

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

**Advice Letter Cover Sheet**

**Utility Name:** San Gabriel Valley Water Co.

**Date Mailed to Service List:** 03/04/21

**District:** Companywide

**CPUC Utility #:** U337W

**Protest Deadline (20<sup>th</sup> Day):** 03/24/21

**Advice Letter #:** 560

**Review Deadline (30<sup>th</sup> Day):** 04/03/21

**Tier**   ☒ 1   ☐ 2   ☐ 3   ☒ Compliance

**Requested Effective Date:** 03/04/21

**Authorization**

**Description:** Compliance with Decision 19-07-015,  
Emergency Disaster Protections.

**Rate Impact:**        \$0  
                              0.0%

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

**Utility Contact:** Joel M. Reiker

**Utility Contact:** Christine Sluss

**Phone:** (626) 448-6183

**Phone:** (626)423-2235

**Email:** jmreiker@sgvwater.com

**Email:** csluss@sgvwater.com

**DWA Contact:** Tariff Unit

**Phone:** (415) 703-1133

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

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|---------------------|
| <b>DWA USE ONLY</b> |
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**DATE**

**STAFF**

**COMMENTS**

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**[ ] APPROVED**

**[ ] WITHDRAWN**

**[ ] REJECTED**

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

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

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

\_\_\_\_\_

# SAN GABRIEL VALLEY WATER COMPANY

March 4, 2021

**Advice Letter No. 560**

**U337W**

## **TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

San Gabriel Valley Water Company ("San Gabriel" or "Company") submits this advice letter in compliance with California Public Utilities Commission ("CPUC" or "Commission") Decision ("D.") 19-07-015, issued July 19, 2019. In accordance with Ordering Paragraphs 11 and 12 of D.19-07-015, **this advice letter is designated as Tier 1.**

### **Background and Discussion**

On July 19, 2019, the Commission issued D.19-07-015 in Rulemaking 18-03-011 adopting an emergency disaster relief program for electric, natural gas, water and sewer customers under the Commission's jurisdiction. The emergency disaster relief program is designed to ensure that California utility customers who experience a housing or financial crisis due to a disaster keep vital utility services and receive financial support in the wake of such a disaster. Ordering Paragraph 13 of D.19-07-015 required all Class-A and Class-B water utilities under the Commission's jurisdiction to file Tier 1 advice letters setting forth their plan for customer outreach of these disaster relief protections. In compliance therewith, on September 9, 2019 San Gabriel filed Advice Letter 542 setting forth the Company's notification plan for the disaster relief protections.

The Ordering Paragraphs of D.19-07-015 relevant to this advice letter are:

11. All Class-A Water utilities (California Water Service Company, California American Water Company, Golden State Water Company, Great Oaks Water Company, Liberty Utilities Apple Valley Ranchos Water and Park Water, San Jose Water Company, San Gabriel Valley Water Company, and Suburban Water Systems as well as all Class-B utilities (Fruitridge Vista Water Company, Bakman Water Company, Del Oro Water Company, East Pasadena Water Company, Santa Catalina Island Water (a division of Southern California Edison Company), and Alco Water Service), shall file a Tier 1 Advice Letter at the default, 12-month conclusion of customer protection period (running from the date that customer protections related to the specific disaster became effective), or as reasonably determined by the Governor's Office of Emergency Services, detailing the mandated protections offered to the customer affected by the disaster, the start and end periods customers received the emergency customer protections, the outreach efforts conducted, the customer impacts, and the associated cost.

12. All Class-A Water utilities (California Water Service Company, California American Water Company, Golden State Water Company, Great Oaks Water Company, Liberty Utilities (Apple Valley Ranchos Water and Park Water), San Jose Water Company, San Gabriel Valley Water Company, and Suburban Water Systems as well as all Class-B Water Utilities (Fruitridge Vista Water Company, Bakman Water Company, Del Oro Water Company, East Pasadena Water Company, Santa Catalina Island Water (a division of Southern California Edison Company), and Alco Water Service) shall file a Tier 1 Advice Letter twelve months from a qualifying event, documenting the collaborative engagement they had with the Governor's Office of Emergency Services and the California Department of Forestry and Fire Protection demonstrating information sharing that aided these entities in carrying out their mission.

*Compliance with Ordering Paragraph No. 11 of D.19-07-015*

A. Mandated Protections Offered to San Gabriel's Customers.

On March 4, 2020, in response to the COVID-19 pandemic, Governor Newsom officially proclaimed a State of Emergency in California ("COVID-19 Emergency"). On March 17, 2020, San Gabriel notified the CPUC's Executive Director that the Company was activating the emergency disaster relief protections described in Advice Letter 542 and filed in compliance with D.19-07-015, to the extent they are applicable during the COVID-19 Emergency ("Emergency Protections"), and that the Company was also activating its Los Angeles County and Fontana Water Company divisions' Catastrophic Event Memorandum Accounts ("CEMA") in order to record the extraordinary costs San Gabriel is incurring as a result of the COVID-19 Emergency.

