
Cancel	Schedule 14.1-NPM Page 5 of 6	Revised No. 7251-W
Cancel	Schedule 14.1-NPM Page 6 of 6	Revised No. 7252-W
Revised No. 8983-W	Table of Contents Page 4 of 4	Revised No. 8885-W
Revised No. 8984-W	Table of Contents Page 3 of 4	Revised No. 8959-W

Revised No. 8985-W

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Revised No. 8940-W

Revised No. 8986-W

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Revised No. 8968-W

**Subject:** Implementation and Activation of Schedule 14.1; Rule 14.1 Update

### **PURPOSE**

In accordance with the provisions of Chapter 3, Division 1, of the Water Code of the State of California, and in response to the Governor of the State of California's proclaimed State of Emergency, on April 21, 2021, May 21, 2021 and July 8, 2021, GSWC is seeking authority to establish Schedule No. 14.1, Water Shortage Contingency And Staged Mandatory Water Conservation And Rationing. GSWC requests that this schedule become effective as soon as the advice letter is filed. Additionally, GSWC is seeking to update its existing Rule 14.1 to incorporate small edits.

### **BACKGROUND**

#### ***-Schedule 14.1 - Water Shortage Contingency and Staged Mandatory Water Conservation and Rationing***

GSWC serves approximately 262,000 customers in the State of California. In addition to its well water sources, GSWC obtains about 38% of its water supply from various water wholesalers throughout California.

Schedule 14.1 specifies the plan for mandatory stages, water use violation fines, mandatory conservation restrictions and rates. Each stage specified in Schedule 14.1 has trigger points and its own set of mandatory conservation rates. According to Rule 14.1, once trigger points are activated for various stages, GSWC will file a Tier 2 advice letter to implement its mandatory conservation rates and rationing plans for that stage.

If GSWC activates a mandatory conservation stage (stages 2 to 6), customers will be given a monthly usage allocation during the mandatory conservation period. Customers who want to deviate from their assigned allocation, which is based on historical usage, may submit an Appeal Application to GSWC to request a higher allocation.

A copy of the Appeal Application is attached to this advice letter as Attachment A.

#### ***-Schedule 14.1 Activation***

The Governor of the State of California proclaimed a State of Emergency, on April 21, 2021, May 21, 2021, and then again on July 8, 2021, declaring severe drought conditions in 50 counties in the State of California, which include, Alameda, Alpine, Amador, Butte,

Calaveras, Colusa, Contra Costa, Del Norte, El Dorado, Fresno, Glenn, Humboldt, Kern, Kings, Lake, Lassen, Madera, Mariposa, Mendocino, Merced, Modoc, Napa, Nevada, Placer, Plumas, Sacramento, San Benito, San Joaquin, Shasta, Sierra, Siskiyou, Solano, Sonoma, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, Yolo, Yuba, Inyo, Marin, Mono, Monterey, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, and Santa Cruz. These counties are experiencing dire and severe drought conditions. In his Emergency Drought Declaration on July 8, 2021, the Governor cited, "climate change is intensifying the impacts of droughts on our communities, environment, and economy, and California is in a second consecutive year of dry conditions, resulting in drought in all parts of the State and extreme or exceptional drought in most of the state."

The Emergency Drought Declarations obligate water companies to work diligently with state water suppliers to conserve water during this declared drought condition. The following selected Ordering Paragraphs are from the July 8, 2021 Emergency Drought Declaration:

1. All agencies of the state government are to utilize and employ state personnel, equipment, and facilities for the performance of any and all activities consistent with the direction of the Governor's Office of Emergency Services and the State Emergency Plan. Also, to protect their safety, all residents are to obey the direction of emergency officials with regard to this emergency in order to protect their safety.
3. Consistent with the policies stated in Water Code Section 1011.5(a), local agencies are encouraged to take actions to coordinate use of their available supplies and to substitute an alternate supply of groundwater from existing groundwater wells for the unused portion of surface water that the local agency is otherwise entitled to use. For actions taken pursuant to this paragraph in the Proclaimed Drought Counties, the provisions of Chapter 3 (commencing with Section 85225) of Part 3 of Division 35 of the Water Code and regulations adopted pursuant thereto are suspended for any (a) actions taken by state agencies pursuant to this paragraph, (b) actions taken by a local agency where the state agency with primary responsibility for implementing the directive concurs that local action is required, and (c) permits or approvals necessary to carry out actions under (a) or (b). The entities implementing this paragraph shall maintain on their websites a list of all activities or approvals that rely on the suspension of the foregoing Water Code provisions.
9. To ensure protection of water in the Proclaimed Drought Counties needed for health, safety, and the environment, the Water Board shall consider emergency

regulations to curtail water diversions when water is not available at water right holders' priority of right or to protect releases of stored water.

10. To proactively prevent situations where a community runs out of drinking water, the Water Board, the Department of Water Resources, the Office of Emergency Services, and the Office of Planning and Research shall assist local agencies in the Proclaimed Drought Counties with identifying acute drinking water shortages in domestic water supplies, and shall work with local agencies in implementing solutions to those water shortages.<sup>1</sup>

Accordingly, GSWC is seeking to activate Schedule 14.1 conservation measures upon approval of this advice letter. GSWC is proposing to activate Schedule 14.1, Stage 1 conservation measures in its Arden-Cordova, Bay Point, Clearlake, Los Osos (Los Osos water system only), Santa Maria (Sisquoc, Tanglewood, Orcutt, Lake Marie water systems only), Simi Valley, Region 2 and Region 3 CSAs. Activating Stage 1 is based on achieving a 15% reduction using the 2020 baseline usage for each of the CSAs, respectively.

The Schedule 14.1 that currently serve the Edna Road, Cypress Ridge and Nipomo water systems have been active since July 1, 2015 due to continuing depressed groundwater levels in the groundwater basins serving these systems. GSWC is proposing to close the individual Schedules 14.1<sup>2</sup> for these water systems and activate Stage 2 in this Schedule 14.1 via this advice letter. These water systems will retain their respective stage of mandatory conservation under the company-wide Schedule 14.1 proposed in this advice letter. The Edna Road, Cypress Ridge and Nipomo water systems are all currently in Stage 2 of mandatory conservation measures and will remain in Stage 2 on the company-wide Schedule 14.1.

#### ***-Rule 14.1***

GSWC is proposing minor edits to the existing Rule 14.1. The context of Rule 14.1 remains intact.

#### **COMMISSION DIRECTIVES**

On June 8, 2021, Commission President Marybel Batjer sent a letter to the Commission-regulated water utilities, which stated, "With California experiencing its second consecutive dry year and due to the effects of climate change, we are all reminded that drought planning and conservation are a California way of life. Earlier this year,

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<sup>1</sup> <https://www.gov.ca.gov/wp-content/uploads/2021/07/7.8.21-Drought-SOE-Proc.pdf>

<sup>2</sup> Schedule 14.1-LO; Schedule 14.1-CPR; Schedule 14.1-NPM

Governor Newsom took actions to respond to drought conditions across California by declaring 41 counties under a drought state of emergency." The letter went on to say, "I call on the investor-owned utilities (IOUs) to remind your water customers of ongoing dry conditions and encourage actions to reduce water usage".

On July 8, 2021, the Commission's Water Division sent a letter to all Water IOUs, calling on them to "implement voluntary water conservation measures to achieve the 15 percent reduction in water use from 2020 levels." The water IOUs were encouraged to notify their customers of the voluntary conservation measures through a bill insert or direct mailing. In mid-July 2021, GSWC begun notifying customers of the voluntary 15% water use reduction by e-bill messaging. During the week of August 23, 2021, GSWC will begin notifying customers of the voluntary 15% water use reduction by bill insert. Lastly, GSWC has placed a message on the back of its water bill to inform and remind customers to conserve and use water responsibly. Customers are directed to visit GSWC's Drought webpage for additional information.

Copies of the June 8, 2021 letter from Commissioner Batjer and the July 8, 2021 letter from the Water Division are attached to this advice letter as Attachment B and Attachment C, respectively.

#### **CUSTOMER OUTREACH AND NOTICING**

GSWC will follow all guidelines including customer outreach and noticing guidelines specified in the Commission's Standard Practice U-40-W on Instructions for Water Conservation Rationing and Service Connection Moratoria, which include customer outreach and noticing before the activation of each rationing stage.

#### **PUBLIC MEETING**

As required by Section 351 of the California Water Code, GSWC has scheduled virtual public meetings to obtain public comments on the proposed Schedule 14.1. Minutes from the public meetings will be submitted to the Water Division as part of the review process for this advice letter request.

A copy of the Commission-approved customer notice for the required public meetings is attached to this advice letter as Attachment D.

#### **TIER DESIGNATION**

This advice letter is submitted with a Tier 2 designation.

