

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



September 23, 2021

Robert L. Kelly
Vice President, Regulatory Affairs
Suburban Water Systems
1325 N. Grand Ave., Ste. 100
Covina, CA 91724-4044

Dear Mr. Kelly,

The Commission has approved Suburban Water Systems' Advice Letter No. 357, filed on September 1, 2021, regarding authorization to change low income program name.

Enclosed are copies of the following revised tariff sheets, effective September 1, 2021, for the utility's files:

P.U.C.	
Sheet No.	Title of Sheet
1769-W	Form No. 18 – Low Income Rate Assistance Program
1770-W	Table of Contents (Continued)
1771-W	Table of Contents

Please contact Jefferson Hancock at JHO@cpuc.ca.gov or 415-703-3453, if you have any questions.

Thank you,

/s/ROBIN BRYANT

Robin Bryant
Water Division

Enclosures

Suburban Water Systems
1325 N. Grand Ave. Ste. 100
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 1769-W
Canceling Revised Cal. P.U.C. Sheet No. 1755-W

Form No. 18
LOW INCOME RATE ASSISTANCE PROGRAM

(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advise Letter No. 357-W Robert L. Kelly Date Filed 09/01/2021
Name
Decision No. Vice President Effective 09/01/2021
Title
Resolution No.



Need a Helping Hand?



**Suburban is pleased to provide the
LIRA Program - a Low-Income Rate Assistance
program for qualifying residential customers.***

**LIRA provides an adjustment of \$7.39 on your water bill
each month, for Suburban customers on a low-income budget.**

The easiest way to qualify for **LIRA** is to demonstrate that you participate in your gas or electric utility's low-income assistance program. There are two ways to qualify:

OPTION 1: If you already participate in CARE, the Southern California Edison or Southern California Gas Company low-income assistance programs, simply fill out application (on reverse side) and mark Option 1, attach a copy of a recent Southern California Edison or Southern California Gas Company bill and mail to: Suburban Water Systems, 1325 N. Grand Ave., Suite 100, Covina, CA 91724-4044.

OPTION 2: If you have a low-income budget, but do not participate in CARE, you may qualify by certifying that your household income meets the requirements shown in Option 2 on the reverse side. If you meet those requirements, fill out the application (on the reverse side) and mark Option 2, and mail it to: Suburban Water Systems, 1325 N. Grand Ave., Suite 100, Covina, CA 91724-4044.

LIRA is not a retroactive program. Suburban Water Systems utilizes a biannual renewal process for this program and will send out renewal notices in advance of the renewal date. Qualified customers will begin receiving an adjustment in the month that follows their acceptance into the program. If you have additional questions about the **LIRA** program or to obtain additional applications in English or Spanish, visit our web site at www.swwc.com/suburban/lira or call customer service at 800.203.5430 (TTY 877.405.1710).

*The California Public Utilities Commission has also approved **LIRA** for qualified non-profit group living facilities, agricultural employee housing facilities, and migrant farm worker housing centers. Contact our customer service department at 800.203.5430 if you would like to receive an application for one of these types of residences.



**Suburban
Water Systems**

A Southwest Water Company



Suburban Water Systems **LIRA** Application

NAME
(As it appears on your water bill)

CUSTOMER ACCOUNT NUMBER

SERVICE ADDRESS
(Street) (City) (State) (ZIP)

MAILING ADDRESS
(If different from your service address) (Street) (City) (State) (ZIP)

DAYTIME TELEPHONE NUMBER
(Area code)

TOTAL PERSONS LIVING IN YOUR HOUSEHOLD
Adults + Children = Total

Choose your option:

OPTION 1

- ☐ I do participate in CARE, the low-income assistance programs of either Southern California Edison or Southern California Gas Company. I am attaching a copy of a recent Southern California Edison or Southern California Gas Company bill to demonstrate my participation in CARE.

OPTION 2

- ☐ I do not participate in CARE, the low-income assistance programs of either Southern California Edison or Southern California Gas Company. However, I certify that I do qualify for LIRA because my annual household income is below LIRA income guidelines, or I participate in a public assistance program.

HOUSEHOLD INCOME STATEMENT

Maximum Household Income

Your household's gross annual income must be below LIRA income guidelines:

Total persons in household	Total combined annual income
1-2	\$34,840
3	\$43,920
4	\$53,000
5	\$62,080
6	\$71,160
7	\$80,240
8	\$89,320

For each additional person, add \$9,080 to the total combined annual income.

My annual household income is \$ _____.