By letter also dated March 17, 2020, the Commission's Executive Director instructed all Commission-regulated utilities and service providers subject to D.19-07-015 to extend the same applicable Emergency Protections directed in that decision to customers during the COVID-19 Emergency, and to report to the Commission on all measures they implemented in response to the emergency as soon as they are implemented.

In compliance therewith, on March 18, 2020, San Gabriel filed Advice Letter 546 reporting the community awareness and public outreach measures the Company was taking to notify customers, local government representatives, non-profits and community leaders of the Emergency Protections, and the additional steps the Company was taking including, among other things, suspending terminations of water service for nonpayment. Provided as **ATTACHMENT A** to this advice letter is a copy of San Gabriel's Emergency Protections activated effective March 4, 2020. In Advice Letter 546, San Gabriel reported that it had implemented the following measures to notify customers, local government representatives, non-profits and community leaders of these Emergency Protections:

1. Targeted Outreach to Impacted Customers – San Gabriel began notifying impacted customers by mail, on its websites ([www.sgvwater.com](http://www.sgvwater.com) and [www.fontanawater.com](http://www.fontanawater.com)), and by posting in the windows of its commercial offices of the Emergency Protections in effect.
2. Local Government Representatives – San Gabriel began notifying local governments and elected officials, including mayors, council members, state assembly representatives, and county supervisors by email, telephone or direct contact of the Emergency Protections in effect.
3. Local Non-Profits and Community Leaders – San Gabriel began notifying local non-profit organizations such as the Red Cross, VFW posts, and chambers of commerce of the Emergency Protections in effect.
4. Newspaper Advertising – San Gabriel began publishing notice of the Emergency Protections in newspapers of general circulation within each of its service areas once per month.

San Gabriel also reported the following additional customer protections the Company implemented in response to the COVID-19 Emergency in Advice Letter 546:

1. Disconnections of service for non-payment have been suspended.
2. Commercial offices were closed to all outside traffic.
3. San Gabriel began regularly updating its websites with customer notifications to communicate the responsive steps the Company is taking, and to request that if customers need to communicate with the Company, they should do so by telephone, email or U.S. mail.
4. San Gabriel formed an internal emergency task force to regularly assess the impact of the COVID-19 Emergency on both its employees and customers.

Provided as **ATTACHMENT B** to this advice letter is a copy of a letter from the Commission's Water Division's, dated March 24, 2020, approving Advice Letter 546.

On April 2, 2020, Governor Newsom issued Executive Order N-42-20 formally suspending the authority of water utilities to discontinue service for nonpayment to residential customers and small businesses operating in the critical infrastructure sectors. As explained above, San Gabriel has fully complied with this executive order and thus no San Gabriel customer has had their service disconnected for nonpayment during the COVID-19 Emergency.

On April 17, 2020, the Commission issued Resolution M-4842 formally directing utilities under its jurisdiction to retroactively apply the Emergency Protections from March 4, 2020. Resolution M-4842 also required Commission-regulated utilities to identify any customer protections set forth in D.19-07-015 that are not applicable during the COVID-19 Emergency, and to provide justification as to why they are not applicable.

In compliance therewith, on April 29, 2020 San Gabriel filed Advice Letter 548 setting forth the specific provisions of D.19-07-015 that comprise San Gabriel's Emergency Protections and which provisions are not applicable during the COVID-19 Emergency. Provided as **ATTACHMENT C** to

this advice letter is a letter from the Commission's Water Division, dated June 11, 2020, approving Advice Letter 548.

On February 12, 2021, in response to extraordinary circumstances and the ongoing COVID-19 Emergency, the Commission issued Resolution M-4849, extending the Emergency Protections for residential and small business customers through June 30, 2021. Resolution M-4849 specifically required Class A and B water utilities to file a Tier 1 advice letter within ten days of its issuance demonstrating compliance with the extension of the Emergency Protections to June 30, 2021, and to submit a draft Tier 2 advice letter to the Commission staff by February 25, 2021, containing a draft transition plan for the expiration of the Emergency Protections.

In compliance therewith, on February 19, 2021, San Gabriel filed Advice Letter 559 demonstrating the Company's compliance with the extension of Emergency Protections to June 30, 2021, and on February 25, 2021, San Gabriel submitted its draft transition plan advice letter for the expiration of such Emergency Protections.

B. Start and End Date of Emergency Protections.

As directed by the Commission in Resolution M-4842, San Gabriel implemented the Emergency Protections effective March 4, 2020, and these Emergency Protections will remain in place through at least June 30, 2021.