#### **EFFECTIVE DATE**

GSWC is requesting that this filing become effective upon regular statutory notice.

**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.

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

The addresses for submitting a response or protest are:

**Email Address:**

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

**Mailing Address:**

CA Public Utilities Commission  
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](mailto: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 the Water Division, within the 20-day protest period, so that a late filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on.

### **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.

Sincerely,

/s/ Ronald Moore  
Regulatory Affairs Department  
Golden State Water Company

c: Terence Shia, CPUC- Water Division  
Jim Boothe, CPUC- Water Division  
Victor Chan, CPUC- CalPA  
Richard Rauschmeier, CPUC- CalPA

Rule No. 14.1  
Water Conservation And Rationing Plan

GENERAL INFORMATION

1. If water supplies are projected to be insufficient to meet normal customer demand, and are beyond the control of the utility, the utility may elect to activate voluntary conservation using the portion of this plan set forth in Section A of this Rule, after notifying the Director of the Commission's Water Division of its intent, via a letter in hard-copy (if possible) and e-mailed formats. The utility's customers shall be notified of the voluntary conservation measures through a bill insert direct mailing, or electronic notification. (T)
2. Prior to declaration of mandatory rationing by a water wholesaler or government agency, a utility may request adding a Schedule 14.1 - Water Shortage Contingency and Staged Mandatory Water Conservation and Rationing tariff, via a Tier 2 advice letter. The utility may request a lost revenue memorandum account at this time. (T)
3. If, in the opinion of the utility, more stringent water measures are required, the utility shall request Commission authorization to activate the staged mandatory rationing measures set forth in Sections B through E.
4. The utility shall file a Tier 2 advice letter to request activation of a particular stage of Schedule 14.1 - Water Shortage Contingency and Staged Mandatory Water Conservation and Rationing tariff. (T)
  - a. If a Declaration of Mandatory Rationing is made by utility or governing agency, or
  - b. If the utility is unable to address voluntary conservation levels set by itself, supplier, or governing agency, or
  - c. If the utility chooses to subsequently activate a different stage
5. When Schedule 14.1 is activated and the utility determines that water supplies are again sufficient to meet normal demands, and mandatory rationing measures are no longer necessary, the utility shall seek Commission approval via a Tier 1 advice letter to de-activate the particular stage of mandatory rationing that had been authorized. (L)
6. In the event of a water supply shortage requiring a voluntary or mandatory program, small water utilities shall make available to its customers water conservation kits as required by its version of Rule 20. The utility shall notify all customers of the availability of conservation kits via a bill insert or direct mailers. (L)

(Continued)

(To be inserted by utility)

Advice Letter No. 1862-W  
Decision No. \_\_\_\_\_

Issued By  
**R. J. Sprowls**  
President

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

Date Filed August 20, 2021  
Effective September 19, 2021  
Resolution No. \_\_\_\_\_

Rule No. 14.1  
Water Conservation And Rationing Plan

A. CONSERVATION - NON-ESSENTIAL OR UNAUTHORIZED WATER USE

(L)

No customer shall use utility-supplied water for non-essential or unauthorized uses, including but not limited to:

1. Use of potable water for more than minimal landscaping, as defined in the landscaping regulations of the jurisdiction or as described in Article 10.8 of the California Government Code in connection with new construction;
2. Excessive use of water when a utility has notified the customer in writing to repair a broken or defective plumbing, sprinkler, watering or irrigation system and the customer has failed to effect such repairs within five business days, the utility may install a flow restriction device.
3. Use of potable water which results in flooding or runoff in gutters or streets;
4. Individual private washing of cars with a hose except with the use of a positive action shut-off nozzle. Use of potable water for washing commercial aircraft, cars, buses, boats, trailers, or other commercial vehicles at any time, except at commercial or fleet vehicle or boat washing facilities operated at a fixed location where equipment using water is properly maintained to avoid wasteful use;
5. Use of potable water washing buildings, structures, driveways, patios, parking lots, tennis courts, or other hard-surfaced areas, except in the cases where health and safety are at risk;
6. Use of potable water to irrigate turf, lawns, gardens, or ornamental landscaping by means other than drip irrigation, or hand watering without quick acting positive action shut-off nozzles, on a specific schedule, for example: 1) before 9:00 a.m. and after 5:00 p.m.; 2) every other day; or 3) selected days of the week;
7. Use of potable water for street cleaning with trucks, except for initial wash-down for construction purposes (if street sweeping is not feasible), or to protect the health and safety of the public;
8. Use of potable water for construction purposes, such as consolidation of backfill, dust control, or other uses unless no other source of water or other method can be used.
9. Use of potable water for construction purposes unless no other source of water or other method can be used;
10. Use of potable water for street cleaning;
11. Operation of commercial car washes without recycling at least 50% of the potable water used per cycle;
12. Use of potable water for watering outside plants, lawn, landscape and turf areas during certain hours if and when specified in Schedule No. 14.1 when the schedule is in effect;

(L)

(L)

(Continued)

(To be inserted by utility)

Advice Letter No. 1862-W  
Decision No. \_\_\_\_\_

Issued By  
**R. J. Sprowls**  
President

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

Date Filed August 20, 2021  
Effective September 19, 2021  
Resolution No. \_\_\_\_\_

Rule No. 14.1  
Water Conservation And Rationing Plan

A. CONSERVATION - NON-ESSENTIAL OR UNAUTHORIZED WATER USE (Continued)

- 13. Use of potable water for decorative fountains or the filling or topping off of decorative lakes or ponds. Exceptions are made for those decorative fountains, lakes, or ponds which utilize recycled water;
- 14. Use of potable water for the filling or refilling of swimming pools.
- 15. Service of water by any restaurant except upon the request of a patron; and
- 16. Use of potable water to flush hydrants, except where required for public health or safety.

(L)  
(L)

B. STAGED MANDATORY RATIONING OF WATER USAGE

- 1. Prior to declaration of mandatory rationing by a water wholesaler, government agency or the utility (per Water Code Section 350), a utility may request addition of a Schedule 14.1 - Water Shortage Contingency and Staged Mandatory Water Conservation and Rationing tariff, via a Tier 2 advice letter, with full justification. The utility may not activate Schedule 14.1 until it has been authorized to do so by the Commission as delegated to WD.
  - a. A staged Schedule 14.1 that has been authorized by the Commission shall remain dormant until triggered by specific conditions detailed in the Schedule 14.1 tariff and utility has requested and received authorization for activating a stage by Commission.
  - b. Notice of the Tier 2 advice letter and associated public participation hearing, if required, shall be provided to customers through a bill insert, direct mailing, or by electronic notification.
  - c. Utility shall comply with all requirements of Sections 350-358 of the California Water Code.
  - d. The Tier 2 advice letter requesting the addition of a Schedule 14.1 shall include but not be limited to:

(T)  
(L)  
|  
(L)  
  
(T)  
  
  
(L)  
|  
(L)

(Continued)

(To be inserted by utility)

Advice Letter No. 1862-W  
Decision No. \_\_\_\_\_

Issued By  
**R. J. Sprowls**  
President

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

Date Filed August 20, 2021  
Effective September 19, 2021  
Resolution No. \_\_\_\_\_

Rule No. 14.1  
Water Conservation And Rationing Plan

B. STAGED MANDATORY RATIONING OF WATER USAGE (Continued)

(L)  
(L)  
(L)  
(L)

- i. Proposed Schedule 14.1 tariff, which shall include but not be limited to:
  - 1. Applicability,
  - 2. Territory applicable to,
  - 3. A detailed description of each Stage of Rationing,
  - 4. A detailed description of the Trigger that Activates each Stage of Rationing,
  - 5. A detailed description of each water use restriction for each stage of rationing.
  - 6. Water use violation levels, written warning levels, associated fines, if applicable, and exception procedures,
  - 7. Conditions for installation of a flow restrictor,
  - 8. Charges for removal of flow restrictors, and
  - 9. Special Conditions
- ii. Justification for, and documentation and calculations in support of plan, including but not limited to each item in B.1.d.i above.

- 2. Number of Stages requested by each utility/district may vary, depending on specifics of water shortage event.
- 3. The utility shall file a Tier 2 advice letter to request activation of a particular stage of Schedule 14.1 - Water Shortage Contingency and Staged Mandatory Water Conservation and Rationing tariff.
  - a. If a Declaration of Mandatory Rationing is made by utility or governing agency,
  - b. If the utility is unable to address voluntary conservation levels set by itself or governing agency, or
  - c. If the utility chooses to subsequently activate a different stage.