Please fill in circle next to all sources of your household's annual income.

- | | |
|---|---|
| <input type="radio"/> Wages or salaries | <input type="radio"/> Social Security, SSI, SSP |
| <input type="radio"/> Interest and/or dividends from: | <input type="radio"/> Pensions |
| <input type="radio"/> Savings accounts | <input type="radio"/> Insurance settlements |
| <input type="radio"/> Stocks or bonds, or | <input type="radio"/> Legal settlements |
| <input type="radio"/> Retirement accounts | <input type="radio"/> TANF (AFDC) |
| <input type="radio"/> Unemployment benefits | <input type="radio"/> Food stamps |
| <input type="radio"/> Rental or royalty income | <input type="radio"/> Child support |
| <input type="radio"/> School grants, scholarships or other aid used for living expenses | <input type="radio"/> Spousal support |
| <input type="radio"/> Profit from self-employment (IRS form Schedule C, Line 29) | <input type="radio"/> Cash and/or other income |
| <input type="radio"/> Disability payments | |
| <input type="radio"/> Workers compensation | |

The income guidelines listed above are effective June 1, 2021 through May 31, 2022

PUBLIC ASSISTANCE PROGRAM ELIGIBILITY

Do you participate in any of the following programs? If so, please check (✓) the program(s) below.

- | | | | |
|---|--|---|--|
| <input type="radio"/> Medi-Cal/Medicaid | <input type="radio"/> WIC | <input type="radio"/> SSI | <input type="radio"/> Head Start Income Eligible (Tribal Only) |
| <input type="radio"/> Food Stamps/SNAP | <input type="radio"/> Healthy Families A&B | <input type="radio"/> National School Lunch (NSL) | |
| <input type="radio"/> TANF/Tribal TANF | <input type="radio"/> LIHEAP | <input type="radio"/> Bureau of Indian Affairs General Assistance | |

DECLARATION

Please read carefully and sign:

The information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to inform Suburban Water Systems if I no longer qualify for LIRA. I realize that if I receive the adjustment to my bill without qualifying for it, I may be required to return the adjustment I received. I understand that Suburban Water Systems can share my information with other utilities or their agents to enroll me in their assistance programs.



Suburban Water Systems
A Southwest Water Company

1325 N. Grand Ave., Suite 100
Covina, CA 91724-4044



Customer Signature

Date



¿Necesita Ayuda?



**Suburban tiene el gusto de proporcionar el programa
LIRA - Un Programa de Asistencia con las facturas del
agua para clientes residenciales de bajos ingresos que califiquen.***

**LIRA le ofrece un descuento de \$7.39 en su facture mensual del agua,
para clientes de Suburban con un presupuesto de bajos ingresos.**

La manera mas fácil de calificar para **LIRA** es comprobar que usted participa en el programa de asistencia para clientes de bajos ingresos de su compañía de gas o electricidad. Hay dos formas de calificar:

OPCIÓN 1: Si usted ya participa en CARE, el programa de asistencia para clientes de bajos ingresos de Southern California Edison o Southern California Gas Company, simplemente complete la solicitud (al reverse) y marque opción 1, incluya una copia reciente de su factura de Southern California Edison o Southern California Gas Company y envíela a: Suburban Water Systems, 1325 N. Grand Ave., Suite 100, Covina, CA 91724-4044.

OPCIÓN 2: Si usted tiene un presupuesto de bajos ingresos pero no participa en CARE, usted puede calificar al certificar que su hogar cumple con los requisitos señalados en Opción 2 al reverse. Si usted cumple con esos requisitos, complete la solicitud (al reverse) marque Opción 2 y envíela a: Suburban Water Systems, 1325 N. Grand Ave., Suite 100, Covina, CA 91724-4044.

LIRA no es un programa retroactivo. Suburban Water Systems emplea un programa bianual para renovar su participación en este programa y enviará notificaciones anticipando la fecha de renovación. Clientes que califiquen empiezan a recibir el descuento el mes después de que Suburban haya recibido y aceptado su solicitud para participar en el programa. Si tiene preguntas sobre el programa LIRA o quiere obtener solicitudes adicionales en ingles o en español, por favor visite nuestra página de Internet al www.swwc.com/suburban/lira o llame al servicio al cliente al 800.203.5430 (TTY 877.405.1710).

*La Comisión de Utilidades Publicas de Estado de California también aprobó el programa **LIRA** para los siguientes centros que califiquen: centros de vivienda sin fines de lucro, complejos de vivienda para agricultores y centros de vivienda para los trabajadores agrícolas emigrantes. Si le gustaria recibir una solicitud para cualquiera de estos centros de vivienda llame a nuestro servicio al cliente al 800.203.5430.