C. Outreach Efforts, Customer Impacts, and Associated Costs.

Throughout the COVID-19 Emergency, San Gabriel has provided information to customers through its websites ([www.sgvwater.com](http://www.sgvwater.com) and [www.fontanawater.com](http://www.fontanawater.com)), periodic mailings, hand-delivered notices, newspaper advertising, and its customer service representatives. Included in these outreach efforts has been information about bill payment options and encouragement to customers to address past-due bills in full or in part during the COVID-19 Emergency so that customers are not faced with large past-due balances at the end of the emergency period.

San Gabriel first began reporting customer impact metrics related to the COVID-19 Emergency to the Commission in May 2020. The metrics currently being reported to the Commission on a regular basis include a summary of past-due balances in 30-day aging categories (0 – 30 days, 31 – 60 days, 61 – 79 days, 80 – 90 days, 91 – 120 days, and over 120+ days). Under San Gabriel's Commission-authorized tariffs, a bill becomes past due if not paid within 19 days after mailing, and residential customers may not have service disconnected for nonpayment until at least 79 days after a bill is mailed. During the COVID-19 Emergency, there have been no service disconnections for nonpayment. Thus, the financial impact of the COVID-19 Emergency on customers and San Gabriel, as it relates to the provision of water utility service, includes the inability to pay for service and past-due balances.

San Gabriel has also reported metrics related to enrollment in the Company's low income rate assistance program, known as California Alternative Rates for Water ("CARW"). San Gabriel has reported the overall number of newly-enrolled customers in the Company's CARW program, the

overall number of enrollees in the CARW program, and the past-due balances of those customers. In addition to the summary of key metrics provided in **TABLE 1** below, San Gabriel refers to the Submission of Data Pursuant to E-Mail Ruling Revising Reporting Requirements, which San Gabriel has filed in Phase 2 of Rulemaking 17-06-024 on a monthly basis since September 2020.

| <b>TABLE 1</b>             |                     |                     |                     |
|----------------------------|---------------------|---------------------|---------------------|
|                            | As of<br>03/20/2020 | As of<br>08/20/2020 | As of<br>01/29/2021 |
| A/R Aged 30 - 60 Days      | \$455,896           | \$807,313           | \$1,030,275         |
| A/R Aged 61 - 90 Days      | \$143,001           | \$325,966           | \$471,159           |
| A/R Aged 91 - 120 Days     | \$12,182            | \$171,353           | \$375,804           |
| A/R Aged over 120 Days     | \$1,954             | \$231,900           | \$988,241           |
| Customers Enrolled in CARW | 43,227              | 44,510              | 45,072              |

Through December 2020, San Gabriel has incurred costs associated with these outreach efforts related to multi-language translations, newspaper advertising, postage for special mailings, and printing/bill inserts as follows:

- Multi-language translations: \$3,515
- Newspaper advertising: \$81,647
- Postage: \$18,036
- Printing/bill inserts: \$20,449

*Compliance with Ordering Paragraph No. 12 of D.19-07-015*

A. Collaboration and Information Sharing.

While the Emergency Customer Protections adopted in D.19-07-015 are geared towards wildfires and other disasters in which customers' real property has suffered damage or destruction, San Gabriel interprets the language of Ordering Paragraph 12, in the context of the COVID-19 Emergency, to require reporting on San Gabriel's collaboration with State and local agencies and the information sharing that has taken place during the emergency. Because the impact of the COVID-19 Emergency, as it relates to water utility service, is primarily limited to the ability of customers to pay for such service and the ability of water utilities to continue providing safe drinking water necessary for health and hygiene, the CPUC and State Water Resources Control Board ("SWRCB") have been the primary agencies with which water utilities like San Gabriel have been engaged. The discussion in this and other advice letters, including the advice letters and other filings referenced herein, as well as comments filed in Phase 2 of Rulemaking 17-06-024, are evidence of San Gabriel's collaboration and sharing of information with the relevant state agencies.

Additionally, throughout the COVID-19 Emergency, the California Water Association ("CWA"), through its Executive Director, outside consultants and legal counsel, has taken a leading role in communicating with the CPUC, legislature, governor's office, SWRCB, Department of Water Resources, and other state agencies, stakeholders and industry groups on behalf of its member companies, including San Gabriel. CWA has worked throughout the COVID-19 Emergency to keep its members abreast of pending and proposed legislation, rulemakings, the availability of personal

protective equipment, and best practices.

San Gabriel has also continued to engage with its water wholesalers, regional water associations, and other local authorities throughout the COVID-19 Emergency to ensure the Company has continued access to safe and reliable sources of supply. For example, in the early weeks of the COVID-19 Emergency, the San Gabriel Basin Water Quality Authority published notice in local newspapers and conducted an “email blast” to over 140,000 recipients letting them know, among other things, that their tap water is safe to drink because conventional municipal water disinfection methods inactivate the virus that causes COVID-19.