(L)  
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(L)

(Continued)

(To be inserted by utility)  
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(To be inserted by P.U.C.)  
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Resolution No. \_\_\_\_\_

Rule No. 14.1  
Water Conservation And Rationing Plan

STAGED MANDATORY RATIONING OF WATER USAGE (Continued)

- (L)  
(L)  
(L)  
(L)  
(L)
4. The Tier 2 advice letter requesting activation of a Schedule 14.1 shall include but not be limited to:
- a. Justification for activating this particular stage of mandatory rationing, as well as period during which this particular stage of mandatory conservation and rationing measures will be in effect.
  - b. When the utility requests activation of a particular Stage, it shall notify its customers as detailed in Section E, below.
5. All monies collected by the utility through water use violation fines shall not be accounted for as income but rather booked to a memorandum account to offset authorized expenses incurred or recovery of lost revenue. Lost revenues associated with reduced sales as a result of activation of either Tariff Rule 14.1 or Schedule 14.1 for a non-WRAM utility should be tracked in a separate memorandum account for disposition as directed or authorized from time to time by the Commission.
6. All expenses incurred by utility to activate Rule 14.1 and Schedule 14.1 that have not been considered in a General Rate Case or other proceeding, shall be recoverable by utility if determined to be reasonable by Commission.
- a. These monies shall be accumulated by the utility in a separate memorandum account for disposition as directed or authorized from time to time by the Commission. (L)  
(L)  
(L)

(Continued)

(To be inserted by utility)

Advice Letter No. 1862-W  
Decision No. \_\_\_\_\_

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**R. J. Sprowls**  
President

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Rule No. 14.1  
Water Conservation And Rationing Plan

C. ENFORCEMENT OF STAGED MANDATORY CONSERVATION AND RATIONING

1. The water use restrictions of the conservation program, in Section A of these drought procedures, become mandatory when the Schedule 14.1-Staged Mandatory Rationing Program is triggered, the utility files a Tier 2 advice letter requesting activation of a particular stage, and authorization is received from the Commission as delegated to WD. (L)

a. In the event a customer is observed to be using water for any nonessential or unauthorized use as defined in Section A of this rule, the utility may charge a water use violation fine in accordance with Schedule 14.1. (T)

2. The utility may, after one written warning, install a flow-restricting device on the service line of any customer observed by utility personnel to be using water for any non-essential or unauthorized use as defined in Section A above.

3. A flow restrictor shall not restrict water delivery by greater than 50% of normal flow and shall be capable of providing the premise with a minimum of 3 Ccf/person/month. The restricting device may be removed only by the utility, only after a three-day period has elapsed, and only upon payment of the appropriate removal charge as set forth in Schedule 14.1.

4. After the removal of the restricting device, if any non-essential or unauthorized use of water continues, the utility may install another flow-restricting device without written notice. This device shall remain in place until water supply conditions warrant its removal and until the appropriate charge for removal has been paid to the utility.

5. Any tampering with flow restricting device by customer can result in discontinuation of water use at the utility's discretion.

6. If, despite installation of such flow-restricting device pursuant to the provisions of the previous enforcement conditions, any such non-essential or unauthorized use of water continues, then the utility may discontinue water service to such customer. In such latter event, a charge as provided in Rule No. 11 shall be paid to the utility as a condition to restoration of service. (L)

(Continued)

(To be inserted by utility)

Advice Letter No. 1862-W  
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Rule No. 14.1  
Water Conservation And Rationing Plan

C. ENFORCEMENT OF STAGED MANDATORY CONSERVATION AND RATIONING (Continued)

- (L)
7. All monies collected by the utility through water use violation fines shall not be accounted for as income but rather booked to a memorandum account to offset either authorized expenses incurred or recovery of lost revenues. All expenses incurred by utility to implement Rule 14.1 and Schedule 14.1 that have not been considered in a General Rate Case or other proceeding, shall be recoverable by utility if determined to be reasonable by Commission. These additional monies shall be accumulated by the utility in a separate memorandum account for disposition as directed or authorized from time to time by the Commission.
  8. The charge for removal of a flow-restricting device shall be in accordance with Schedule 14.1.

D. APPEAL PROCEDURE

1. Any customer who seeks a variance from any of the provisions of this voluntary water conservation and mandatory rationing plan shall notify the utility in writing, explaining in detail the reason for such a variation. The utility shall respond to each such request in writing.
2. Any customer not satisfied with the utility's response may file an appeal with the Director of WD. (T)
3. If the customer disagrees with such disposition, the customer shall have the right to file a formal complaint with the Commission. Except as set forth in this Section, no person shall have any right or claim in law or in equity, against the utility because of, or as a result of, any matter or thing done or threatened to be done pursuant to the provisions of the voluntary water conservation and mandatory rationing plan. (L)

(Continued)

(To be inserted by utility)

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Rule No. 14.1  
Water Conservation And Rationing Plan

- E. PUBLICITY (L)
1. As stated under Section B.1.b and c, when a utility requests the addition of a Schedule 14.1 – Water Shortage Contingency and Staged Mandatory Water Conservation and Rationing tariff, via a Tier 2 advice letter, it shall provide notice of the Tier 2 advice letter and associated public hearing provided to customers through bill inserts, direct mailing, or electronic notification and shall comply with all requirements of Sections 350-358 of the California Water Code (CWC), including but not limited to the following:
    - a. In order to be in compliance with both the General Order 96-B and CWC, the utility shall provide notice via both newspaper and bill insert/direct mailing/electronic notification. (T)
    - b. Utility shall file one notice for each advice letter filed, that includes both notice of the filing of the Tier 2 advice letter as well as the details of the public hearing (date, time, place, etc.).
    - c. The public meeting shall be held after the utility files the Tier 2 advice letter, and before the Commission authorizes the addition of Schedule 14.1 to the tariff except in cases of emergency water shortages approved by WD. (T)
    - d. Utility shall consult with WD staff prior to filing advice letter, in order to determine details of public meeting. (T)
  2. In the event that a Schedule 14.1- Water Shortage Contingency and Staged Mandatory Water Conservation and Rationing Plan is triggered, and a utility requests activation through the filing of a Tier 2 advice letter, the utility shall notify its customers and provide each customer with a copy of Schedule 14.1 by means of bill insert, direct mailing or electronic notification. Notification shall take place prior to imposing any fines associated with this plan. If activation of Schedule 14.1 occurs one year or more since the public hearing associated with adding Schedule 14.1 to its tariffs, then the utility shall conduct a public hearing pursuant to California Water Code Section 351 prior to activating the mandatory rationing stage. (L)
  3. During the period that a stage of Schedule 14.1 is activated, the utility shall provide customers with updates in at least every other bill, regarding its water supply status and the results of customers' conservation efforts. (L)

(To be inserted by utility)  
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Schedule 14.1  
Water Shortage Contingency and Staged Mandatory Water Conservation and  
Rationing

**A. APPLICABILITY**

(N)

This Schedule applies to all Golden State Water Company (GSWC) water customers in all Customer Service Areas. This Schedule is effective in times of voluntary conservation or mandatory rationing, as required by Rule 14.1. To the extent any provision in this Schedule is inconsistent with Rule 14.1, the provisions of this Schedule apply. The drought emergency surcharges listed in this Schedule are in addition to the regular water-use charges under the applicable Schedules as authorized by the California Public Utilities Commission (CPUC) for the respective ratemaking area.

**B. TERRITORY**

This Schedule is applicable to all GSWC water customers in California.

**C. WATER USE REDUCTION AND DROUGHT EMERGENCY SURCHARGES**

A resolution has been adopted by the Board of Directors (Board) of American States Water Company, the parent company of GSWC, in response to drought or water supply shortage conditions. As such, GSWC will implement the appropriate Stage of its Water-Use Reduction Plan to either mitigate the water supply shortage in accordance with the Water Shortage Contingency Plan (WSCP) or to achieve identified water usage goals established by an authorized government agency or official, or as directed under court jurisdiction. The required actions outlined for each stage cannot be implemented until GSWC has filed a Tier 2 Advice Letter with the CPUC and CPUC approval has been obtained. Response actions for each of the six stages of GSWC's WSCP are as follows:

**Stage 1** – Stage 1 is a “Water Alert” where voluntary conservation is encouraged. GSWC explains the drought situation to the public and governmental bodies relying on GSWC water. GSWC explains the potential subsequent water shortage stages in order to forecast possible future actions for the customer base. Under Stage 1, GSWC takes the following actions:

- Implement Voluntary Water Conservation Measures authorized under Rule 14.1.
- Establish a voluntary demand reduction target for each water system.
- Inform public of water shortage conditions or demand reduction targets through some or all of the following: distribution of literature, public meetings, website updates, bill inserts, digital media, conservation messages printed in local newspapers, and educational programs in schools.
- Initiate a Conservation Hotline, a toll-free number with trained Conservation Representatives to answer customer questions about conservation and water-use efficiency.

