

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



March 24, 2020

John Tang
Vice President of Regulatory Affairs
San Jose Water Company
110 West Taylor Street
San Jose, CA 95110-2131

Dear Mr. Tang,

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

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

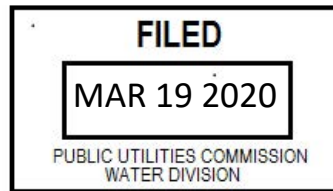
Please contact Jefferson Hancock at 415-703-3453, if you have any questions.

Thank you,

/s/ROBIN BRYANT

Robin Bryant
Water & Sewer Advisory Branch
Water Division

Enclosures



March 19, 2020

California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Advice Letter No. 546

Dear Madame/Sir:

San Jose Water Company (U-168-W) (SJWC) hereby submits its compliance filing as required by the California Public Utilities Commission (Commission) in Executive Director Alice Stebbin's letter dated March 17, 2020 (Attachment A). This advice letter is designated a Tier I Advice Letter consistent with General Order 96-B, 7.3.1(3). Water Industry Rule 3.2 of General Order 96-B indicates that this Tier 1 filing does not require customer notice.

Purpose

With this advice letter, SJWC is notifying the Commission of the activation of its Catastrophic Event Memorandum Account and the actions taken to comply with Executive Director Stebbin's direction in her March 17, 2020 letter to extend the customer protections identified in our Disaster Relief Customer Protections and Outreach Plan. Since the Governor first declared the COVID-19 State of Emergency on March 4, 2020, SJWC has taken the following actions:

- Activated the Disaster Relief Customer Protections and Outreach Plan on March 6, 2020;
- Suspended shutoffs beginning on March 12, 2020 (no SJWC customers are currently shutoff);
- Notified the Commission and local governments of the above on March 12 and March 13, respectively;
- Posted information on our website beginning on March 12, 2020 and continuing to update the information as necessary;
- Issued a press release on March 16, 2020; and,
- Posted the information through our social media channels on March 18, 2020.

Background

The Commission adopted D.19-07-015 on July 11, 2019. The decision implements an emergency disaster relief program for electric, natural gas, water, and sewer utility customers under the Commission's jurisdiction. The emergency disaster relief program is designed to ensure that utility customers who experience a housing or financial crisis due to a disaster, keep vital utility services in the wake of a disaster.

On September 9, 2019, SJWC filed Advice Letter 536 with the Commission to submit its Disaster Relief Customer Protections and Outreach Plan (Plan). The Plan required certain outreach to customers prior to the declaration of a disaster including via a press release, website, bill insert, and social media. The outreach was completed in early March 2020 and communicated to the Water Division.

The Plan provides that:

“Within 15 days of a state or federally declared disaster San Jose Water will issue a Tier 1 advice letter implementing emergency customer protections and activating its Catastrophic Event Memorandum Account (CEMA). Make insurance claims on all costs and expenses related to the disaster and credit payments to the CEMA.”

SJWC had initially activated its CEMA effective October 10, 2019, as approved in Advice Letter 540, to deal with the impacts from the Public Safety Power Shutoffs (PSPS). The CEMA remained open to deal with other PSPS and catastrophic events. As such, SJWC began tracking the costs and expenses to respond to the COVID-19 pandemic beginning on March 4, 2020.

Effective Date

This advice letter is designated as Tier I and effective March 4, 2020, in compliance with Executive Director Stebbin’s directive applying customer protections retroactively to this date.

Protests and Responses

Anyone may respond to or protest this advice letter. A response does not oppose the filing but presents information that may prove 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 may include the following:

- 1) The utility 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 the utility 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 relitigating a prior order of the Commission).

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 protest is:

Tariff Unit, Water Division, 3rd floor
California Public Utilities Commission,
505 Van Ness Avenue
San Francisco, CA 94102
water_division@cpuc.ca.gov

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 us, addressed to:

Regulatory Affairs
San Jose Water Company
110 West Taylor Street
San Jose, CA 95110
Fax 408.279.7934
regulatoryaffairs@sjwater.com.

The advice letter process does not provide for any responses, protests or comments, except for the utility's reply, after the 20-day comment period. Public notice is not required.

The present rates of the SJWC became effective on January 1, 2020, by Advice Letter No. 541. SJWC has Advice Letter 545 pending before the Commission.

In compliance with Paragraph 4.3 of GO 96-B, a copy of this advice letter has been sent to all interested and affected parties as detailed in Attachment B. Please note that due to the COVID-19 pandemic, advice letters can only be delivered electronically to the service list. Hardcopies will be sent out as soon as staff are able to return to the office.

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This filing will not cause the withdrawal of service, nor conflict with other schedules or rules.

Very truly yours,

/S/ JOHN TANG

JOHN TANG
Vice President of Regulatory Affairs

Attachments