Finally, because San Gabriel must comply with all local, state, and federal government enacted laws and regulations related to COVID-19, the Company has stayed abreast and informed of all Los Angeles and San Bernardino County public health department requirements and notices, as well as with any orders and regulations issued by the United States Centers for Disease Control and Prevention, and Cal-OSHA. In order to achieve compliance with these orders, laws and regulations, San Gabriel has developed internal protective measures and procedures for its employees and the public, and has hired an outside legal consultant to assist the Company in the development of a formal COVID-19 Plan.

### **Protest and Responses**

Anyone may respond to or protest this advice letter. A response supports the filing and may contain information that proves useful to the Commission in evaluating the advice letter. A protest objects to the advice letter in whole or in part and must set forth the specific grounds on which it is based. These grounds are:

- (1) San Gabriel did not properly serve or give notice of the advice letter;
- (2) The relief requested in the advice letter would violate statute or Commission order, or is not authorized by statute or Commission order on which San Gabriel relies;
- (3) The analysis, calculations, or data in the advice letter contain material error or omissions;
- (4) The relief requested in the advice letter is pending before the Commission in a formal proceeding;
- (5) The relief requested in the advice letter requires consideration in a formal hearing, or is otherwise inappropriate for the advice letter process; or
- (6) The relief requested in the advice letter is unjust, unreasonable, or discriminatory, provided that such a protest may not be made where it would require re-litigating a prior order of the Commission.

A protest may not rely on a policy objection to an advice letter where the relief requested in the advice letter 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. A response or protest must be made in writing or by electronic mail and must be received by the Water Division within 20 days of the date this advice letter is filed. The address for mailing or delivering a response or protest is:

Email Address:  
[water.division@cpuc.ca.gov](mailto:water.division@cpuc.ca.gov)

Mailing Address:  
California Public Utilities Commission  
Water Division, 3<sup>rd</sup> Floor  
505 Van Ness Avenue  
San Francisco, CA 94102

On the same date the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy of the protest by mail to San Gabriel addressed as follows:

Email Address:  
[jmreiker@sgvwater.com](mailto:jmreiker@sgvwater.com)

Mailing Address:  
San Gabriel Valley Water Company  
Vice President of Regulatory Affairs  
11142 Garvey Avenue  
El Monte, CA 91733

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

The advice letter process does not provide for any further responses, protests or comments, except for San Gabriel's reply, after the 20-day comment period. San Gabriel will reply to each protest and may reply to any response. Each 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 to the person who filed the protest or response in accordance with General Order 96-B, General Rule 7.4.3.

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

San Gabriel Valley Water Company

/s/ Joel M. Reiker  
Joel M. Reiker  
Vice President of Regulatory Affairs

cc: Bruce DeBerry, CPUC – Water Division  
Victor Chan, CPUC – Water Branch, Cal Advocates  
Richard Rauschmeier, CPUC – Water Branch, Cal Advocates



**ATTACHMENT A**

## SAN GABRIEL VALLEY WATER COMPANY NOTICE OF EMERGENCY CUSTOMER PROTECTIONS

Effective March 4, 2020, San Gabriel Valley Water Company will provide the following protections to all residents and small business owners (including non-customers) who are impacted by the COVID-19 Emergency:

- Suspend deposit and waive reconnection fees for residents seeking to re-establish service for up to one year for affected customers
- Expedite responses to turn-on and turn-off service requests
- Create payment plan options
- Provide support for low-income customers
- Work with affected customers to resolve unpaid bills and minimize disconnections for non-payment

For additional information, please visit our website at [www.sgvwater.com](http://www.sgvwater.com). If you have questions or would like to speak to a San Gabriel Valley Water Company representative, please contact us at our El Monte Office (626)448-6183, Whittier Office (562)699-1041, or Industry Office (626)330-1628.

## SAN GABRIEL VALLEY WATER COMPANY AVISO SOBRE PROTECCIONES DE EMERGENCIA A CLIENTES

A partir del 4 de marzo de 2020, San Gabriel Valley Water Company brindará las siguientes protecciones a todos los residentes y dueños de pequeñas empresas (incluyendo a los no clientes) que se vean afectados por la Emergencia causada por COVID-19:

- Suspender los depósitos y suprimir los gastos por reconexiones para los residentes que busquen restablecer el servicio por un período de hasta un año para los clientes afectados
- Acelerar los tiempos de respuesta para las solicitudes de activación y desactivación de servicios
- Crear opciones de planes de pago
- Brindar apoyo a los clientes con bajos ingresos
- Trabajar con los clientes afectados para resolver facturas impagas y minimizar las desconexiones por falta de pago

Para obtener más información, visite nuestro sitio web en [www.sgvwater.com](http://www.sgvwater.com). Si tiene preguntas o le gustaría hablar con un representante de San Gabriel Valley Water Company, comuníquese con nosotros en nuestra Oficina de El Monte, llamando al (626) 448-6183; nuestra Oficina de Whittier, llamando al (562) 699-1041; o en nuestra Oficina industrial, llamando al (626) 330-1628.