**Suburban
Water Systems**

A Southwest Water Company



Solicitud para el programa **LIRA** Suburban Water Systems

NOMBRE

(Como aparece en su factura del agua)

NÚMERO DE CUENTA DEL CLIENTE

DIRECCIÓN DE LA CASA

(Calle)

(Ciudad)

(Estado)

(Código Postal)

DIRECCIÓN DE ENVIÓ DE CORREO

(Si es diferente a la dirección de casa)

(Calle)

(Ciudad)

(Estado)

(Código Postal)

NÚMERO DE TELÉFONO DURANTE EL DÍA

(Área)

NÚMERO TOTAL DE PERSONAS QUE VIVEN EN SU CASA

Adultos

+

Niños

=

Total

Escoja su opción:

OPCIÓN 1

- ☐ **Yo participo** en CARE, el programa de asistencia para clientes de bajos ingresos de Southern California Edison o Southern California Gas Company. Añadí una copia reciente de mi factura de Southern California Edison o Southern California Gas Company como muestra de mi participación en CARE.

OPCIÓN 2

- ☐ **Yo no participo** en CARE, el programa de asistencia para clientes de bajos ingresos de Southern California Edison o Southern California Gas Company. Sin embargo, yo certifico que califico para **LIRA** porque el ingreso anual de mi hogar esta por debajo de los límites de **LIRA**, o Yo participo en un programa de asistencia pública.

DECLARACIÓN DE INGRESOS DEL HOGAR

Ingreso Máximo del Hogar

El ingreso anual en bruto de su hogar de be estar por debajo de los límites de ingresos establecidos por **LIRA**:

Número total de personas
que viven en su casa

Total de ingreso
anual combinado

1-2

\$34,840

3

\$43,920

4

\$53,000

5

\$62,080

6

\$71,160

7

\$80,240

8

\$89,320

Por cada persona adicional, añada \$9,080 al ingreso total anual combinado.

El ingreso anual de mi casa es \$ _____.

Las guías de ingreso enumeradas arriba son efectivas **Junio 1, 2021 a Mayo 31, 2022**.

Por favor llene el círculo que corresponda
a cada fuente de ingreso anual de su casa

- | | |
|--|--|
| <input type="radio"/> Sueldos y salarios | <input type="radio"/> Pagos por incapacidad |
| <input type="radio"/> Intereses y dividendos de: | <input type="radio"/> Compensación al trabajador |
| <input type="radio"/> Cuentas de ahorros, | <input type="radio"/> Seguro Social, SSI, SSP |
| <input type="radio"/> Acciones o bonos, o | <input type="radio"/> Pensiones |
| <input type="radio"/> Cuentas de jubilación | <input type="radio"/> Conciliaciones del seguro |
| <input type="radio"/> Beneficios de desempleo | <input type="radio"/> Conciliaciones legales |
| <input type="radio"/> Ingresos por rentas y regalías | <input type="radio"/> TANF (AFDC) |
| <input type="radio"/> Donaciones escolares, becas | <input type="radio"/> Estampillas de alimento |
| <input type="radio"/> y otras ayudas para gastos | <input type="radio"/> Pensión para los hijos |
| <input type="radio"/> de subsistencia | <input type="radio"/> Pensión para el cónyuge |
| <input type="radio"/> Utilidades como trabajador inde- | <input type="radio"/> Dinero en efectivo y otros |
| <input type="radio"/> pendiente (Formulario del IRS, | <input type="radio"/> ingresos |
| <input type="radio"/> form Schedule C, Línea 29) | |

ELIGIBILIDAD PARA EL PROGRAMA DE ASISTENCIA PÚBLICA

¿Usted o participo en alguno de los siguientes programas? Si es así, sírvase marcar (✓) el/los programa(s) abajo.

