



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

June 23, 2021

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

Advice Letter No. 565

Dear Madame/Sir:

San Jose Water Company (SJWC) submits this Tier 1 Advice Letter in compliance with Water Division's order issued on June 16, 2021, to extend Resolution M-4849's Emergency Customer Protection to September 30, 2021. Water Division's order was in compliance with Governor Newsom's Executive Order N-08-21, which was signed on June 11, 2021.

SJWC filed AL 558 on February 19, 2021, in compliance with Resolution (Res.) M-4849, which was adopted by the California Public Utilities Commission (Commission) at its February 11, 2021, voting meeting and issued the next day to extend the Emergency Customer Protections to June 30, 2021. On June 16, 2021, Water Division issued a letter to All Water and Sewer Utilities further extending the Emergency Customer Protection through September 30, 2021. Also extended are the effectiveness of all appropriate memorandum accounts through September 30, 2021.

These provisions under AL 558 remain same as follows:

Extension of Emergency Customer Protections

In the following sections, SJWC summarizes how it has complied with the seven (7) categories of Emergency Customer Protections listed on page 7 of Res. M-4849.

- (1) Activation of Catastrophic Event Memorandum Account (CEMA) effective to the date of the Governor's declaration of a state of emergency – March 4, 2020.**

On March 19, 2020, SJWC notified the Commission via Advice Letter 546 that the company had began tracking COVID-related incremental expenses through its CEMA beginning on March 4, 2020, the date of the Governor's declared state of emergency.

SJWC's CEMA was already activated since October 10, 2019, to deal with Public Power Safety Shutoff events and remained activated to deal with the COVID-19 emergency.

(2) Make insurance claims on all costs and expenses incurred as a result of the pandemic, and credit insurance payments to their CEMA.

SJWC has reviewed and determined that it does not have insurance coverage for any identified losses to date.

(3) Work cooperatively with affected customers to resolve unpaid bills and minimize disconnections for nonpayment.

Throughout the COVID-19 pandemic emergency, SJWC has worked cooperatively with its customers to resolve unpaid bills. In particular, SJWC has communicated the Emergency Customer Protections to its customers via its website, social media, and bill inserts. In addition, SJWC has sent additional notices to customers by mail who are more than 90 days past due and who have a balance due of \$50 or more. Such notices invite those customers to contact SJWC's customer service to arrange for full or partial payments or to make arrangements for payment plans that are tailored directly to the customer needs. Such notices have reminded customers that unpaid water bills during the pandemic emergency will be due when the emergency is over.

With respect to disconnections for nonpayment, at the time the Governor declared a state of emergency, there were no SJWC customers whose service had been disconnected for nonpayment. There have been no disconnections for nonpayment during the COVID-19 pandemic emergency. All customers have received and continue to receive uninterrupted water service during the state of emergency whether they have paid for the water service they have consumed and purchased or not.

(4) Waive reconnection or facilities fees for customers and suspend deposits for customers who must reconnect to the system.

SJWC confirms that it has not and will not charge customers reconnection or facilities fees and has suspended deposits for customers who must reconnect to SJWC's water system during the COVID-19 pandemic emergency.

(5) Provide reasonable payment options to customers.

SJWC confirms that it has and does provide reasonable payment options to customers, including payment plans. The terms and conditions of such payment options/plans are being tailored to individual customer needs, which SJWC believes is both a reasonable

and flexible method of offering such payment options. SJWC confirms that it will continue to provide reasonable payment options to its customers throughout the pandemic emergency.

(6) Waive bills for victims who lost their homes or if their homes are rendered uninhabitable.

(7) Authorize a pro rata waiver of any fixed element of a water bill for the time that the home is uninhabitable, even if the reason for it being uninhabitable is not loss of water service.

Set forth in Decision (D.) 19-07-015, these protections are clearly for customers whose real property suffers damage or destruction during a wildfire, earthquake, flood or other disaster. The current pandemic emergency is viral and does not damage or destroy real property. Therefore, SJWC has not extended these protections to customers and has instead emphasized the other pertinent relief available to customers during this emergency. SJWC's request to exempt these two customer protections from its COVID response was approved by the Commission via Advice Letter 549.

SJWC hereby confirms that the applicable customer protections discussed above will continue to be offered to customers through September 30, 2021.

Effective Date

This advice letter is designated as Tier I compliance filing with no effective 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.

In compliance with Paragraph 4.3 of GO 96-B, a copy of this advice letter has been delivered to all interested and affected parties as detailed in Attachment A. In addition, this filing is being served to and filed on the service lists for R.17-06-024 and R.18-03-011. Please note that due to the COVID-19 pandemic, advice letters can only be delivered, served, and filed electronically.

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

Attachment

Certificate of Service

I hereby certify that a copy of San Jose Water Company's Advice Letter 565 has been service on the parties listed on the following Service List by email. San Jose Water Company is also serving this Advice Letter by email to the service lists for R.17-06-024 and R.18-03-011,
Executed on June 23, 2021 at San Jose, California.

/S/ John Tang

SAN JOSE WATER COMPANY

ADVICE LETTER NO. 565

ATTACHMENT A

SAN JOSE WATER COMPANY (U-168-W)

ADVICE LETTER 565 SERVICE LIST

Big Redwood Park Water	waldburford@gmail.com
Brush & Old Well Mutual Water Company	BOWMWC@brushroad.com
Cal Water	cwsrates@calwater.com
City of Campbell	publicworks@cityofcampbell.com
City of Cupertino City Attorney	cityattorney@cupertino.org
City of Cupertino Director of Public Works	rogerl@cupertino.org
City of Milpitas	tndah@ci.milpitas.ca.gov
City of Milpitas	smachida@ci.milpitas.ca.gov
City of Monte Sereno	steve@cityofmontesereno.org
City of Monte Sereno	bmekechuk@cityofmontesereno.org
City of Santa Clara	water@santaclaraca.gov
City of San Jose	jeffrey.provenzano@sanjoseca.gov
City of Saratoga	jcherbone@saratoga.ca.us
County of Santa Clara	county.counsel@cco.sccgov.org
DB Davis	dbdavis@rockwellcollins.com
Dept. of Water Resources, Safe Drinking Water Office	sdwo@water.ca.gov
Valley Water	dtaylor@valleywater.org
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