

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



August 8, 2022

Kiki Carlson  
Regulatory Affairs Manager  
Suburban Water Systems  
1325 N. Grand Ave., Ste. 100  
Covina, CA 91724-4044

Dear Ms. Carlson,

The Water Division of the California Public Utilities Commission has approved Suburban Water Systems' Advice Letter No. 372, filed on July 15, 2022, regarding Request to modify Rule No. 9, Rendering and Payment of Bills.

Enclosed are copies of the following revised tariff sheets, effective August 14, 2022, for the utility's files:

**P.U.C. Sheet**

<b>No.</b>	<b>Title of Sheet</b>
1868-W	Rule No. 9, Rendering and Payment of Bills
1869-W	Table of Contents
1870-W	Table of Contents (Continued)

Please contact Eustace Ednacot at [ERE@cpuc.ca.gov](mailto:ERE@cpuc.ca.gov) or 415-703-1492, if you have any questions.

Thank you.

Enclosures

Rule No. 9

RENDERING AND PAYMENT OF BILLS

A. Rendering of Bills

Bills for service will be rendered each customer on a monthly or bimonthly basis at the option of the Utility, unless otherwise provided in the rate schedules.

At the customer's request, the utility may be requested to provide either paper or electronic bills for service rendered, but not both. (N)

The customer may elect to receive and view regular bills for service and other legal and mandated notices electronically and to no longer receive paper bills and legal and mandated notices. Customers requesting this option may be required to complete additional forms and agreements. Legal and mandated notices shall be included with the utility's electronic means of bill delivery; except, however, all notices of termination of service shall be made in accordance with Rule No. 8. The customer may discontinue electronic billing upon 30 days prescribed notice. (N)

1. Metered Service

- a. Meters will be read at regular intervals for the preparations of periodic bills and as required for the preparation of opening bills, closing bills and special bills.
- b. The opening bill for metered service will not be less than the established monthly minimum or readiness to serve charge for the service. Any amount paid in excess of the prorated charges otherwise applicable to the opening period will be credited against the charge for the succeeding regular billing period, except that no such credit shall accrue if the total period of service is less than one month.
- c. It may not always be practicable to read meters at intervals which will result in billing periods of equal numbers of days.
  - (1) Should a monthly billing period contain less than 27 days or more than 33 days a pro rata correction in the amount of the bill will be made.
  - (2) For billing periods other than monthly or bimonthly, adjustments will be made proportionate to that for a monthly billing period.
- d. Bills for metered service will show at least the reading of the meter at the end of the period for which the bill is rendered, the meter constant, if any, the number and kinds of units, and date of the current meter reading.

(Continued)

(To be inserted by utility)

**Issued by**

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

Advise Letter No. 372-W

Craig D. Gott  
Name

Date Filed 07/15/2022

Decision No.

President  
Title

Effective 08/14/2022

Resolution No.

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

Revised  
Canceling Revised

Cal. P.U.C. Sheet No. 1869-W  
Cal. P.U.C. Sheet No. 1863-W

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Suburban Water Systems  
1325 N. Grand Ave., Ste. 100  
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	<u>Revised</u>	Cal. P.U.C. Sheet No. <u>1870-W</u>
Canceling	<u>Revised</u>	Cal. P.U.C. Sheet No. <u>1864-W</u>

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President

Effective 08/14/2022

Title

Resolution No. \_\_\_\_\_

**CALIFORNIA PUBLIC UTILITIES COMMISSION  
DIVISION OF WATER AND AUDITS**

**Advice Letter Cover Sheet**

<b>Utility Name:</b> Suburban Water Systems	<b>Date Mailed to Service List:</b> July 15, 2022
<b>District:</b> n/a	<b>Protest Deadline (20<sup>th</sup> Day):</b> August 4, 2022
<b>CPUC Utility #:</b> U – 339-W	<b>Review Deadline (30<sup>th</sup> Day):</b> August 14, 2022
<b>Advice Letter #:</b> 372-W	<b>Requested Effective Date:</b> August 14, 2022
<b>Tier:</b> <input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> Compliance	<b>Rate Impact:</b> n/a
<b>Authorization:</b>	

**Description:** Request to modify Rule No. 9,  
Rendering and Payment of Bills

*The protest or response deadline for this advice letter is 20 days from the date that this advice letter was mailed to the service list.  
Please see the "Response or Protest" section in the advice letter for more information.*

**Utility Contact:** Kiki Carlson  
**Phone:** (626) 543-2553  
**Email:** kcarlson@swwc.com

**Utility Contact:** Carmelitha Bordelon  
**Phone:** (626) 543-2547  
**Email:** cbordelon@swwc.com

**DWA Contact:** Tariff Unit  
**Phone:** (415) 703-1133  
**Email:** Water.Division@cpuc.ca.gov

**DWA USE ONLY**

<u>DATE</u>	<u>STAFF</u>	<u>COMMENTS</u>
<hr/>	<hr/>	<hr/>
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<hr/>	<hr/>	<hr/>

[ ] APPROVED

[ ] WITHDRAWN

[ ] REJECTED

**Signature:** \_\_\_\_\_

**Comments:** \_\_\_\_\_

**Date:** \_\_\_\_\_

\_\_\_\_\_



**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. 372-W

July 15, 2022

**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.
1868-W	Rule No. 9, Rendering and Payment of Bills	1119-W
1869-W	Table of Contents	1863-W
1870-W	Table of Contents (Continued)	1864-W

Suburban requests authority to modify Rule No. 9, Rendering and Payment of Bills to allow customers to enroll in Suburban’s electronic or paper billing on service rendered, but not both.

