



110 W. Taylor Street
 San Jose, CA 95110-2131

May 7, 2020

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

Advice Letter No. 550

To Whom It May Concern:

San Jose Water Company (U-168-W) (“SJWC”) hereby transmits for filing the following changes in its rules applicable to its service area and which are attached here to:

<u>Cal. P.U.C Sheet No.</u>	<u>Title of Sheet</u>	<u>Cancelling Cal. P.U.C. Sheet No.</u>
2064-W	Rule No. 1 Definitions	2010-W
2065-W	Rule No. 1 Definitions – Continued	2011-W
2066-W	Rule No. 5 Special Information Required on Forms	2012-W
2067-W	Rule No. 5 Special Information Required on Forms - Continued	2013-W
2068-W	Rule No. 5 Special Information Required on Forms - Continued	2014-W
2069-W	Rule No. 8 Notices	2015-W
2070-W	Rule No. 8 Notices - Continued	2016-W
2071-W	Rule No. 10 Disputed Bills	2018-W
2072-W	Rule No. 10 Discontinuance and Restoration of Service - Continued	2022-W
2073-W	Rule No. 10 Discontinuance and Restoration of Service - Continued	2023-W
2074-W	Rule No. 10 Discontinuance and Restoration of Service – Continued	2024-W
2075-W	Rule No. 10 Discontinuance and Restoration of Service – Continued	2029-W
2076-W	Form No. 3 Bill Form	1940-W
2077-W	Form No. 3A Past Due Notice (10 Day)	1941-W
2078-W	Form No. 3B Final Notice	1942-W
2079-W	Form No. 3D Closing Bill	1943-W
2080-W	Form No. 3F Electronic Bill	1944-W
2081-W	Table of Contents - Continued	2030-W
2082-W	Table of Contents	2063-W

Purpose

The purpose of Advice Letter 550 is to update SJWC's Rule Nos. 1, 5, 8, 10 and 11 and related bill forms to reflect additional modifications requested by the Water Division in its letter dated March 27, 2020 (Attachment A).

Background

Senate Bill No. 998 ("SB 998"), approved by the Governor of California on September 28, 2018, revised the California Health and Safety Code by adding a chapter addressing discontinuance of residential water service for nonpayment of a delinquent account. All sections of Chapter 6 (§§ 116900 – 116926) are being incorporated into SJWC's Rule Nos. 1, 5, 8, 10 and 11 via this Tier 1 advice letter filing. The revisions in general pertain to notification of discontinuation of water service to residential customers. It requires water utilities with more than 3,000 customers to comply with its provisions by February 1, 2020. SJWC had filed Advice Letter 543 and received approval effective February 1, 2020, for the initial modifications to its Rule Nos. 1, 5, 8, 10 and 11.

Effective Date

Per SB 998, this advice letter is requested to become effective February 1, 2020. Public notice is not required as there is no impact on water rates.

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 Letters 547, 548, and 549 pending before the Commission.

In compliance with Paragraph 4.3 of GO 96-B, a copy of this advice letter has been mailed to all interested and affected parties as detailed in Attachment B.

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

Enclosure

Index of Workpapers

Attachment A

Water Division Letter dated March 27, 2020

Attachment B

Service List

SAN JOSE WATER COMPANY

ADVICE LETTER NO. 550

ATTACHMENT A

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



March 27, 2020

ADDRESSED TO: Great Oaks Water Co., San Jose Water Co., San Gabriel Valley Water Co., Golden State Water Co.

Sent by E-Mail

SUBJECT: Tariff Rule Revisions and Written Policy on Discontinuance of Residential Service Due to Nonpayment of Bills

Dear Utilities:

In its review of Public Advocates' (PA) protests and utility responses in a number of advice letters submitted in compliance with Senate Bill 998, the Water Shutoff Protection Act (The Act), Water Division has concluded that further minor revisions are required to revised tariff rules submitted in compliance with the Act. The changes discussed below and as shown in the attached redline for Tariff Rules 1, 5, 8, 10, and 11 will need to be incorporated in the revised rules previously approved through the submittal of a Tier 1 advice letter.

In addition, The Act at Section 116906(a) requires a water utility to have a written policy on discontinuation of residential service for nonpayment.

The policy is to include all of the following:

- (1) A plan for deferred or reduced payments
- (2) Alternative payment schedules
- (3) A formal mechanism for a customer to contest or appeal a bill
- (4) A telephone number for a customer to contact to discuss options for averting discontinuation of residential service for nonpayment.