- | | | | |
|---|--|--|---|
| <input type="radio"/> Medi-Cal/Medicaid | <input type="radio"/> WIC | <input type="radio"/> SSI | <input type="radio"/> Bureau of Indian Affairs General Assistance |
| <input type="radio"/> Vales para alimentos/SNAP | <input type="radio"/> Healthy Families A&B | <input type="radio"/> Programa de Almuerzo GRATUITO de | <input type="radio"/> Head Start Income Eligible (Tribal Only) |
| <input type="radio"/> TANF/Tribal TANF | <input type="radio"/> LIHEAP | <input type="radio"/> Nacional School Lunch (NSL) | |

DECLARACIÓN

Por favor lea detenidamente y firme:

Declaro que la información que proporcione en esta solicitud es veraz y correcta. Acepto proporcionar pruebas de mis ingresos, si es necesario. Estoy de acuerdo en informar a Suburban Water Systems si mi situación cambia y ya no califico para recibir el descuento. Comprendo que si recibo el descuento sin calificar para el mismo, se me podría pedir que devuelva el monto total del descuento recibido. Entiendo que Suburban Water Systems pueden compartir mi información con otras utilidades o a sus agentes para inscribirme en su programa de asistencia.



Firma del Cliente

Fecha



**Suburban
Water Systems**

A Southwest Water Company

1325 N. Grand Ave., Suite 100
Covina, CA 91724-4044

Suburban Water Systems
1325 N. Grand Ave., Ste. 100
Covina, CA 91724-4044

Revised Cal. P.U.C. Sheet No. 1770-W
Canceling Revised Cal. P.U.C. Sheet No. 1757-W

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(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advise Letter No. 357-W

Robert L. Kelly

Date Filed 09/01/2021

Name

Decision No.

Vice President

Effective 09/01/2021

Title

Resolution No.

Suburban Water Systems
1325 N. Grand Ave., Ste. 100
Covina, CA 91724-4044

Revised
Canceling Revised

Cal. P.U.C. Sheet No. 1771-W
Cal. P.U.C. Sheet No. 1768-W

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(To be inserted by utility)

Issued by

(To be inserted by Cal. P.U.C.)

Advice Letter No. 357-W

Robert L. Kelly

Date Filed 09/01/2021

Name

Decision No. _____

Vice President

Effective 09/01/2021

Title

Resolution No. _____

Advice Letter Cover Sheet



**Suburban
Water Systems**

A SouthWest Water Company

1325 N. Grand Ave. Ste. 100, Covina, CA 91724-4044

Phone: 626.543.2500, Fax: 626.331.4848

www.swwc.com

U-339-W

VIA EMAIL

ADVICE LETTER NO. 357-W

September 1, 2021

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Suburban Water Systems (Suburban) hereby transmits for filing the following changes in its tariff schedules applicable to its service area and which are attached hereto:

CPUC Sheet No.	Title of Sheet	Canceling CPUC Sheet No.
1769-W	Form No. 18 – Low Income Rate Assistance Program	1755-W
1770-W	Table of Contents (Continued)	1757-W
1771-W	Table of Contents	1768-W

The purpose of this filing is to change Suburban's low-income program name on the rate assistance form. Currently, the company's program name is WISH (Water Invoice and Statement Help). On an interim basis the more common name, LIRA (Low Income Rate Assistance) will be used. In its next General Rate Case, Suburban will propose using the CPUC's required new name, CAP (Customer Assistance Program).¹ Also, in its low income program explanatory brochure Suburban proposes to change "Suburban is pleased to announce . . . " to "Suburban is pleased to provide . . . ". (emphasis added) This is to avoid overstating the relatively minor nature of this change.

Tier Designation and Effective Date

This advice letter is submitted with a Tier 1 designation. Suburban proposes the effective date of this advice letter to be September 1, 2021.

Response or Protest

Anyone may respond to or protest this advice letter. A response supports the filing and may contain information that proves 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 be based upon the following:

- (1) The utility did not properly serve or give notice of the advice letter; or
- (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; or
- (3) The analysis, calculations, or data in the advice letter contain material error or omissions; or

¹ D.20-08-047, "We hereby require all water utilities to adopt this new name in their next GRC." p.80.

- (4) The relief requested in the advice letter is pending before the Commission in a formal proceeding; or
- (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 re-litigating a prior order of the Commission).

A protest may not rely on policy objections to an Advice Letter (AL) where the relief requested in the AL follows rules or directions established by statute or Commission order applicable to the utility.

A protest shall provide citations or proofs where available to allow staff to properly consider the protest. DWA must receive a response or protest via email (or postal mail) within 20 days of the date the AL is filed.

The addresses for submitting a response or protest are:

Email Address:
Water.Division@cpuc.ca.gov

Mailing Address:
California Public Utilities Commission
Division of Water and Audits, 3rd Floor
505 Van Ness Avenue
San Francisco, CA 94102

On the same date the response or protest is submitted to Water Division, the respondent or protestant shall send a copy by mail (or e-mail) to us, addressed to:
Suburban Water Systems, Robert L. Kelly, V.P. Regulatory Affairs, 1325 N. Grand Avenue, Suite 100, Covina, CA 91724, FAX (626) 331-4848, or e-mail bkelly@swwc.com

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform Water Division, within the 20-day protest period, so that a late filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on.