## SAN GABRIEL VALLEY WATER COMPANY (산 가브리엘 밸리 수도 회사) 긴급 고객 보호 통지

2020년 3월 4일부로, San Gabriel Valley Water Company는 COVID-19 비상사태로 타격을 받은 모든 주민 및 소규모 사업자들에게 (비-고객 포함) 다음과 같은 보호 조치를 제공합니다.

- 피해 고객들의 경우 서비스를 재건하고자 하는 주민들에게 최대 1년 동안 보증금을 유예하고 재연결 요금을 면제함
- 수도 개통 및 차단 서비스 요청에 신속히 대응함
- 수도료 납부 계획 옵션을 만들어 냄
- 저소득 고객들 위한 지원을 제공함
- 미납부 수도료를 해결하고 미납부로 인한 급수 차단을 최소화하기 위해 피해 고객들과 함께 노력함

추가 정보에 대해서는, [www.sgvwater.com](http://www.sgvwater.com)로 당사 웹사이트를 방문하십시오. 질문이 있거나 San Gabriel Valley Water Company 담당자와 상담하기를 원하면, 당사 El Monte 사무소 (626) 448-6183, Whittier 사무소 (562) 699-1041, 또는 Industry 사무소 (626) 330-1628로 당사에 연락하십시오.

## ВОДОПРОВОДНАЯ КОМПАНИЯ SAN GABRIEL VALLEY WATER COMPANY УВЕДОМЛЕНИЕ О МЕРАХ ЗАЩИТЫ ПОТРЕБИТЕЛЕЙ В СВЯЗИ С ЧРЕЗВЫЧАЙНЫМ ПОЛОЖЕНИЕМ

С 4 марта 2020 г. компания San Gabriel Valley Water Company вводит следующие меры защиты для всех жителей и владельцев малых предприятий (в том числе не являющихся ее клиентами), на которых повлияло чрезвычайное положение в связи с COVID-19:

- временно исключить залоговые платежи и отказаться от платы за повторное подключение жильцов, обратившихся с просьбой восстановить обслуживание, на срок до одного года для пострадавших клиентов;
- ускорить реагирование на запросы о включении и отключении водоснабжения;
- разработать варианты плана погашения долгов;
- предоставлять поддержку малоимущим клиентам;
- совместно с пострадавшими клиентами решать вопросы с неоплаченными счетами и пытаться свести к минимуму случаи отключения за неуплату.

Подробности см. на нашем веб-сайте [www.sgvwater.com](http://www.sgvwater.com). Если у вас есть вопросы или вы хотите поговорить с представителем компании San Gabriel Valley Water Company, обращайтесь в наш офис в г. El Monte по тел. (626) 448-6183, в г. Whittier по тел. (562) 699-1041 или в г. Industry по тел. (626) 330-1628.

## SAN GABRIEL VALLEY WATER COMPANY ABISO NG MGA PROTEKSYONG PANG-EMERHENSIYA PARA SA CUSTOMER

Simula Marso 4, 2020, magbibigay ang San Gabriel Valley Water Company ng sumusunod na mga proteksyon sa lahat ng mga residente at may-ari ng maliliit na mga negosyo (kabilang ang hindi mga customer) na apektado ng Emerhensiya sa COVID-19:

- Pagsuspinde ng deposito at pagpapaubaya ng mga singil sa muling pagkonekta para sa mga residenteng humihiling na muling itatag ang serbisyo nang hanggang isang taon para sa apektadong mga customer
- Pagpapabilis ng mga tugon sa mga kahilingan sa pagtutuloy at paghihinto ng serbisyo
- Paglikha ng mga opsyon sa plano sa pagbabayad
- Pagbibigay ng suporta sa mga customer na mababa ang kita
- Pakikipagtulungan sa apektadong mga customer upang lutasin ang mga hindi nabayaranang singil at bawasan ang mga pagputol ng serbisyo dahil sa hindi pagbabayad

Para sa karagdagang impormasyon, mangyaring bumisita sa aming website sa [www.sgvwater.com](http://www.sgvwater.com). Kung mayroon kang mga tanong o gustong kumausap ng isang kinatawan ng San Gabriel Valley Water Company, mangyaring makipag-ugnayan sa aming sa aming Tanggapan sa El Monte (626)448-6183, Tanggapan sa Whittier (562)699-1041, o Tanggapan sa Industry (626)330-1628.

