

**Rule 21 – MILITARY FAMILY RELIEF PROGRAM**

**A. GENERAL**

The purpose of this Program is to implement the California Military Families Financial Relief Act of 2005 by providing water utility service shutoff protection for a 180 day period to families of service members who are called to active duty.

**B. DEFINITIONS**

1. "Service member" means both of the following:
  - A. Members of the militia called or ordered into active state service by the Governor pursuant to Section 143 or 146 or into active federal service by the President of the United States pursuant to Title 10 or 32 of the United States Code.
  - B. Reservists of the United States Military Reserve who have been called to full-time active duty.
2. "Military service" means full-time active state service or full-time active federal service, as defined in paragraph A above, or full-time active duty of a reservist, as defined in paragraph B above, for a period of 30 consecutive days.
3. "Qualified customer" means the customer of record of a qualified household.
4. "Qualified household" is a residential household for which the income is reduced because the customer of record, the spouse of the customer of record, or the registered domestic partner of the customer of record, as defined by Section 297.5 of the Family Code, is a service member called to full-time active military service by the President of the United States or the Governor of this state during a time of declared national or state of emergency or war.

**C. APPLICATION FOR PROTECTION**

Application for shutoff protection shall be submitted in writing to the utility at its regular business office and accompanied by a copy of the activation or deployment order of a service member that specifies the duration of the active service. The Application shall include: "I understand that the protection afforded by the Act only defers the time of payment of all water charges and does not waive or cancel them."

A qualified customer receiving assistance under this rule shall notify the Company if the active duty status of the service member is either shortened or extended.

If the qualified customer moves out of the residence that is receiving shutoff protection, he/she shall provide the company a written notice that includes the date of service termination and a valid forwarding address.

(Continued)

(To be inserted by utility)

Issued by

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(Continued)**

**D. SHUTOFF PROTECTION**

Shutoff protection provided by this rule is for a period of 180 days. The Company may but is not required to grant extensions after the initial 180-day period.

**E. PAYMENT FOR UTILITY SERVICES**

The shutoff protection provided under this section shall not void or limit the obligation of the qualified customer to pay for utility services received during the time of assistance.

The Company and its qualified customer shall establish a repayment plan requiring minimum monthly payments that allows the qualified customer to pay any past due amounts over a reasonable time period not to exceed one year after the service member's release from active military duty.

The utility will not charge late payment fees or interest to the qualified customer during the period of military service or the repayment period.

**F. GENERAL PROVISIONS APPLICABLE TO THIS RULE**

This tariff shall not affect or amend any rules or orders of the Public Utilities Commission pertaining to billing standards.

If the terms and conditions under this section are not followed by the qualified customer, the Company may follow its procedures and rules on customer standards and billing practices for providing water residential services.

**G. NOTIFICATION OF CUSTOMERS**

The Company will notify all customers of the availability of the program two times a year using an insert in the bi-monthly water bill.

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**PRELIMINARY STATEMENT**  
**(Continued)**

E. Military Family Relief Program (MFRP) Memorandum Account

1. The Company shall establish a Memorandum Account to provide for review and potential future recovery of reduced revenues resulting from implementation of its MFRP as described in Rule Number 21.

2. Charges to the Memorandum Account shall consist of MFRP credits on customer bills and the costs of publishing related notices and applications plus interest consistent with Commission Memorandum Account Procedures.

3. Credits to the Memorandum Account shall consist of amounts recovered through authorized surcharge collections plus interest consistent with Commission Memorandum Account Procedures.

4. The Company shall include cumulative balances in this Memorandum Account in its annual request for account review required by Commission Decision 03-06-072.

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