The above items are to be included in the written policy that the utility will develop and make available on its web site. Translations of the written policy are to be made available on the website in the 5 languages listed in Section 1632 of the Civil Code (Spanish, Chinese, Korean, Vietnamese, Tagalog), and any other language spoken by at least 10 percent of the people residing in its service area.

Each utility shall submit as part of the advice letter to amend tariff rules in compliance with The Act a web link to its written policy in the languages required along with a written verification signed by an officer of the utility that its written policy is in compliance with Section 116906(a) of The Act.

Specific Tariff Rules Changes:

PA Protest Item 2:

The Act, § 116908(a)(1)(C)(vi) and § 116910(a)(3), requires deferred, reduced, or alternative payment schedules offered to customers be consistent with the written policy required by § 116906(a) of the Act. Rule No. 5.D.(6) and Rule 11.B.1.e.(1) iii in the proposed tariff do not comply with this requirement.

Water Division Response:

A reference or footnote providing the web link to the utility's written policy on discontinuance due to nonpayment of bills shall be added to Rule No. 5.D and Rule 11.B.1.e.(1)(iii).

PA Protest Item 3:

The Act, § 116908(a)(1)(A), prohibits a utility from discontinuing service until a customer's bill has been delinquent for at least 60 days. The proposed rules state that the utility will notify customers who dispute a bill that a Commission appeal and deposit is required to avoid discontinuance. Rule No. 10 does not specify the 60-day delinquency period and is not clear that service will not be discontinued for customers who dispute a bill but fail to make an appeal to and a deposit with the Commission.

Water Division Response:

The 60-day delinquency period in which a customer's service is not discontinued due to nonpayment, which is granted by the Act at Section 116908(a)(1)(A), shall be added to Rule No. 10.C.1 to reiterate that service is not to be discontinued for nonpayment even in the case of the customer's failure to deposit a disputed bill amount to CAB.

PA Protest Item 4:

The Act, § 116908(a)(1)(A), requires customers to be notified 7 business days prior to discontinuance of service but the proposed Rule No. 8.A.3.a state that customers will be notified 10 [calendar] days prior to discontinuance. If the discontinuation day is set for a Monday, then 7 business days is longer than 10 calendar days. Business days would also exclude holidays.

Water Division Response:

The phrasing "10 days" shall be replaced with "7 business days" to reflect the language used in The Act, Section 116908(A)(1)(A).

PA Protest Item 7:

The Act, § 116910(a)(1), requires that “primary care provider” be defined according to the Welfare and Institutions Code (“WIC”), §14088(b)(1)(A). The proposed Rule No. 11.B.1.e.(1) i and Rule No. 1 “Disabled Customer” definition omit the words “and surgeon” from a phrase in the WIC’s definition, “family practice physician and surgeon.” The proposed Rule does not comply with the required definition.

Water Division Response:

The omitted words “and surgeon” shall be added to the definition of “Disabled Customer” in Rule No. 1 as well as in Rule No. 11.B1.e.(1).

PA Protest Item 8:

*The proposed Rule No. 11.B.1.e.(2) c states: “A partial **of** full reduction...” (Emphasis added). This erroneously restricts the relief provided by the Act, § 116910(b)(1)(C), which provides for “A partial **or** full reduction...” (Emphasis added).*

Water Division Response:

The typo in proposed Rule No. 11.B.e.(2) “A partial of full reduction” shall be corrected to “A partial or full reduction”.

PA Protest Item 10:

The Act § 116910(b)(3), requires the utility to post a final notice of discontinuance in a “prominent and conspicuous location at the property.” The proposed Rule No. 11.B.1.e.(4) erroneously omits the words “at the property.”

Water Division Response:

The omitted words “at the property” shall be added to Rule No. 11.B.1.e.(4).

PA Protest Item 11:

The Act, § 116914(a)(2), provides that interest charges on delinquent bill will be waived once every 12 months for customers with household income below 200 percent of the poverty line. The proposed Rule No. 11 fails to include this provision.

Water Division Response:

This issue is under review by the Commission. PA’s protest Item 11 will be resolved through a Commission resolution at a later date. The resolution will address if “late fees” and “late charges” are to be interpreted and included as “interest charges” for purposes of applicability under § 116914(a)(2) of The Act.

PA Protest Item 15:

The proposed Rule No. 11.C.5.i sets the reconnection charge as the lesser of the actual cost or \$50.00 for customers who demonstrate household income below 200 percent of the federal poverty line. However, Rule No. 11.C.1 does not identify the actual cost and sets the reconnection charge as \$35.00. Rule Nos. 11.C.5.ii and 11.C.1 also set different charges for reconnections during other than regular working hours. The proposed Rule No. 11 is not clear on if low-income customers would be charged more for reconnections than other customers.