## CÔNG TY CẤP NƯỚC SAN GABRIEL VALLEY THÔNG BÁO BẢO VỆ KHÁCH HÀNG KHẨN CẤP

Có hiệu lực từ ngày 4 tháng 3 năm 2020, Công ty Cấp nước San Gabriel Valley sẽ cung cấp các biện pháp bảo vệ sau đây cho tất cả cư dân và chủ doanh nghiệp nhỏ (bao gồm cả những người không phải là khách hàng) bị ảnh hưởng bởi Sự kiện khẩn cấp COVID-19:

- Tạm thời ngừng tiền đặt cọc và miễn phí kết nối lại cho các cư dân muốn thiết lập lại dịch vụ trong thời gian lên đến một năm cho các khách hàng bị ảnh hưởng
- Xúc tiến ứng phó với các yêu cầu bật và tắt dịch vụ
- Tạo các tùy chọn cho gói thanh toán
- Cung cấp hỗ trợ cho khách hàng thu nhập thấp
- Làm việc với các khách hàng bị ảnh hưởng để giải quyết các hóa đơn chưa thanh toán và giảm thiểu việc ngắt kết nối do chưa thanh toán

Để biết thêm thông tin, vui lòng vào trang mạng của chúng tôi tại [www.sgvwater.com](http://www.sgvwater.com). Nếu quý vị có thắc mắc hoặc muốn nói chuyện với một đại diện của Công ty Cấp nước San Gabriel Valley, vui lòng liên hệ với chúng tôi tại Văn phòng El Monte (626)448-6183, Văn phòng Whittier (562)699-1041, hoặc Văn phòng Industry (626) 330-1628.

### 圣盖博谷供水公司(SAN GABRIEL VALLEY WATER COMPANY) 紧急客户保护通知

从2020年3月4日起，圣盖博谷供水公司将为所有受COVID-19紧急事件影响的居民和小企业主（包括非客户）提供以下保护：

- 对于受影响的客户，若居民想重新开通一年以下的服务，可暂免押金，并免缴重新开通费
- 加快办理开启和关闭服务的请求
- 制定付款计划选项
- 为低收入客户提供援助
- 与受影响的客户合作，以解决未付账单，尽可能减少因未付水费而停供的情况

如需更多信息，请浏览我们的网站[www.sgvwater.com](http://www.sgvwater.com)。如果您有疑问或有话想和圣盖博谷供水公司的代表说，请联络我们：艾尔蒙特办公室(El Monte Office) (626)448-6183，惠提尔办公室(Whittier Office) (562)699-1041，或工业用水办公室(Industry Office) (626)330-1628。

### 聖蓋博谷供水公司(SAN GABRIEL VALLEY WATER COMPANY) 緊急客戶保護通知

從2020年3月4日起，聖蓋博谷供水公司將為所有受COVID-19緊急事件影響的居民和小企業主（包括非客戶）提供以下保護：

- 對於受影響的客戶，若居民想重新開通一年以下的服務，可暫免押金，並免繳重新開通費
- 加快辦理開啟和關閉服務的請求
- 制定付款計劃選項
- 為低收入客戶提供援助
- 與受影響的客戶合作，以解決未付帳單，盡可能減少因未付水費而停供的情況

如需更多資訊，請瀏覽我們的網站[www.sgvwater.com](http://www.sgvwater.com)。如果您有疑問或有話想和聖蓋博谷供水公司的代表說，請聯絡我們：艾爾蒙特辦公室(El Monte Office) (626)448-6183，惠提爾辦公室(Whittier Office) (562)699-1041，或工業用水辦公室(Industry Office) (626)330-1628。

## FONTANA WATER COMPANY NOTICE OF EMERGENCY CUSTOMER PROTECTIONS

Effective March 4, 2020, Fontana Water will provide the following protections to all residents and small business owners (including non-customers) who are impacted by the COVID-19 Emergency:

- Suspend deposit and waive reconnection fees for residents seeking to re-establish service for up to one year for affected customers
- Expedite responses to move-in and move-out service requests
- Create payment plan options
- Provide support for low-income customers
- Work with affected customers to resolve unpaid bills and minimize disconnections for non-payment

For additional information, please visit our website at [www.fontanawater.com](http://www.fontanawater.com). If you have questions or would like to speak to a Fontana Water Company representative, please contact us at (909) 822-2201.

## FONTANA WATER COMPANY AVISO SOBRE PROTECCIONES DE EMERGENCIA A CLIENTES

A partir del 4 de marzo de 2020, Fontana Water brindará las siguientes protecciones a todos los residentes y dueños de pequeñas empresas (incluyendo a los no clientes) que se vean afectados por la Emergencia causada por COVID-19:

- Suspender los depósitos y suprimir los gastos por reconexiones para los residentes que busquen restablecer el servicio por un período de hasta un año para los clientes afectados
- Acelerar los tiempos de respuesta para los servicios de ocupación y desocupación de viviendas
- Crear opciones de planes de pago
- Brindar apoyo a los clientes con bajos ingresos
- Trabajar con los clientes afectados para resolver facturas impagas y minimizar las desconexiones por falta de pago

Para obtener más información, visite nuestro sitio web en [www.fontanawater.com](http://www.fontanawater.com). Si tiene preguntas o le gustaría hablar con un representante de Fontana Water Company, por favor comuníquese con nosotros llamando al (909) 822-2201.