(N)

(Continued)

(To be inserted by utility)

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Schedule 14.1  
Water Shortage Contingency and Staged Mandatory Water Conservation and Rationing

**C. WATER USE REDUCTION AND DROUGHT EMERGENCY SURCHARGES (Continued)**

(N)

**Stage 1 (Continued)**

- Recommend voluntary customer outdoor irrigation between the hours of 7 PM and 8 AM per the following Schedule (unless requested differently by a local governmental agency):

Addresses Ending In:	Watering Days
Even Numbers (0, 2, 4, 6, 8)	Sunday, Wednesday, Friday
Odd Numbers (1, 3, 5, 7, 9)	Tuesday, Thursday, Saturday

- Identify the year to be used for establishing the customer baseline water use.

**Stage 2 - 20% Mandatory Reduction Stage:** Stage 2 is a “Moderate Shortage” and will be implemented if the Stage 1 restrictions are deemed insufficient to achieve necessary demand reductions due to water supply shortages or to achieve identified water usage goals established by an authorized government agency or official. Stage 2 will include all actions undertaken in Stage 1. GSWC will require mandatory conservation under this stage. Under Stage 2, GSWC takes the following actions:

- All measures implemented in Stage 1 are implemented in Stage 2.
- Outdoor Irrigation is restricted to between the hours of 7 PM and 8 AM per the following schedule (unless requested differently by a local governmental agency):

Addresses Ending In:	Watering Days
Even Numbers (0, 2, 4, 6, 8)	Sunday and Wednesday
Odd Numbers (1, 3, 5, 7, 9)	Tuesday and Saturday

- GSWC calculates customer conservation allocation based upon the year identified in Stage 1, less 20%.
- No allocation will be set less than eight (8) Ccf per monthly billing period or 16 Ccf per bi-monthly billing period, unless directed otherwise by an authorized government agency.
- Water Usage in excess of customer baseline to be charged at regular rate plus a drought emergency surcharge of \$2.50 per Ccf.
- Installation of a flow restrictor for repeated violation of water use restrictions under Rule 14.1 C.3 as noted in Section F.6 of this Schedule.

(N)

(Continued)

(To be inserted by utility)

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Schedule 14.1  
Water Shortage Contingency and Staged Mandatory Water Conservation and  
Rationing

**C. WATER USE REDUCTION AND DROUGHT EMERGENCY SURCHARGES (Continued)**

(N)

**Stage 3 - 30% Mandatory Reduction Stage:** Stage 3 is a "Severe Shortage" and will be implemented if the Stage 2 restrictions are deemed insufficient to achieve necessary demand reductions due to water supply shortages or to achieve identified water usage goals established by an authorized government agency or official. Stage 3 will include all actions undertaken in Stage 2. GSWC will require mandatory conservation under this stage. Under Stage 3, GSWC takes the following actions:

- All measures implemented in Stage 2 are implemented in Stage 3.
- GSWC calculates customer conservation allocation based upon the year identified in Stage 1, less 30%.
- No allocation will be set less than eight (8) Ccf per monthly billing period or 16 Ccf per bi-monthly billing period, unless directed otherwise by an authorized government agency.
- Water Usage in excess of customer baseline to be charged at regular rate plus a drought emergency surcharge of \$5 per Ccf.
- Installation of a flow restrictor for repeated violation of water use restrictions under Rule 14.1 C.3 as noted in Section F.6 of this Schedule.

**Stage 4 - 40% Mandatory Reduction Stage:** Stage 4 is a "Critical Shortage" and will be implemented if the Stage 3 restrictions are deemed insufficient to achieve necessary demand reductions due to water supply shortages or to achieve identified water usage goals established by an authorized government agency or official. Stage 4 will include all actions undertaken in Stage 3. GSWC will require mandatory conservation under this stage. Under Stage 4, GSWC takes the following actions:

- All measures implemented in Stage 3 are implemented in Stage 4.
- GSWC calculates customer conservation allocation based upon the year identified in Stage 1, less 40%.
- No allocation will be set less than eight (8) Ccf per monthly billing period or 16 Ccf per bi-monthly billing period, unless directed otherwise by an authorized government agency.
- Water Usage in excess of customer baseline to be charged at regular rate plus a drought emergency surcharge of \$7.50 per Ccf.
- Installation of a flow restrictor for repeated violation of water use restrictions under Rule 14.1 C.3 as noted in Section F.6 of this Schedule.

(N)

(Continued)

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Schedule 14.1  
Water Shortage Contingency and Staged Mandatory Water Conservation and Rationing

**C. WATER USE REDUCTION AND DROUGHT EMERGENCY SURCHARGES (Continued)**

(N)

**Stage 5 - 50% Mandatory Reduction Stage:** Stage 5 is a "Shortage Crisis" and will be implemented if the Stage 4 restrictions are deemed insufficient to achieve necessary demand reductions due to water supply shortages or to achieve identified water usage goals established by an authorized government agency or official. Stage 5 will include all actions undertaken in Stage 4. GSWC will require mandatory conservation under this stage. Under Stage 5, GSWC takes the following actions:

- All measures implemented in Stage 4 are implemented in Stage 5.
- GSWC calculates customer conservation allocation based upon the year identified in Stage 1, less 50%.
- No allocation will be set less than eight (8) Ccf per monthly billing period or 16 Ccf per bi-monthly billing period, unless directed otherwise by an authorized government agency.
- Water Usage in excess of customer baseline to be charged at regular rate plus a drought emergency surcharge of \$10 per Ccf.
- Installation of a flow restrictor for repeated violation of water use restrictions under Rule 14.1 C.3 as noted in Section F.6 of this Schedule.

**Stage 6 - 55% Mandatory Reduction Stage:** Stage 6 is an "Emergency Shortage" and will be implemented if the Stage 5 restrictions are deemed insufficient to achieve necessary demand reductions due to water supply shortages or to achieve identified water usage goals established by an authorized government agency or official. Stage 6 will include all actions undertaken in Stage 5. GSWC will require mandatory conservation under this stage. Under Stage 6, GSWC takes the following actions:

- All measures implemented in Stage 5 are implemented in Stage 6.
- GSWC calculates customer conservation allocation based upon the year identified in Stage 1, less 55%.
- No allocation will be set less than eight (8) Ccf per monthly billing period or 16 Ccf per bi-monthly billing period, unless directed otherwise by an authorized government agency.
- Water Usage in excess of customer baseline to be charged at regular rate plus a drought emergency surcharge of \$15 per Ccf.
- Installation of a flow restrictor for repeated violation of water use restrictions under Rule 14.1 C.3 as noted in Section F.6 of this Schedule.

(N)

(Continued)

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Schedule 14.1  
Water Shortage Contingency and Staged Mandatory Water Conservation and  
Rationing

**D. FLOW RESTRICTOR CHARGES**

(N)

The charge for installation and removal of a flow-restricting device shall be:

<u>Connection Size</u>	<u>Charges</u>
5/8" to 1" .....	\$150
1-1/2" to 2" .....	\$200
3" and larger.....	\$300

The flow restrictor will remain installed for a minimum of seven (7) days.

**E. EXEMPTION AND APPEALS PROCESS**

Any customer who seeks a variance from any of the provisions of this voluntary water conservation plan and/or mandatory conservation plan shall notify the utility in writing, explaining in detail the reason for such a variation. The utility shall respond to each such request in writing.

The appeals form is available online at GSWC website: [www.gswater.com/appeal](http://www.gswater.com/appeal) or by calling GSWC's 24-Hour Customer Service Hotline at 1-800-999-4033.

**F. SPECIAL CONDITIONS**

1. A Tier 2 advice letter will have to be filed with the CPUC to activate any of the Stages of Water Use Reduction and Drought Emergency Surcharges listed in this Schedule.
2. The active Stage of Water Use Reduction and Drought Emergency Surcharges is to remain in effect until a Tier 2 advice letter is filed with the CPUC to activate a different Stage or when Schedule 14.1 is deactivated.
3. Water-use violation fines and/or Drought Emergency Surcharges must be separately identified on each bill.
4. All bills are subject to reimbursement fee set forth on Schedule No. UF.
5. All revenue collected by the utility through water use violation fines and/or Drought Emergency Surcharges shall not be accounted for as income, but shall be accumulated in the WRAM and lost revenue portion tracked in the appropriate memorandum account for non-WRAM tariffs.

