

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



May 15, 2019

TO: Class A, B, C, and D Water and Sewer Utilities

SUBJECT: Customer Notification Compliance Requirements and Documentation

The California State Auditor's Report (Report 2018-118) on the California Public Utilities Commission's water rate-setting process identified several issues requiring correction by the Commission. In particular, Report 2018-118 identifies a need to ensure that all customers are receiving timely notification from water utilities of potential and actual rate increases. In this regard, Water Division is working to amend its procedures for ensuring compliance with the customer notification requirements found in General Order 96-B, General Rule 4.2 and Water Industry Rule 3, which includes Rule 3.3 requiring all Class A water utilities to publish on their internet site the notice and contents of each advice letter submitted whose disposition is pending.

All advice letters submitted that require customer notice shall include sufficient documentation to show proper and timely customer notice has been satisfied. This can include documentation indicating either bill inserts, bill messages, separate notices by mail or electronic mail, or legal notices published in a local newspaper of general circulation, as applicable. In addition, verification from an officer of the utility that the advice letter has been properly and timely noticed is required.

Advice letters submitted without the required customer notice documentation and officer verification will not be accepted for filing until the required customer notice documentation and officer verification are provided.

Any questions regarding customer notification should be directed to James Boothe at james.boothe@cpuc.ca.gov for Class A utilities or to Terence Shia at terence.shia@cpuc.ca.gov for Class B, C, and D utilities.

Sincerely,

A handwritten signature in black ink, appearing to read "Rami Kahlon".

Rami Kahlon, Director
Water Division