Water Division Response:

The reconnection charge stated in Rule No. 11.C.1 is authorized by the Commission and is interpreted by the WD to be the “actual cost” stated in The Act, Section 116914(a)(1). The phrase “(as stated in Rule No. 11.C.1)” shall be added to Rule No. 11.C.5 to clearly define that “actual cost” is to be interpreted as the reconnection charges stated in Rule No. 11.C.1.

PA Protest Item 16:

Rule No. 11.B.1.e.(1) i and Rule No. 11.C.5 refer to the Water Shutoff Protection Act. To reduce ambiguity and potential confusion, Rule No. 1 (Definitions) should define the “Water Shutoff Protection Act.” Rule No. 1 should also define “Business Day.”

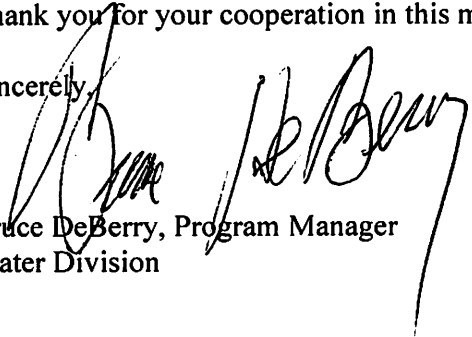
Water Division Response:

The definitions of “Business Day” and “Water Shutoff Protection Act” shall be added to Rule No. 1. The definition of “Business Day” gives distinction between calendar days and business days in the Tariff Rules. The definition of the phrase “Water Shutoff Protection Act” is added because it is used in Rule Nos. 11.B.1.e.(1)(i) and 11.C.5 but is not defined in those rules.

The utility shall file a new Tier 1 advice letter to amend its Tariff Rule revisions previously submitted such that they are consistent with the revisions shown in the attached red line of Tariff Rules 1, 5, 8, 10, and 11.

Thank you for your cooperation in this matter.

Sincerely,


Bruce DeBerry, Program Manager
Water Division

Attachments:

Redline Tariff Rules 1, 5, 8, 10, 11

Rule No. 1

DEFINITIONS

Page 1 of 2

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Commented [EER1]: WD does not object to Public Advocates' position that "Business Day" should be defined in Rule No. 1: Definitions. This is provided to give distinction between calendar days and business days since both are used throughout the rules.

Addresses:
PA Protest Item 15 (AL 296)
PA Protest Item 16 (AL 2372, AL 344, AL 283)

Commented [EER2]: WD does not object to Public Advocates' position that "and surgeon" should be included in the definition of "Disabled Customer". This specific language can be found at Section 14088(b)(1)(A) of the Welfare and Institutions Code:
https://leginfo.ca.gov/faces/codes_displayText.xhtml?lawCode=WIC&division=9.&title=&part=3.&chapter=7.&article=2.9.

Addresses:
PA Protest Item 7

Rule No. 1

DEFINITIONS
(Continued)

Page 2 of 2

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

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

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

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

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

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

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

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

Utility: The public utility named herein.

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

Commented [EER3]: WD does not object to Public Advocates' position that "Water Shutoff Protection Act" should be defined in Rule No. 1. This definition is included as clarification since there are 2 undefined instances of the phrase "Water Shutoff Protection Act" used in Rule No. 11.

Addresses:
PA Protest Item 15 (AL 296)
PA Protest Item 16 (AL 2372, AL 344, AL 283)

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for service will contain substantially the following provisions:

1. Unless exempted by the Public Utilities Commission:

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

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

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

B. Bill for Service

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

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

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

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

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

Mail: California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, ~~Room 2003~~3rd Floor, San Francisco, CA
94102

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

(Continued)

Commented [EER1]: After confirmation with CAB, they are no longer located at Room 2003 and are now located on the 3rd floor of the PUC.

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

(Continued)

B. Bill for Service (Continued)

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

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

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

Commented [EER2]: Clarification on the customer bill of service stating that their service is protected under the Water Shutoff Protection Act.

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

C. Discontinuance of Service for Nonpayment - Notice

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

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

(Continued)

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

(Continued)

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

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

Commented [EER3]: Parenthesized definition text moved to define the correct corresponding term, "amortization".

Commented [EER4]: Clarifies for the reader which phone numbers are for the California Relay Service and which number is for contacting the CAB.