(N)

(Continued)

(To be inserted by utility)

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Schedule 14.1  
Water Shortage Contingency and Staged Mandatory Water Conservation and  
Rationing

**F. SPECIAL CONDITIONS (Continued)**

(N)

6. No Customer shall use utility-supplied water for non-essential or unauthorized uses as defined below; customers shall take actions to reduce non-essential and unauthorized water use accordingly as identified below:
  - a. The application of potable water to outdoor landscapes in a manner that causes runoff onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures.
  - b. The use of a hose that dispenses potable water to wash a motor vehicle, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use.
  - c. The use of potable water for washing buildings, structures, sidewalks, walkways, patios, tennis courts, or other hard-surfaced, non-porous areas.
  - d. The use of potable water in a fountain or other decorative water feature, except where the water is part of a recirculating system.
  - e. The use of potable water for watering outside plants, lawn, landscape, and turf area during certain hours prohibited by applicable laws or rules, during and up to 48 hours after measurable rainfall (0.1" or more).
  - f. GSWC will promptly notify customers when aware of leaks within the customer's control; the failure to repair any leaks, breaks, or other malfunction resulting in water waste in a customer's domestic or outdoor water system within forty-eight (48) hours of notification by the utility, unless other, specific arrangements are made with and agreed to by the utility.
  - g. The serving of water, other than upon request, in eating and drinking establishments, including but not limited to restaurants, hotels, cafes, bars, or other public places where food or drink are served and/or purchased.
  - h. Hotels/motels must provide guests with the option of choosing not to have towels and linens laundered daily and prominently display notice of this option.
  - i. The use of potable water for irrigation of ornamental turf on public street medians.
  - j. The use of potable water for irrigation outside of newly constructed homes and buildings that is not delivered by drip or micro spray systems.
  - k. Commercial, industrial, and institutional properties, such as campuses, golf courses, and cemeteries, shall immediately implement water efficiency measures to reduce potable water use in an amount consistent with the mandated reduction.
  - l. Further reduction in or the complete prohibition of any other use of water declared non-essential, unauthorized, prohibited, or unlawful by an authorized government or regulatory agency or official.
  - m. Use of potable water for watering streets with trucks, or other vehicles, except for initial wash-down for construction purposes (if street sweeping is not feasible), or to protect the health and safety of the public.
  - n. The outdoor irrigation restriction does not apply to trees or edible vegetation watered solely by drip or micro spray systems.

(N)

(To be inserted by utility)

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

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Cordova	6838-W
Barstow	8963-W
Bay	8189-W
Calipatria-Niland	6846-W
Clearlake	6839-W
Claremont	8487-W
Desert	
Morongo Valley	8223-W, 6427-W
Apple Valley North	8961-W
Apple Valley South	8221-W
Desert View	8222-W
Lucerne Valley	8962-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	8728-W
Southwest	8196-W
Willowbrook	6842-W
Orange County	
Bolsa Chica	4381-W
Cowan Heights	8251-W
Cypress-Los Alamitos-Stanton	8723-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	8840-W
Orcutt	8841-W
Sisquoc	8842-W
Tanglewood	8638-W
Nipomo	8637-W
Simi Valley	8731-W
Wrightwood	6428-W

(To be inserted by utility)  
 Advice Letter No. 1862-W  
 Decision No. \_\_\_\_\_

Issued By  
**R. J. Sprowls**  
 President

(To be inserted by P.U.C.)  
 Date Filed August 20, 2021  
 Effective September 19, 2021  
 Resolution No. \_\_\_\_\_

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

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3701 Marconi Avenue – Suite 100  
Sacramento, CA 95821  
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[DYork@sswd.org](mailto: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](mailto:Cory.Bauer@managementtrust.com)

**City of Folsom**  
50 Natoma Street  
Folsom, CA 95630

Director  
**Sacramento County Water Agency**  
827-7<sup>th</sup> Street, Room 301  
Sacramento, CA 95814  
[DWRexecsecretary@saccounty.net](mailto: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](mailto:Dmuelrath@diablowater.org)  
[cbelleci@diablowater.org](mailto: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](mailto: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](mailto:swilcox@orangevalewater.com)

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

**City of Brentwood**  
**Public Works Operations**  
James Wolfe, Water Operations Manager  
2201 Elkins Way  
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**Chief Assistant Clerk of the Board**  
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**East Bay Municipal Utility District**  
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Oakland, CA 94607  
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**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 – 35<sup>th</sup> Street  
Clearlake, CA 95422  
[kcwd@mchsi.com](mailto:kcwd@mchsi.com)

**Arroyo Grande Municipal Water Dept.**  
P.O. Box 550  
Arroyo Grande, CA 93420  
[staylor@arroyogrande.org](mailto:staylor@arroyogrande.org)

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

**Los Osos CSD**  
2122 - 9<sup>th</sup> Street  
Los Osos, CA 93402

**S & T Mutual Water Co.**  
P.O. Box 6391  
Los Osos, CA 93412  
[STMutualwater@gmail.com](mailto:STMutualwater@gmail.com)

**Nipomo Community Services Dist.**  
147 S. Wilson Street  
Nipomo, CA 93444-0326  
[MIglesias@ncsd.ca.gov](mailto:MIglesias@ncsd.ca.gov)

**Calleguas Municipal Water District**  
2100 Olsen Road  
Thousand Oaks, CA 91360  
[staylor@calleguas.com](mailto:staylor@calleguas.com)

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**City of Clearlake**  
14050 Olympic Drive  
Clearlake, CA 95422  
[mswanson@clearlake.ca.us](mailto:mswanson@clearlake.ca.us)

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**City of Santa Maria**  
110 East Cook Street  
Santa Maria, CA 93454  
[rwhite@cityofsantamaria.org](mailto:rwhite@cityofsantamaria.org)  
[jpatrick@cityofsantamaria.org](mailto:jpatrick@cityofsantamaria.org)  
[sspringer@cityofsantamaria.org](mailto:sspringer@cityofsantamaria.org)

County Clerk  
**County of Sacramento**  
720 9<sup>th</sup> Street  
Sacramento, CA 95814

**Local Agency Formation Commission**  
P. O. Box 2694  
Granite Bay, CA 95746  
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**Avila Beach Community Service District**  
P O Box 309  
191 San Miguel Street  
Avila Beach, CA 93424  
[avilacsd@gmail.com](mailto: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](mailto: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  
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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 7<sup>th</sup> Street, Room 301  
Sacramento, CA 95814  
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**City of Bellflower  
Water Department**  
16600 Civic Center Drive  
Bellflower, CA 90706  
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**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**  
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Santa Barbara, CA 93101  
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**City of Cerritos  
Water Department**  
P.O. Box 3130  
Cerritos, CA 90703  
[bortega@cerritos.us](mailto:bortega@cerritos.us)

**City of Hawthorne**  
4455 W. 126<sup>th</sup> 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](mailto:sho@paramountcity.com)

**City of South Gate  
Water Department**  
8650 California Street  
South Gate, CA 90280  
[rdickey@sogate.org](mailto:rdickey@sogate.org)  
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**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 237<sup>th</sup> Street  
Torrance, CA 90505-5272  
[mduque@calwater.com](mailto:mduque@calwater.com)

**Liberty Utilities**  
9750 Washburn Road  
Downey, CA 90241  
[Diana.Iemoli@LibertyUtilities.com](mailto: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](mailto:rsilvett@odwd.org)  
[ecastaneda@odwd.org](mailto:ecastaneda@odwd.org)  
[Misskey@odwd.org](mailto:Misskey@odwd.org)

**San Gabriel Valley Water Co.**  
11142 Garvey Avenue  
El Monte, CA 91733  
[dadellosa@sgvwater.com](mailto:dadellosa@sgvwater.com)

**Tract 180 - Mutual Water Co.**  
4544 E. Florence Avenue  
Cudahy, CA 90201  
[Tract180@hotmail.com](mailto: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 237<sup>th</sup> Street  
Torrance, CA 90505-5272  
[hwind@calwater.com](mailto:hwind@calwater.com)

**Maywood Mutual Water - No. 1**  
5953 Gifford Street  
Huntington Park, CA 90255  
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**Maywood Mutual Water - No. 3**  
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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  
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**Water Replenishment District**  
**General Manager**  
4040 Paramount Blvd.  
Lakewood, CA 90712-4127  
[Tjohnson@wrd.org](mailto:Tjohnson@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](mailto:JulieF@westbasin.org)  
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**Holly Mitchell – 2nd District**  
**L. A. County Board of Supervisors**  
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500 West Temple Street  
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**GOLDEN STATE WATER COMPANY**  
**REGION 1, 2 & 3 – SERVICE LIST**

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18747 Clarksdale Avenue  
Artesia, CA 90701

City Manager  
**City of Bell Gardens**  
7100 S. Garfield Avenue  
Bell Gardens, CA 90201  
[ssimonian@bellgardens.org](mailto:ssimonian@bellgardens.org)  
[joropeza@bellgardens.org](mailto:joropeza@bellgardens.org)  
[aclark@bellgardens.org](mailto: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  
[HGarcia@cityofcudahyca.gov](mailto:HGarcia@cityofcudahyca.gov)

City Attorney & City Clerk  
**City of Downey**  
11111 Brookshire Avenue  
Downey, CA 90241  
[cityclerk@downeyca.gov](mailto:cityclerk@downeyca.gov)