Replies: The utility shall reply to each protest and may reply to any response. Each reply must be received by Water Division within five business days after the end of the protest period, and shall be served on the same day to the person who filed the protest or response to the AL.

If you have not received a reply to your protest within 10 business days, contact Suburban Water Systems at (626) 543-2500.

This filing will not cause the withdrawal of service, nor conflict with other schedules or rules. In compliance with Water Industry Rule 4.3 of General Order 96-B, a copy of this advice letter has been mailed or electronically transmitted to all interested and affected parties as detailed in Attachment A.

Sincerely,

/s/Robert L. Kelly

Robert L. Kelly
Vice President, Regulatory Affairs

SUBURBAN WATER SYSTEMS
Distribution List

Attachment A

Page 1 of 3

Director Of Public Works
City of Whittier
13230 E. Penn Street
Whittier, CA 90602

City Clerk
City of West Covina
P.O. Box 1440
West Covina, CA 91793

City Attorney
City of Whittier
13230 E. Penn Street
Whittier, CA 90602

City Clerk
City of La Mirada
P.O. Box 828
La Mirada, CA 90638

Michael Gualtieri
La Habra Heights County Water District
P.O. Box 628
La Habra, CA 90633-0628

City Attorney
City of Baldwin Park
14406 E. Pacific Ave.
Baldwin Park, CA 91706

City Clerk
City of Industry
P.O. Box 3366
Industry, CA 91744

County Clerk
Orange County
10 Civic Center Plaza, 3rd. Floor
Santa Ana, CA 92701

City Clerk
City of Covina
125 East College Blvd.
Covina, CA 91723

City Attorney
City of Covina
125 East College Blvd.
Covina, CA 91723

Director of Public Works
City of Buena Park
6650 Beach Blvd.
Buena Park, CA 90621

City of Santa Fe Springs
Department of Public Works
11710 E. Telegraph Road
Santa Fe Springs, CA 90670

Bill Robinson
Upper San Gabriel Valley M.W.D.
1146 East Louisa Avenue
West Covina, CA 91790-1346

City Attorney
City of La Habra
P.O. Box 337
La Habra, CA 90633

City Attorney
City of West Covina
P.O. Box 1440
West Covina, CA 91793

City Clerk
City of Baldwin Park
14406 E. Pacific Ave.
Baldwin Park, CA 91706

The Prinden Corporation
P.O. Box 712
Park Ridge, NJ 07656-0712

Orchard Dale County Water District
13819 East Telegraph Road
Whittier, CA 90604

SUBURBAN WATER SYSTEMS

Distribution List

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City Attorney
City of La Mirada
P.O. Box 828
La Mirada, CA 90638

County Counsel
Orange County
10 Civic Center Plaza, 3rd. Floor
Santa Ana, CA 92701

City Clerk
City of Glendora
116 East Foothill Blvd.
Glendora, CA 91741

City Clerk
City of Walnut
P.O. Box 682
Walnut, CA 91788-0682

Jandy Macias, General Manager
Valley County Water District
JMacias@vcwd.org

City Attorney
City of Buena Park
pbobko@rwglaw.com

Rowland Water District
kdeck@rowlandwater.com

California Domestic Water Company
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City Clerk
City of La Habra
tmason@lahabracity.com

City of Buena Park
Attn: Water Department
mgrisso@buenapark.com

County Clerk
Los Angeles County
12400 Imperial Hwy, Room 2001
Norwalk, CA 90650

City Clerk
City of La Puente
15900 East Main St.
La Puente, CA 91744

City Attorney
City of Glendora
116 East Foothill Blvd.
Glendora, CA 91741

City Attorney
City of Walnut
P.O. Box 682
Walnut, CA 91788-0682

Ed Jackson
Park Water Company
AdviceLetterService@LibertyUtilities.com

City Attorney
City of Industry
mvadon@bwslaw.com

Valencia Heights Water Co.
dmichalko@vhwc.org

Walnut Valley Water District
gsanchez@wvwd.com

California Advocates Office Water Branch
California Public Utilities Commission
PublicAdvocatesWater@cpuc.ca.gov

City Clerk
City of La Puente
sgarcia@lapuente.org

SUBURBAN WATER SYSTEMS

Distribution List

Page 3 of 3

Chris Banner
South Hills Country Club
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