Commented [EER5]: Reference to the previous section for clarification since the phone numbers in this item are not organized as a table.

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

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

Rules 5.C.4 through 5.C.9 are also described in the written policy of discontinuance of service due to nonpayment of bills which is available at [insert the link to the web page on the utility's website where the written policy is located].

Commented [EER6]: Language inserted to assert compliance with the Act, Sections 116908(a)(1)(C)(vi) and 116910(a)(3). Web link inserted as reference to written policy on discontinuance due to nonpayment.

Addresses:
PA Protest Item 2

Rule No. 8
NOTICES

A. Notice to Customers

1. In Writing

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

2. Exception

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

3. Notice of Discontinuance of Residential Water Service for Nonpayment

a. The utility shall contact the residential customer of record at least **7 business days** ~~10 days~~ prior to discontinuance by telephone or written notice.

- (1) Written notice shall be mailed to the address of the customer of residence to which the residential service is provided. If the customer's address is not the address of the property to which residential service is provided, the notice also shall be sent to the service address with "Occupant" as the addressee. The notice shall include the information prescribed in Rule No. 5. C.
- (2) Telephone notice shall be to the customer named on the account. In providing such notice by telephone, the utility shall offer to: (i) provide customer with a written copy of the utility's policy on discontinuation of service due to nonpayment; and (ii) discuss options available to customer to avert discontinuance including alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and procedures to petition for bill review and appeal.
- (3) If the utility is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned as undeliverable, the utility will make a good faith effort to visit the residence and leave (or make other arrangements for placement in a conspicuous place) a notice as prescribed herein, along with a written copy of the utility's policy on discontinuation of service for nonpayment.

Commented [EER1]: WD does not object to Public Advocates' position to change "10 days" to "7 business days". This complies with the language used in 116908(a)(1)(A) of the Act.

Addresses:
PA Protest Item 4

(Continued)

A. Notice to Customers (Continued)

3. Notice of Discontinuance of Residential Water Service for Nonpayment (Continued)

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

(1) Where individually metered water service is provided, the utility will make every good faith effort to inform the occupants by means of a notice at least 10 days prior to any discontinuance, when the account is in arrears, that service will be discontinued. In addition to including the information prescribed in Rule No. 5, the notice will inform the occupants that, if the utility's verification and other requirements are met, they have the right to become a customer, to whom the service will then be billed, without being required to pay any amount which may be due to the delinquent account.

(2) Where master metered service is provided, the written notice will be at least 15 days prior to discontinuance of service. The notice will be posted on the door of each residential unit. If it is not reasonable or practical to post the notice on the door of each residential unit, the utility will post two copies of the notice in each accessible common area and at each point of access to the structure or structures.

(3) Notice to occupants shall be independent of, and in addition to, other notice(s) as may be prescribed in the utility's tariffs.

c. All notices of discontinuance for nonpayment relating to residential services will be in English, the languages listed in Section 1632 of the Civil Code (Spanish, Chinese, Korean, Vietnamese, Tagalog), and any other language spoken by 10 percent or more of the customers in the utility's service area. The notice will include the information prescribed in Rule No. 5.C.

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

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

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

(Continued)

Commented [EER2]: Included list of languages listed in Section 1632 of the Civil Code as clarification to the reader of the tariff rules. The reader can reference Section 1632 of the Civil Code at their leisure, but the list is included for convenience.

A. Notice to Customers (Continued)

5. Discontinuance of Service for Reasons Other Than Nonpayment

The utility may discontinue service for reasons not related to payment. Rule No. 11 provides additional examples of circumstances resulting in discontinuation of service and related notice, if any, associated with the specific situation.

6. Third-Party Notification

Notice of availability of third-party notification shall be given annually to all residential customers.

B. Notice from Customers

1. A customer may make notification in person, by telephone or by letter to the utility at its commercial office, or to an authorized representative of the utility.
2. Customers who wish to qualify for consideration under Rule No. 11.B.1.e. must have presented evidence to the utility establishing their status.
3. Older Adult or disabled customers who desire third-party notification must so inform the utility with certification of status and with a letter from the third party accepting the responsibility.
4. Proof of age must be supported by certificate of birth, driver's license, passport or other reliable document. Proof of handicap must be by certification from a licensed physician, public health nurse or social worker.

Rule No. 10
DISPUTED BILLS

A. Correctness of Bill

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

B. Notice of Deposit to Avoid Discontinuance

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

1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and the nonresidential customer within 7 days of the date of this notice, may deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, ~~Room 2003~~3rd Floor, San Francisco, California 94102 the amount of

the bill claimed

by the utility to be due. Review of the dispute will be conducted by the Commission's Consumer Affairs Branch. Pending the Commission's review of the disputed bill, water service will not be discontinued.