City Clerk  
**City of Gardena**  
1700 W. 162<sup>nd</sup> Street  
Gardena, CA 90247  
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City Attorney & City Clerk  
**City of Hawthorne**  
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City Attorney & City Clerk  
**City of Inglewood**  
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P O Box 6500  
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City Attorney, Clerk & Manager  
**City of Bell**  
6330 Pine Avenue  
Bell, CA 90201  
[Daleshire@awattorneys.com](mailto:Daleshire@awattorneys.com) – Dale Aleshire  
[ABustamonte@CityofBell.org](mailto:ABustamonte@CityofBell.org) – City Clerk  
[jchoi@cityofbell.org](mailto:jchoi@cityofbell.org) – Jackie Choi

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**City of Carson**  
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Carson, CA 90745  
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City Attorney & City Clerk  
**City of Compton**  
205 W. Willowbrook Avenue  
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City Attorney & City Clerk  
**City of Culver City**  
9770 Culver Blvd.  
Culver City, CA 90230  
[City.clerk@culvercity.org](mailto:City.clerk@culvercity.org)  
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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](mailto: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  
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**City of Lawndale**  
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City Clerk  
**City of Long Beach**  
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Long Beach, CA 90802  
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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](mailto:JCavanaugh@Cavanaughlaw.net)

City Attorney & City Clerk  
**City of Santa Fe Springs**  
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City Attorney & City Clerk  
**City of South Gate**  
8650 California Avenue  
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County Clerk  
**County of Los Angeles**  
12400 Imperial Highway  
Norwalk, CA 90650

County Clerk  
**County of Orange**  
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Santa Ana, CA 92702

County Counsel  
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Santa Ana, CA 92701

**County of LA Waterworks Dist.**  
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Malibu, CA 90265  
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**Apple Valley Ranchos Water Co.**  
**Tony Penna – General Manager**  
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Apple Valley, CA 92308  
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**Director of Public Services**  
Town of Apple Valley  
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Apple Valley, CA 92307

**Barlen Mutual Water**  
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**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**  
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Orange, CA 92869-3720  
[lohlund@eocwd.com](mailto:lohlund@eocwd.com)  
[each20@eocwd.com](mailto: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](mailto: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](mailto: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](mailto: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

**Twentynine Palms Water District**  
72401 Hatch Road  
P.O. Box 1735  
Twentynine Palms, CA 92277  
[RKolisz@29PalmsWater.org](mailto: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

**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

**Mariana Ranchos County Water District**  
9600 Manzanita Street  
Apple Valley, CA 92308  
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**Navajo Mutual Water Company**  
P. O. Box 392  
Apple Valley, CA 92307  
[Gmmwvc@gmail.com](mailto:Gmmwvc@gmail.com)

**San Gabriel County Water Co.**  
8366 Grand Avenue  
Rosemead, CA 91770  
[Jim@sgcwg.com](mailto:Jim@sgcwg.com)

**Serrano Water Dist. – Villa Park**  
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Villa Park, CA 92667

**Sunny Slope Water Co.**  
1040 El Campo Drive  
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[Ken@SunnySlopeWaterCompany.com](mailto:Ken@SunnySlopeWaterCompany.com)  
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**Victor Valley Water District**  
14343 Civic Drive  
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Victorville, CA 92392

**Westmorland Water Company**  
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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](mailto:TSalcido@brawley-ca.gov)

**City of Brea**  
**Water Department**  
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**City of Buena Park**  
6650 Beach Boulevard  
Buena Park, CA 90620

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

**City of Covina**  
534 Barranca Avenue  
Covina, CA 91723-2199  
[CMarcarello@covinaca.gov](mailto:CMarcarello@covinaca.gov)

**City of El Centro Water Co.**  
307 W. Brighton Avenue  
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City Attorney  
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**Fullerton Water Department**  
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**City of Garden Grove**  
13802 Newhope Street  
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**City of Glendora**  
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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](mailto: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](mailto: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  
[rgonzales@montereypark.ca.gov](mailto:rgonzales@montereypark.ca.gov)

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**City of Monterey Park**  
2600 W. Olive Avenue, Suite 500  
Burbank, CA 91505  
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**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](mailto: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](mailto:ryhernandez@santa-ana.org)

**City of San Dimas**  
245 E. Bonita Avenue  
San Dimas, CA 91773  
[dblack@sandimasca.gov](mailto:dblack@sandimasca.gov)  
[bmckinney@sandimasca.gov](mailto:bmckinney@sandimasca.gov)

**City of Seal Beach**  
211 8<sup>th</sup> Street  
Seal Beach, CA 90740

**City of Upland  
Water Department**  
460 N. Euclid Street  
Upland, CA 91786  
[MMcLees@UplandCA.gov](mailto:MMcLees@UplandCA.gov)  
[JRobles@ci.upland.ca.us](mailto:JRobles@ci.upland.ca.us)  
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**City of West Covina  
Water Department**  
825 S. Sunset Avenue  
West Covina, CA 91790

**City of Westminster**  
8200 Westminster Blvd.  
Westminster, CA 92683  
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**Steve Conklin, Acting General Manager  
Yorba Linda Water District**  
1717 E. Miraloma Avenue  
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City Attorney  
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240 West Huntington Drive  
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222 E. Mountain View Street  
Barstow, CA 92311

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

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San Gabriel, CA 91776

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

City Manager  
**City of Yorba Linda**  
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Yorba Linda, CA 92886-3364

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

City Clerk  
**City of Claremont**  
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**GOLDEN STATE WATER COMPANY**  
**REGION 1, 2 & 3 – SERVICE LIST**

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Claremont, CA 91711

City Clerk and City Manager  
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City Clerk  
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El Monte, CA 91731

City Clerk  
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City Clerk  
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Placentia, CA 92870

City Clerk's Department  
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San Gabriel, CA 91776  
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La Verne, CA 91750

City Clerk  
**City of Monrovia**  
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City Clerk  
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Temple City, CA 91780

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

County Counsel  
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San Bernardino, CA 92415-0140

**Chamber President**  
**Niland Chamber of Commerce**  
P. O. Box 97  
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County Counsel  
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Los Angeles, CA 90012

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Braun Blaising McLaughlin & Smith PC  
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Naval Facilities Engineering Command  
Rea D. Estrella  
Southwest Division  
1220 Pacific Highway  
San Diego, CA 92132  
[Rea.estrella@navy.mil](mailto:Rea.estrella@navy.mil)

Liberty Utilities (California)  
9750 Washburn Road  
Downey, CA 90241  
[AdviceLetterService@LibertyUtilities.com](mailto: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  
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San Francisco, CA 94111  
[MSomogy@goodinmacbride.com](mailto:MSomogy@goodinmacbride.com)

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

# Attachment A

## Customer Water Allocation Appeal Application



# Golden State Water Company

## Water Allocation Exception Request

**I. \_\_\_\_\_ Account Number or Service Address:**

Name: \_\_\_\_\_ Email: \_\_\_\_\_  
 Daytime Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_  
 Mailing Address: *(if different from service address)*: \_\_\_\_\_

**II. Residential Account-Check box which applies:**

IIa:  Number of people living in home full time: \_\_\_\_\_ single family residential

IIb:  Medical: state medical condition and how additional water will be used for this treatment:  
*(Please submit physician's verification with this form)*

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

IIc:  Other – Please Describe *(May require a water efficiency audit)*

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**III. \_\_\_\_\_**

**Non- Residential Account-Check box which applies:**

IIIa:  Unnecessary and undue hardship, including but not limited to adverse economic impacts such as loss of production, loss of jobs, etc. Please provide explanation: *(May require a water efficiency audit)*

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

IIIb:  Emergency condition affecting the health, sanitation, safety of the customer or the public.  
 Please provide explanation:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Please return to:

I have completed this form and affirm that I am the above account holder and the information contained herein, including attachments, is complete and accurate. I further understand that all variances are subject to change and I may be liable for back charges for providing false information.

**IV. \_\_\_\_\_ Print Name: \_\_\_\_\_ Signature \_\_\_\_\_**

*\*\*Please allow up to 30 days for processing*

GSWC Office use only				
Circle one:	Total ccf p/d	CSA Supervisor	Approval signature	Date Customer notified
Approved/Denied				

## Attachment B

Commissioner Batjer June 8, 2021 California  
Drought Conditions Letter

**PUBLIC UTILITIES COMMISSION**

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



June 8, 2021

To: All Investor-Owned Water Utilities

**SUBJECT: Ongoing Dry Conditions in California – Preparation for Drought Impacts Statewide**

Dear Water Utilities:

With California experiencing its second consecutive dry year and due to the effects of climate change, we are all reminded that drought planning and conservation are a California way of life. Earlier this year, Governor Newsom took actions<sup>1</sup> to respond to drought conditions across California by declaring 41 counties under a drought state of emergency.

On behalf of the CPUC, I call on the investor-owned utilities (IOUs) to remind your water customers of ongoing dry conditions and encourage actions to reduce water usage.