## FONTANA WATER COMPANY (폰타나 수도 회사) 긴급 고객 보호 통지

2020년 3월 4일부로, Fontana Water는 COVID-19 비상사태로 타격을 받은 모든 주민 및 소규모 사업자들에게 (비-고객 포함) 다음과 같은 보호 조치를 제공합니다.

- 피해 고객들의 경우 서비스를 재건하고자 하는 주민들에게 최대 1년 동안 보증금을 유예하고 재연결 요금을 면제함
- 전입 및 전출 서비스 요청에 신속히 대응함
- 수도료 납부 계획 옵션을 만들어 냄
- 저소득 고객들 위한 지원을 제공함
- 미납부 수도료를 해결하고 미납부로 인한 급수 차단을 최소화하기 위해 피해 고객들과 함께 노력함

추가 정보에 대해서는, [www.fontanawater.com](http://www.fontanawater.com)로 당사 웹사이트를 방문하십시오. 질문이 있거나 Fontana Water Company 담당자와 상담하기를 원하면, (909) 822-2201로 당사에 연락하십시오.

ВОДОПРОВОДНАЯ КОМПАНИЯ FONTANA WATER COMPANY УВЕДОМЛЕНИЕ О МЕРАХ ЗАЩИТЫ  
ПОТРЕБИТЕЛЕЙ В СВЯЗИ С ЧРЕЗВЫЧАЙНЫМ ПОЛОЖЕНИЕМ

С 4 марта 2020 г. компания Fontana Water Company вводит следующие меры защиты для всех жителей и владельцев малых предприятий (в том числе не являющихся ее клиентами), на которых повлияло чрезвычайное положение в связи с COVID-19:

- временно исключить залоговые платежи и отказаться от платы за повторное подключение жильцов, обратившихся с просьбой восстановить обслуживание, на срок до одного года для пострадавших клиентов;
- ускорить реагирование на запросы о водоснабжении в связи с въездом в помещение и выездом из него;
- разработать варианты плана погашения долгов;
- предоставлять поддержку малоимущим клиентам;
- совместно с пострадавшими клиентами решать вопросы с неоплаченными счетами и пытаться свести к минимуму случаи отключения за неуплату.

Подробности см. на нашем веб-сайте [www.fontanawater.com](http://www.fontanawater.com). Если у вас есть вопросы или вы хотите поговорить с представителем компании Fontana Water Company, позвоните по тел. (909) 822-2201.

FONTANA WATER COMPANY ABISO NG MGA PROTEKSYONG PANG-EMERHENSIYA PARA SA  
CUSTOMER

Simula Marso 4, 2020, magbibigay ang Fontana Water ng sumusunod na mga proteksyon sa lahat ng mga residente at may-ari ng maliliit na mga negosyo (kabilang ang hindi mga customer) na apektado ng Emerhensiya sa COVID-19:

- Pagsuspinde ng deposito at pagpapaubaya ng mga singil sa muling pagkonekta para sa mga residenteng humihiling na muling itatag ang serbisyo nang hanggang isang taon para sa apektadong mga customer
- Pagpapabilis ng mga tugon sa mga kahilingan sa pagpasok at pag-alis ng serbisyo
- Paglikha ng mga opsyon sa plano sa pagbabayad
- Pagbibigay ng suporta sa mga customer na mababa ang kita
- Pakikipagtulungan sa apektadong mga customer upang lutasin ang mga hindi nabayaranang singil at bawasan ang mga pagputol ng serbisyo dahil sa hindi pagbabayad

Para sa karagdagang impormasyon, mangyaring bumisita sa aming website sa [www.fontanawater.com](http://www.fontanawater.com). Kung mayroon kang mga tanong o gustong kumausap ng isang kinatawan ng Fontana Water Company, mangyaring makipag-ugnayan sa amin sa (909)822-2201.