Commented [EER1]: After confirmation with CAB, it is no longer located at Room 2003 and is now located on the 3rd floor of the PUC.

Commented [EER2]: This language is suggested by Public Advocates. WD does not object to the addition of this language.

This language is included to clarify, in writing, to the customer, that their service is protected under the conditions of the Water Shutoff Protection Act while a dispute is being reviewed.

C. Commission Appeal

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

1. ~~To avoid discontinuance of service, i~~n lieu of paying the disputed bill, the customer may deposit, with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, ~~3rd Floor~~Room-2003, San Francisco, California 94102, the amount claimed by the utility to be due. Whether or not the residential customer makes a deposit with the California Public Utilities Commission, the utility shall not discontinue the water service of any residential customer for a minimum total of 79 days from the date of mailing its bill for services, postage prepaid.
2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the dispute of the amount of the bill.
3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.

Commented [EER3]: This language is included for clarification that service is not to be discontinued for nonpayment **even in the case of failure to deposit the disputed amount to the CAB.**

Addresses:
PA Protest Item 3

(Continued)

Rule No. 10

DISPUTED BILLS

Page 2 of 2

C. Commission Appeal (Continued)

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

Rule No.11

DISCONTINUANCE AND RESTORATION OF SERVICE

A. Customer's Request for Discontinuance of Service

1. A customer may have service discontinued by giving not less than two days' advance notice thereof to the utility. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required two days' advance notice.
2. When such notice is not given, the customer may be required to pay for service until two days after the utility has knowledge that the customer has vacated the premises or otherwise has discontinued water service.

B. Discontinuance of Service by Utility

1. For Nonpayment of Bills

a. Past-Due Bills.

When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days from the date of mailing.

(1) Residential Service

For the purposes of this rule, residential service means water service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing. When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days from the date of mailing. The utility shall allow every residential customer a total of 79 days from the date of mailing its bill for services, postage prepaid, to make payment of the bill prior to discontinuance of service. The utility shall not discontinue residential service for nonpayment of a delinquent account unless the utility first gives notice of the delinquency and impending discontinuance, in conformance with Rule No. 8.A.3, which establishes notice periods ranging from 7 to 15 days, depending on the occupancy type. The utility will provide notices timely to ensure that the applicable notice period is included in the total 79-day period referenced above and does not provide additional time to pay.

(2) All Other Service (nonresidential)

The utility shall not discontinue nonresidential service for nonpayment of a delinquent account unless the utility first gives notice of the delinquency and impending discontinuance in conformance with Rule No. 8.A.4.

(Continued)

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

b. When a bill for water service has become past due and a discontinuance of service notice for nonpayment has been issued, service may be discontinued if bill is not paid in full (or alternative payment arrangements acceptable to the utility have not been made) within the time required by such notice. The customer's service, however, will not be discontinued for nonpayment until the amount of any deposit made to establish credit for that service has been fully absorbed.

c. Petition for Utility Review.

- (1) Any customer (or adult occupant of a residential service address) may petition the utility for review of a bill for water service in accordance with Rule Nos. 5 and 10.
- (2) Such customer shall not have the water service discontinued for nonpayment during the pendency of an investigation by the utility of a complaint or request and shall be given an opportunity for review of the complaint, investigation, or request by a review manager of the utility, if:
 - (i) The customer who has initiated a billing complaint or requested an investigation within 5 days of receiving a disputed bill, or
 - (ii) Before discontinuance of service, the customer made payment arrangements for a bill asserted to be beyond the means of the customer to pay in full within the normal period for payment.
- (3) The review shall include consideration of whether a customer shall be permitted to make installment payments on any unpaid balance of the delinquent account over a reasonable period of time, not to exceed 12 months.

Such service shall not be discontinued for nonpayment for any customer complying with an installment payment agreement entered into with the utility, provided the customer also keeps current her or his account for water service as charges accrue in each subsequent billing period.

If a customer fails to comply with an installment payment agreement the utility will give a discontinuance of service notice no less than 5 business days before discontinuing such service, but such notice shall not entitle the customer to further investigation or alternative payment arrangements by the utility.

(Continued)

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

d. Appeal to the Commission.

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

e. Residential Health and Safety Exception.