Two years of low precipitation and the most recent snow survey conducted by the Department of Water Resources (DWR) on April 1, 2021, show California's snowpack well below normal, and the continued hydrologic conditions since 2020 are similar to the drought years from 2012 to 2016. We must be prepared if the years to follow are similarly dry. As leaders of water utilities, you should already be fully aware of the continuing dry conditions and may have implemented early measures to address these conditions. I encourage you to build on these early efforts.

To learn more about current conditions, the state's response and informational resources available to the public, please visit the state's drought preparedness website: <https://waterresilience.ca.gov/drought-preparedness/>.

The IOUs are encouraged to remind all Californians under its jurisdictions how to conserve water based on the best practices learned from the 2012-16 drought, including the drought procedures and guidance previously adopted with

---

<sup>1</sup> <https://www.gov.ca.gov/wp-content/uploads/2021/04/4.21.21-Emergency-Proclamation-1.pdf>  
<https://www.gov.ca.gov/wp-content/uploads/2021/05/5.10.2021-Drought-Proclamation.pdf>

Standard Practice U-40<sup>2</sup> (SP-40). IOUs are also encouraged to promote DWR's Save Our Water Program (<https://saveourwater.com/>) or other water conservation programs.

Water systems that project they will face water shortages and be unable to meet demands should contact the appropriate State Water Resources Control Board, Division of Drinking Water District Office. For a map with contact information, visit [www.waterboards.ca.gov/drinking\\_water/programs/districts](http://www.waterboards.ca.gov/drinking_water/programs/districts).

For information about what the CPUC is doing to prepare for drought, lessons learned from the 2012-16 drought, and information regarding voluntary water conservation efforts please visit <https://www.cpuc.ca.gov/droughtinfo/>.

Please direct any questions to Terence Shia, Director, Water Division, at [Water.Division@cpuc.ca.gov](mailto:Water.Division@cpuc.ca.gov) or Water Division, 505 Van Ness Avenue, San Francisco, CA 94102-3298.

Sincerely,

A handwritten signature in blue ink that reads "Marybel Batjer". The signature is written in a cursive style.

Marybel Batjer, President  
California Public Utilities Commission

CC: Commissioner Martha Guzman Aceves  
Commissioner Clifford Rechtschaffen  
Commissioner Genevieve Shiroma  
Commissioner Darcie Houck  
Rachel Peterson, Executive Director, CPUC  
Terence Shia, Water Division Director, CPUC  
Grant Mack, Office of Government Affairs Director, CPUC

---

<sup>2</sup>[https://www.cpuc.ca.gov/uploadedFiles/CPUC\\_Public\\_Website/Content/Utilities\\_and\\_Industries/Water/Standard\\_Practice\\_U40W\\_2014\\_wo.pdf](https://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Utilities_and_Industries/Water/Standard_Practice_U40W_2014_wo.pdf)

## Attachment C

Water Division's July 8, 2021 Voluntary  
Water Conservation Letter

**PUBLIC UTILITIES COMMISSION**

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



July 8, 2021

To: All Investor-Owned Water Utilities

**SUBJECT: Governor Gavin Newsom's Proclamation of a State of Emergency due to Drought**

Dear Water Utilities:

On July 8, 2021, Governor Gavin Newsom issued a [State of Emergency Proclamation](#) and [Executive Order N-10-21](#) urging Californians to preserve the state's surface and groundwater supplies and to better prepare for the potential for continued dry conditions next year. In response to climate change and worsening drought conditions, the Governor previously issued proclamations on April 12 and May 10, 2021 declaring that a state of emergency exists in a total of 41 counties due to severe drought conditions and directed state agencies to take immediate action to preserve critical water supplies and mitigate the effects of drought. This latest proclamation adds 9 additional counties to the list of 41 for a total of 50 counties across California experiencing emergency drought conditions. As California's water supplies continue to be severely depleted, the Governor has specifically called on all Californians to voluntarily reduce water use by 15 percent from 2020 levels as conservation is the most effective and timely action that can extend available water supplies.

The CPUC now calls on the investor-owned utilities (IOUs) to implement voluntary water conservation measures to achieve the 15 percent reduction in water use from 2020 levels to heed the call from this latest Proclamation and Executive Order. As a reminder, the Water Division's Standard Practice U-40<sup>1</sup> (SP-40) outlines drought procedures and guidance for IOUs to implement voluntary conservation. In accordance with SP-40, IOUs electing to activate voluntary conservation measures are required to notify the Director of the Commission's Water Division via letter. The utility's customers shall be notified of the voluntary conservation measures through a bill insert or direct mailing.

---

1

[https://www.cpuc.ca.gov/uploadedFiles/CPUC\\_Public\\_Website/Content/Utilities\\_and\\_Industries/Water/Standard\\_Practice\\_U40W\\_2014\\_wo.pdf](https://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Utilities_and_Industries/Water/Standard_Practice_U40W_2014_wo.pdf)

A listing of voluntary water conservation measures as outlined in Tariff Rule 14.1 in accordance to SP-40 are listed as an attachment to this letter in Attachment A.

For additional commonsense, no-, or low-cost water savings measures, IOUs should encourage customers to visit [www.SaveOurWater.com](http://www.SaveOurWater.com). Customers can also learn more about current conditions, the state's response and informational resources available to the public at the state's new [drought preparedness website](#).

Please direct any questions to me at [Water.Division@cpuc.ca.gov](mailto:Water.Division@cpuc.ca.gov) or Water Division, 505 Van Ness Avenue, San Francisco, CA 94102-3298.

Sincerely,

*Terence Shia*

Terence Shia  
Water Division Director  
California Public Utilities Commission

CC: President Marybel Batjer  
Commissioner Martha Guzman Aceves  
Commissioner Clifford Rechtschaffen  
Commissioner Genevieve Shiroma  
Commissioner Darcie Houck  
Rachel Peterson, Executive Director, CPUC  
Grant Mack, Office of Government Affairs Director, CPUC

## **Attachment A**

A listing of voluntary water conservation measures as outlined in Tariff Rule 14.1 in accordance to SP-40 are listed below:

1. Use of potable water for more than minimal landscaping, as defined in the landscaping regulated of the jurisdiction or as described in Article 10.8 of the California Government Code in connection with new construction;
2. Excessive use of water: when a utility has notified the customer in writing to repair a broken or defective plumbing, sprinkler, watering or irrigation system and the customer has failed to effect such repairs within five business days, the utility may install a flow restriction device;
3. Use of potable water which results in flooding or runoff in gutters or streets;
4. Individual private washing of cars with a hose except with the use of a positive action shut-off nozzle. Use of potable water for washing commercial aircraft, cars, buses, boats, trailers, or other commercial vehicles at any time, except at commercial or fleet vehicle or boat washing facilities operated at a fixed location where equipment using water is properly maintained to avoid wasteful use;
5. Use of potable water for washing buildings, structures, driveways, patios, parking lots, tennis courts, or other hard-surfaced areas, except in the cases where health and safety are at risk;
6. Use of potable water to irrigate turf, lawns, gardens, or ornamental landscaping by means other than drip irrigation, or hand watering without quick acting positive action shut-off nozzles, on a specific schedule, for example: 1) before 9:00 a.m. and after 5:00 p.m.; 2) every other day; or 3) selected days of the week;
7. Use of potable water for street cleaning with trucks, except for initial wash-down for construction purposes (if street sweeping is not feasible), or to protect the health and safety of the public;
8. Use of potable water for construction purposes, such as consolidation of backfill, dust control, or other uses unless no other source of water or other method can be used.
9. Use of potable water for construction purposes unless no other source of water or other method can be used;
10. Use of potable water for street cleaning;
11. Operation of commercial car washes without recycling at least 50% of the potable water used per cycle;
12. Use of potable water for watering outside plants, lawn, landscape and turf areas during certain hours if and when specified in Schedule No. 14.1 when the schedule is in effect;

13. Use of potable water for decorative fountains or the filling or topping off of decorative lakes or ponds. Exceptions are made for those decorative fountains, lakes, or ponds which utilize recycled water;
14. Use of potable water for the filling or refilling of swimming pools.
15. Service of water by any restaurant except upon the request of a patron;  
and
16. Use of potable water to flush hydrants, except where required for public health or safety.

## Attachment D

# Notice Of Water Shortage Contingency And Staged Mandatory Water Conservation And Rationing And Public Meeting

Si necesita asistencia en Español, tenemos representantes de servicio al cliente disponibles para ayudarle cuando lo solicite, por favor llame al número 1-800-999-4033.