CÔNG TY CẤP NƯỚC FONTANA THÔNG BÁO BẢO VỆ KHÁCH HÀNG KHẨN CẤP

Có hiệu lực từ ngày 4 tháng 3 năm 2020, Công ty Cấp nước Fontana sẽ cung cấp các biện pháp bảo vệ sau đây cho tất cả cư dân và chủ doanh nghiệp nhỏ (bao gồm cả những người không phải là khách hàng) bị ảnh hưởng bởi Sự kiện khẩn cấp COVID-19:

- Tạm thời ngừng tiền đặt cọc và miễn phí kết nối lại cho các cư dân muốn thiết lập lại dịch vụ trong thời gian lên đến một năm cho các khách hàng bị ảnh hưởng
- Xúc tiến ứng phó với các yêu cầu dịch vụ chuyển đến và chuyển đi
- Tạo các tùy chọn cho gói thanh toán
- Cung cấp hỗ trợ cho khách hàng thu nhập thấp
- Làm việc với các khách hàng bị ảnh hưởng để giải quyết các hóa đơn chưa thanh toán và giảm thiểu việc ngắt kết nối do chưa thanh toán

Để biết thêm thông tin, vui lòng vào trang mạng của chúng tôi tại [www.fontanawater.com](http://www.fontanawater.com). Nếu quý vị có thắc mắc hoặc muốn nói chuyện với một đại diện của Công ty Cấp nước Fontana, vui lòng liên hệ với chúng tôi theo số (909) 822-2201.

### 芳坦纳供水公司(FONTANA WATER COMPANY) 紧急客户保护通知

从2020年3月4日起，芳坦纳供水公司将为所有受COVID-19紧急事件影响的居民和小企业主（包括非客户）提供以下保护：

- 对于受影响的客户，若居民想重新开通一年以下的服务，可暂免押金，并免缴重新开通费
- 加快办理迁入和迁出服务的请求
- 制定付款计划选项
- 为低收入客户提供援助
- 与受影响的客户合作，以解决未付账单，尽可能减少因未付水费而停供的情况

如需更多信息，请浏览我们的网站[www.fontanawater.com](http://www.fontanawater.com)。如果您有疑问或有话想和芳坦纳供水公司的代表说，请拨打(909) 822-2201联络我们。

### 芳坦納供水公司(FONTANA WATER COMPANY) 緊急客戶保護通知

從2020年3月4日起，芳坦納供水公司將為所有受COVID-19緊急事件影響的居民和小企業主（包括非客戶）提供以下保護：

- 對於受影響的客戶，若居民想重新開通一年以下的服務，可暫免押金，並免繳重新開通費
- 加快辦理遷入和遷出服務的請求
- 制定付款計劃選項
- 為低收入客戶提供援助
- 與受影響的客戶合作，以解決未付帳單，盡可能減少因未付水費而停供的情況

如需更多資訊，請瀏覽我們的網站[www.fontanawater.com](http://www.fontanawater.com)。如果您有疑問或有話想和芳坦納供水公司的代表說，請撥(909) 822-2201聯絡我們。

**ATTACHMENT B**



PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



March 24, 2020

Daniel A. Dell'Osa  
Senior Regulatory Specialist  
San Gabriel Valley Water Company  
11142 Garvey Avenue  
El Monte, CA 91733-2498

Dear Mr. Dell'Osa,

The Commission has approved San Gabriel Valley Water Company's Advice Letter No. 546, filed on March 18, 2020, regarding your COVID-19 Customer Protections.

Enclosed is a copy of the advice letter with an effective date of March 18, 2020 for the utility's files:

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

Thank you,

/s/ROBIN BRYANT

---

Robin Bryant  
Water & Sewer Advisory Branch  
Water Division

Enclosures

**ATTACHMENT C**

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



June 11, 2020

Daniel A. Dell'Osa  
Senior Regulatory Specialist  
San Gabriel Valley Water Company  
11142 Garvey Avenue  
El Monte, CA 91733-2498

Dear Mr. Dell'Osa,

The Commission has approved San Gabriel Valley Water Company's Advice Letter No. 548, filed on April 29, 2020, regarding Compliance advice letter pursuant to CPUC Resolution M-4842 (April 16, 2020).

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

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

Thank you,

/s/ROBIN BRYANT

---

Robin Bryant  
Water & Sewer Advisory Branch  
Water Division

Enclosures

## ADVICE LETTER DISTRIBUTION LIST

### San Gabriel Valley Water Company Los Angeles County Division **Advice Letter No. 560**

City of Arcadia  
240 West Huntington Drive  
Arcadia, CA 91006

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

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

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

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

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

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

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

City of Montebello  
1600 West Beverly Boulevard  
Montebello, CA 90640

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Kiki Carlson  
Suburban Water Systems  
[kcarlson@swwc.com](mailto:kcarlson@swwc.com)

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

ADVICE LETTER DISTRIBUTION LIST

San Gabriel Valley Water Company  
Fontana Water Company Division  
**Advice Letter No. 560**

Kendall H. MacVey, Esq.  
Best, Best & Krieger, LLP  
3390 University Avenue 5<sup>th</sup> Floor  
Riverside, CA 92501

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

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

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

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

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

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

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

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

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

Kiki Carlson  
Suburban Water Systems  
[kcarlson@swwc.com](mailto:kcarlson@swwc.com)

Gordon Nichols  
Building Industry Association of Southern California –  
Baldy View Chapter  
PO Box 867  
Ontario, CA 91762