- (1) Service to a residential water customer will not be discontinued for nonpayment when such customer establishes to the satisfaction of the utility that **all** three of the following conditions are met:
- (i) The residential customer submits certification from a primary care provider*, as defined by the Water Shutoff Protection Act, that discontinuation of residential water service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided;

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

Commented [EER1]: Expanded several instances of the phrasing "physician" to "physician and surgeon". This is the specific language used in Section 14088(b)(1)(A) and (c) of the California Welfare and Institutions Code:

https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=WIC&division=9.&title=&part=3.&chapter=7.&article=2.9.

Addresses:
PA Protest Item 7

(Continued)

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

e. Residential Health and Safety Exception. (Continued)

- (ii) The residential customer demonstrates that she or he is financially unable to pay for residential service within the urban and community water system's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the urban and community water system's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level; and,
- (iii) The residential customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment consistent with the utility's written policy on discontinuance of service due to nonpayment of bills*.

*The written policy is available at [insert the link to the web page on the utility's website where the written policy is located].

- (2) If all three of the above conditions are met, the utility shall offer the customer one or more of the following options:
 - a. Amortization of the unpaid balance.
 - b. Participation in an alternative payment schedule.
 - c. A partial ~~of or~~ full reduction of the unpaid balance financed without additional charges to other ratepayers.
 - d. Temporary deferral of payment.
- (3) The utility may choose which of the payment options the customer undertakes and may set the parameters of that payment option. The repayment option offered should result in repayment of any remaining outstanding balance within 12 months.

Commented [EER2]: Language inserted to assert compliance with the Act, Sections 116908(a)(1)(C)(vi) and 116910(a)(3). Web link inserted as reference to written policy on discontinuance due to nonpayment.

Addresses:
PA Protest Item 2

Commented [EER3]: Typo correction to comply with language used in the Act, Section 116910(b)(1)(C).

Addresses:
PA Protest Item 8

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

(Continued)

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

e. Residential Health and Safety Exception. (Continued)

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

OR

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

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

Commented [EER4]: Phrase "at the property" inserted to comply with language used in the Act, Section 116910(b)(3).

Addresses:
PA Protest Item 10

f. Other Disconnection Terms

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

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

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

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

g. Timing of Disconnection

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

(Continued)

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

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

(1) Where said occupants are individually metered.

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

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

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

(2) Where said occupants are master metered.

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

The same Rule No. 11.B.1.h.(1) above which applies to individually metered occupants also applies to master metered occupants, except a representative may act on the behalf of a master metered occupant, and the utility will not discontinue service in any of the following situations:

- (a) During the pendency of an investigation by the utility of a master-meter customer dispute or complaint.

(Continued)

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

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

i. Residential Customer's Remedies Upon Receipt of Discontinuance Notice for Nonpayment.

- (1) If upon receipt of a discontinuance notice, a residential customer is unable to pay, she or he must contact the utility before discontinuance of service to make payment arrangements to avoid discontinuance of service. Information pertaining to alternative payment options and other options for averting discontinuation of residential service for nonpayment will be provided on the discontinuance notice as described in Rule No. 5, or can be obtained by calling 800-999-4033.
- (2) If, after contacting the utility, the residential customer alleges to the Commission an inability to pay and that she or he is unable to make payment arrangements with the utility she or he should contact the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. To maintain uninterrupted service this action must be taken prior to discontinuation of service as defined in the provided notice.

- (3) The CAB's resolution of the matter should be reported to both the utility and the residential customer within ten business days after receipt of the informal complaint. If the customer is not satisfied with such resolution, such customer may file, within ten business days after the date of the CAB's letter, a formal complaint with the Commission under Public Utilities Code Section 1702 on a form provided by the CAB.

(Continued)

B. Discontinuance of Services by Utility (Continued)

1. For Nonpayment of Bills (Continued)

- (4) Failure of any customer to observe these time limits prescribed herein shall entitle the utility to insist upon payment or, upon failure to pay, to proceed to discontinue the customer's residential water service in accordance with the utility's rules.

j. Designation of a Third-Party Representative (Older Adult or Disabled only)

- (1) Customer must inform utility if she or he desires that a third party receive discontinuance or other notices on her or his behalf.
- (2) Utility must be advised of name, address and telephone number of third party with a letter from third party accepting this responsibility.
- (3) Only customers who certify that they are older adults age 62 or over or disabled are entitled to third-party representation. Proof of age must be supported by certificate of birth, driver's license, passport or other reliable document. Proof of disability must be by certification from a licensed physician, public health nurse or social worker.

2. For Noncompliance with Rules

The utility may discontinue service to any customer for violation of these rules after it has given the customer at least five days' written notice of such intention. Where safety of water supply is endangered, service may be discontinued immediately without notice.