**NOTICE OF WATER SHORTAGE CONTINGENCY AND STAGED MANDATORY  
WATER CONSERVATION AND RATIONING AND PUBLIC MEETING  
ARDEN CORDOVA, BAY POINT & CLEARLAKE SERVICE AREAS**

Due to the drought conditions throughout California, the Governor declared a drought emergency and requested for water users to voluntarily reduce usage by 15%, compared to 2020 water consumption. In response, Golden State Water Company (GSWC) filed an Advice Letter with the California Public Utilities Commission (CPUC) seeking approval to add a Water Shortage Contingency and Staged Mandatory Water Conservation and Rationing (Schedule 14.1) plan to its tariffs for all GSWC customer service areas.

The Schedule 14.1 filing outlines detailed information on restrictions, water allocations, enforcement measures and surcharges that may be activated to achieve water-use reductions needed to address water supply shortages and/or identified water-use reduction goals established by an authorized government agency or official.

These restrictions are designed to encourage water users to reduce their usage, as compared to the amount they used in 2020, with a strong focus on encouraging those customers with high per capita usage to achieve proportionally greater reduction than those with low usage.

The Stage of Schedule 14.1 implemented for each GSWC customer service area will be determined based on local drought and water supply conditions and/or direction from an authorized government agency or official. GSWC may implement any stage to meet the necessary water usage reduction and the associated Drought Emergency Surcharge without first implementing an initial/preceding stage, if warranted.

**GSWC is implementing Stage 1 for the Arden Cordova, Bay Point and Clearlake service areas.**

GSWC recognizes the conservation efforts customers have made since California’s last drought and the continued commitment to making conservation a way of life.

**PUBLIC MEETING**

GSWC will host an online public meeting to help customers understand this filing and associated enforcement mechanisms and provide information on conservation rebates, programs, and other tools GSWC offers to help customers reduce their water use.

The meeting date, time, and information follow:

<b>DATE</b>	<b>&lt;&lt;insert date&gt;&gt;, 2021</b>
<b>TIME</b>	<b>&lt;&lt;insert time&gt;&gt; pm</b>
<b>VIRTUAL MEETING LINK</b>	<b>&lt;&lt;insert zoom link&gt;&gt;</b>

## **MANDATORY WATER USE REDUCTION AND DROUGHT EMERGENCY SURCHARGES**

### Stage 1

Stage 1 is a “Water Alert” where voluntary conservation is encouraged.

Outdoor irrigation is restricted to three days per week:

Addresses Ending In:	Watering Days:
Even Numbers (0, 2, 4, 6, 8):	Sunday, Wednesday, Friday
Odd Numbers (1, 3, 5, 7, 9):	Tuesday, Thursday, Saturday

All outdoor irrigation must occur between the hours of 7 pm - 8 am.

Failure to comply with these restrictions may result in the installation of a flow restrictor device along with associated fees for installation and removal.

If conditions warrant, GSWC will change the number of watering days and the specific day of watering after first notifying its customers in accordance with Rule 14.1.

Each subsequent Stage will be implemented if the preceding Stage allocations and drought emergency surcharges are deemed insufficient to achieve reductions due to water supply shortages or to achieve identified water usage goals established by an authorized government agency or official.

In addition to the restrictions identified in Stage 1, the following allocations and drought emergency surcharges are in effect for Stages 2-6:

1. Outdoor irrigation is restricted to two days per week:

Addresses Ending In:	Watering Days:
Even Numbers (0, 2, 4, 6, 8):	Sunday, Wednesday
Odd Numbers (1, 3, 5, 7, 9):	Tuesday, Saturday

2. All customers will have their baseline established using the 2020 usage data for their premise or an area wide average baseline for similar usage if 2020 data does not exist (e.g. new customer accounts).

3. The customer’s allocation will be based on the 2020 baseline less the mandatory reduction % per stage.

Stage 2 - 20% mandatory reduction (Moderate Shortage)

Stage 3 - 30% mandatory reduction (Severe Shortage)

Stage 4 - 40% mandatory reduction (Critical Shortage)

Stage 5 - 50% mandatory reduction (Shortage Crisis)

Stage 6 - 55% mandatory reduction (Emergency Shortage)

4. No allocation will be set at less than eight (8) Ccf per monthly billing period or sixteen (16) Ccf per bi-monthly billing period.

5. All usage in excess of the customer's allocation will be charged at the regular rate plus a drought emergency surcharge as follows:

- Stage 2 - \$2.50 per ccf
- Stage 3 - \$5.00 per ccf
- Stage 4 - \$7.50 per ccf
- Stage 5 - \$10.00 per ccf
- Stage 6 - \$15.00 per ccf

### **FLOW RESTRICTOR CHARGES**

The charge for the installation and removal of a flow-restricting device shall be:

- 5/8" to 1": \$150
- 1 1/2" to 2": \$200
- 3" and larger: \$300

The flow restrictor will remain installed for a minimum of 7 days.

### **EXEMPTION AND APPEALS PROCESS**

Any customer who seeks a variance from any of the provisions of this voluntary water conservation and mandatory rationing plan shall notify the GSWC in writing using the Appeals Form, explaining in detail the reason for such a variance. GSWC will evaluate each request based on the standard for efficient water usage, considering similar customers and meter size, and respond in writing.

The Appeals Form is available online at GSWC website: [www.gswater.com/appeal](http://www.gswater.com/appeal) or by calling 1-800-999-4033.

Any customer not satisfied with GSWC's response may file an appeal with the Director of the CPUC's Water Division.

If the customer disagrees with such disposition, the customer shall have the right to file a complaint with the CPUC. Except as set forth in this Section, no person shall have any right or claim in law or in equity, against GSWC because of, or as a result of, any matter or thing done or threatened to be done pursuant to the provisions of the voluntary water conservation and mandatory rationing plan.

### **SPECIAL CONDITIONS**

1. A Tier 2 advice letter will have to be filed with the CPUC to activate any of the Stages of Mandatory Water Use Reduction and Drought Emergency Surcharges listed in this Schedule.
2. The active Stage of Mandatory Water Use Reduction and Drought Emergency Surcharges is to remain in effect until a Tier 2 advice letter is filed with the CPUC to activate a different Stage or when Schedule 14.1 is deactivated.
3. Water-use violation fines and/or Drought Emergency Surcharges must be separately identified on each bill.
4. All bills are subject to reimbursement fee set forth on Schedule No. UF.
5. All revenues collected by GSWC through water use violation fines and/or Drought Emergency

Surcharges shall not be accounted for as income but shall be accumulated in the WRAM and lost revenue portion tracked in the 2021 Water Conservation Memorandum Account (2021WCMA) for non-WRAM tariffs.

6. No Customer shall use GSWC's water for non-essential or unauthorized uses as defined below:
  - a. The application of potable water to outdoor landscapes in a manner that causes runoff onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures.
  - b. The use of a hose that dispenses potable water to wash a motor vehicle, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use.
  - c. The use of potable water for washing buildings, structures, sidewalks, walkways, patios, tennis courts, or other hard-surfaced, non-porous areas.
  - d. The use of potable water in a fountain or other decorative water feature, except where the water is part of a recirculating system.
  - e. The use of potable water for watering outside plants, lawn, landscape, and turf area during certain hours prohibited by applicable laws or rules, during and up to 48 hours after measurable rainfall (0.1" or more).
  - f. GSWC will promptly notify customers when aware of leaks within the customer's control; the failure to repair any leaks, breaks, or other malfunction resulting in water waste in a customer's domestic or outdoor water system within forty-eight (48) hours of notification by GSWC, unless other, specific arrangements are made with and agreed to by GSWC.
  - g. The serving of water, other than upon request, in eating and drinking establishments, including but not limited to restaurants, hotels, cafes, bars, or other public places where food or drink are served and/or purchased.
  - h. Hotels/motels must provide guests with the option of choosing not to have towels and linens laundered daily and prominently display notice of this option.
  - i. The use of potable water for irrigation of ornamental turf on public street medians.
  - j. The use of potable water for irrigation outside of newly constructed homes and buildings that is not delivered by drip or micro spray systems.
  - k. Commercial, industrial, and institutional properties, such as campuses, golf courses, and cemeteries, immediately implement water efficiency measures to reduce potable water use in an amount consistent with the mandated reduction.
  - l. Further Reduction in or the complete prohibition of any other use of water declared non-essential, unauthorized, prohibited, or unlawful by an authorized government or regulatory agency or official.
  - m. Use of potable water for watering streets with trucks, or other vehicles, except for initial wash-down for construction purposes (if street sweeping is not feasible), or to protect the health and safety of the public.
  - n. The outdoor irrigation restriction does not apply to trees or edible vegetation watered solely by drip or microspray systems.

**If you need additional information, or a copy of the Advice Letter you may visit GSWC's website at [www.gswater.com](http://www.gswater.com) or call the GSWC's 24-hour Customer Service Center, toll free, at 1-800-999-4033, TTY 1-877-933-9533.**

**GOLDEN STATE WATER COMPANY**