3. For Waste of Water

- a. Where negligent or wasteful use of water exists on customer's premises, the utility may discontinue the service if such practices are not remedied within five days after it has given the customer written notice to such effect.
- b. In order to protect itself against serious and unnecessary waste or misuse of water, the utility may meter any flat rate service and apply the regularly established meter rates where the customer continues to misuse or waste

water beyond five days after the utility has given the customer written notice to remedy such practices.

(Continued)

B. Discontinuance of Services by Utility (Continued)

4. For Unsafe Apparatus or Where Service is Detrimental or Damaging to the Utility or its Customers

If an unsafe or hazardous condition is found to exist on the customer's premise, or if the use of water thereon by apparatus, appliances, equipment or otherwise is found to be detrimental or damaging to the utility or its customers, the service may be shut off without notice. The utility will notify the customer immediately of the reasons for the discontinuance and the corrective action to be taken by the customer before service can be restored.

5. For Fraudulent Use of Service

When the utility has discovered that a customer has obtained service by fraudulent means, or has diverted the water service for unauthorized use, the service to that customer may be discontinued without notice. The utility will not restore service to such customer until that customer has complied with all rules and reasonable requirements of the utility and the utility has been reimbursed for the full amount of the service rendered and the actual cost to the utility incurred by reason of the fraudulent use.

C. Restoration of Service

1. Reconnection Charge

Where service has been discontinued for violation of these rules or for nonpayment of bills, the utility may charge \$XX.00 for reconnection of service during regular working hours or \$XX.00 for reconnection of service at other than regular working hours when the customer has requested that the reconnection be made at other than regular working hours, except as otherwise provided by the utility's tariffs.

2. To be Made During Regular Working Hours

The utility will endeavor to make reconnections during regular working hours on the day of the request, if the conditions permit; otherwise reconnections will be made on the regular working day following the day the request is made.

3. To Be Made at Other Than Regular Working Hours

When a customer has requested that the reconnection be made at other than regular working hours, the utility will reasonably endeavor to so make the reconnection if practicable under the circumstances.

4. Wrongful Discontinuance

A service wrongfully discontinued by the utility, must be restored without charge for the restoration to the customer within 24 hours.

(Continued)

C. Restoration of Service (Continued)

5. Limits on Certain Reconnection Charges

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

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

D. Refusal to Serve

1. Conditions for Refusal

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

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

2. Notification to Customers

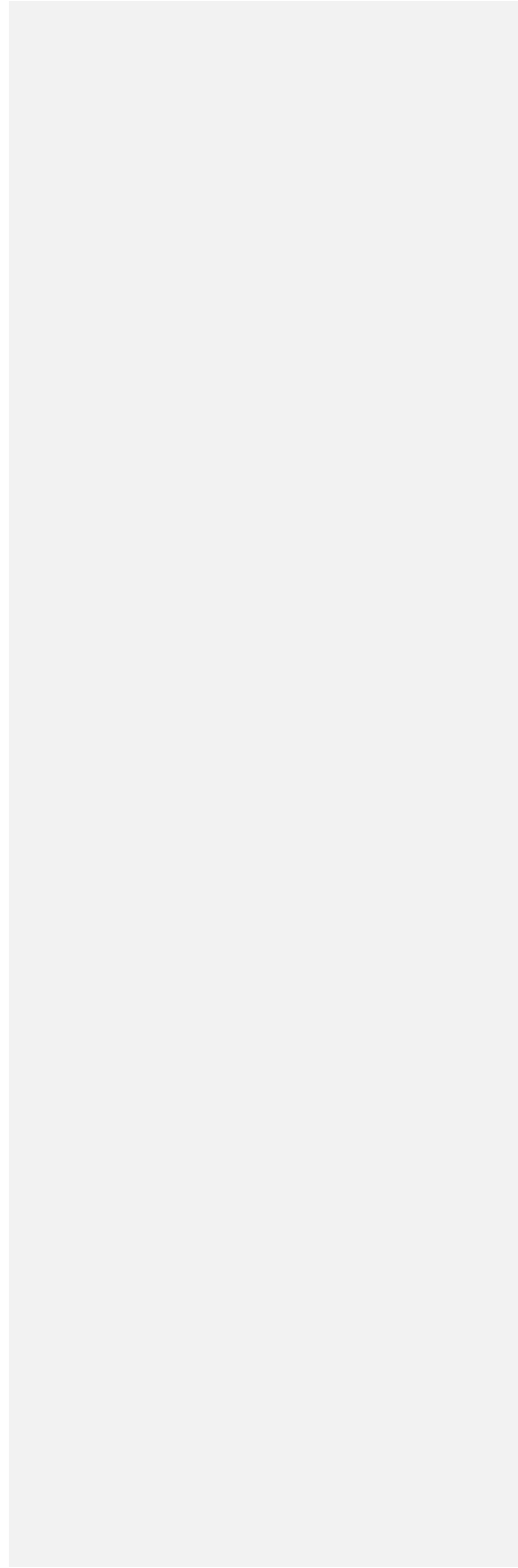
Commented [EER5]: Phrase inserted to clarify the definition of "actual cost". The reconnection charges stated in Rule No. 11.C.1.

Addresses:
PA Protest Item 15 (AL 2372, AL 344, AL 283)

Commented [EER6]: Phrase inserted to clarify the definition of "actual cost". The reconnection charges stated in Rule No. 11.C.1.

Addresses:
PA Protest Item 15 (AL 2372, AL 344, AL 283)

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



SAN JOSE WATER COMPANY

ADVICE LETTER NO. 550

ATTACHMENT B

A copy of Advice Letter No. 550 has been sent to the following municipalities, water companies and interested parties:

City of San Jose
Municipal Water Dept.
Attn: Jeffrey Provenzano
3025 Tuers Road
San Jose, CA 95121

San Jose Mercury News
Attn: Paul Rogers
4 N. Second Street, Suite 800
San Jose, CA 95113

California Water Service Co.
Attn: Regulatory Affairs
1720 North First Street
San Jose, CA 95112

Town of Los Gatos
Attn: Director of Public Works
110 E. Main Street
Los Gatos, CA 95032

City of Cupertino
10300 Torre Avenue
Cupertino, CA 95014

City of Monte Sereno
Attn: Jessica Kahn, City Engineer
18041 Saratoga-Los Gatos Road
Monte Sereno, CA 95030

City of Campbell
70 North First Street
Campbell, CA 95008

City of Santa Clara
1500 Warburton Avenue
Santa Clara, CA 95050

Great Oaks Water Company
P.O. Box 23490
San Jose, CA 95153

City of Milpitas
Attn: Utilities Engineering
455 East Calaveras Blvd.
Milpitas, CA 95035

Santa Clara Valley Water District
5750 Almaden Expressway
San Jose, CA 95118

City of Saratoga
Attn: Director of Public Works
13777 Fruitvale Avenue
Saratoga, CA 95070

County of Santa Clara
70 W. Hedding Street
San Jose, CA 95110

Department of Water Resources
Safe Drinking Water Office, Room 804
1416 9TH Street
Sacramento, CA 95814

Mountain Springs Mutual Water Co.
17956 Greenwood Road
Los Gatos, CA 95033

Richard Rauschmeier
Public Advocates Office
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Nina Hawk
Chief Operating Officer
Water Utility Enterprises
Santa Clara Valley Water District
5750 Almaden Expressway
San Jose, CA 95118

Stagecoach Mutual Water Co
21825 Stagecoach Road
Los Gatos, CA 95033

Gillette Mutual Water Company
21976 Gillette Drive
Los Gatos, CA 95033

Pat Kearns, MD
7 W Central Ave
Los Gatos, CA 95030

Redwood Estates Services Association
PO Box 591
Redwood Estates, CA 95044-0591

Saratoga City Council Member
Rishi Kumar
13777 Fruitvale Avenue
Saratoga, CA 95070

Big Redwood Park Water
& Improvement Assoc.
18522 Mt. View Avenue
Los Gatos, CA 95033

WRATES
Rita Benton
18555 Ravenwood Drive
Saratoga, CA 95070

Villa Del Monte Mutual Water Company
P.O. Box 862
Los Gatos, CA 95031

Saratoga Heights Mutual Water Company
P.O. Box 337
Saratoga, CA 95071

Ridge Mutual Water Company
22316 Citation Drive
Los Gatos, CA 95033

James Hunter
6475 Dwyer Street
San Jose, CA 95120

Summitt West Mutual Water Company
P.O. Box 974
Los Gatos, CA 95031

Raineri Mutual Water Company
P.O. Box 11
Los Gatos, CA 95031

Oakmount Mutual Water Company
P.O. Box 31536
Stockton, CA 95213

Mt. Summit Mutual Water Co
P.O. Box 3416
Saratoga, CA 95070

Brush & Old Well Mutual
Water Company
21105 Brush Road
Los Gatos, CA 95033