This advice letter is submitted pursuant to Section 8.2 of General Order 96-B which states,

***8.2 Request for Similar Treatment (see Industry Rule 7.3.2(8))***

*A Utility may submit an advice letter requesting approval, authorization, or other relief similar to that accorded another Utility by Commission order. The advice letter shall cite each decision or resolution relied upon, and shall demonstrate that the Utility submitting the advice letter is similarly situated in all material respects, and is requesting the same relief and relying on the same justification as in the cited order(s).*

Suburban requests similar treatment to the approved Resolution W-4908 for Valencia Water Company (VWC) dated April 19, 2012, which granted VWC authority to allow customers the option to receive electronically, at no extra charge, regular billing statements for service and legal mandated notices (except as a tariff may otherwise require), and to no longer receive these items in paper form. Suburban requests authorization to revise Rule No. 9 to reflect this option.

**Background**

On July 1, 2022, Suburban filed Advice Letter 370-W requesting authorization for similar treatment to modify its Tariff Rule No. 9 regarding the Rendering and Payment of Bills. On July 12, 2022, the Water Division rejected the advice letter without prejudice, pursuant to General Rule 7.6.1, and allowed Suburban to resubmit a new advice letter as Tier 2 in compliance with General Order 96-B.

**Tier Designation and Effective Date**

Pursuant to General Order (GO) 96-B, Water Industry Rule 7.3.2(7), this advice letter is submitted with a Tier 2 designation.

Suburban requests that the advice letter become effective on August 14, 2022.

## **Notice**

Customer notice – Individual customer notice of this advice letter is not required under General Order 96-B, Water Industry Rule 3.1 (Method of Notice for Advice Letter Increasing Rates) because it does not propose a rate increase or trigger any other customer notice requirement.

In compliance with General Rule 4.3 and 7.2 and Water Industry Rule 4.1 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.

## **Protest and Responses**

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 are:

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 are:

- (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; 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 relitigating a prior order of the Commission.)

A protest shall provide citations or proofs where available to allow staff to properly consider the protest.

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, 3<sup>rd</sup> floor  
California Public Utilities Commission,  
505 Van Ness Avenue, San Francisco, CA 94102  
Water.Division@cpuc.ca.gov

On the same date any protest or response is submitted to the Water Division, the respondent or protestant must serve a copy of the protest or response to:

Suburban Water Systems, Kiki Carlson, Regulatory Affairs Manager, 1325 N. Grand Ave., Suite 100, Covina, CA 91724-4044, and email to kcarlson@swwc.com

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform the Water Division, within the 20 days 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 the Division of Water and Audits within 5 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.

This filing will not cause the withdrawal of service, nor conflict with other schedules or rules.

Sincerely,

*/s/Kiki Carlson*

Kiki Carlson  
Regulatory Affairs Manager

Enclosures



SUBURBAN WATER SYSTEMS  
Distribution List

Attachment A

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

City Clerk  
City of West Covina  
1444 W. Garvey Ave. South  
West Covina, CA 91790

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, 3<sup>rd</sup>. 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  
1444 West Garvey Ave. South  
West Covina, CA 91790

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, 3<sup>rd</sup>. 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](mailto:JMacias@vcwd.org)

Audrey F. Jackson  
Golden State Water Company  
[AFJackson@gswater.com](mailto:AFJackson@gswater.com)

Rowland Water District  
[gsanchez@rwd.org](mailto:gsanchez@rwd.org)

California Domestic Water Company  
[lnoriega@caldomestic.com](mailto:lnoriega@caldomestic.com)

City Clerk  
City of La Habra  
[cc@lahabracagov](mailto:cc@lahabracagov)

City of Azusa  
Assistant Director – Water Operations  
[Jmacias@AzusaCa.Gov](mailto:Jmacias@AzusaCa.Gov)

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  
Liberty Utilities  
[AdviceLetterService@LibertyUtilities.com](mailto:AdviceLetterService@LibertyUtilities.com)

City Attorney  
City of Industry  
[mvadon@bwslaw.com](mailto:mvadon@bwslaw.com)

Valencia Heights Water Co.  
[dmichalko@vhwc.org](mailto:dmichalko@vhwc.org)

Walnut Valley Water District  
[cfleming@wvwd.com](mailto:cfleming@wvwd.com)

California Advocates Office Water Branch  
California Public Utilities Commission  
[PublicAdvocatesWater@cpuc.ca.gov](mailto:PublicAdvocatesWater@cpuc.ca.gov)

City Clerk  
City of La Puente  
[sgarcia@lapuente.org](mailto:sgarcia@lapuente.org)

SUBURBAN WATER SYSTEMS  
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Chris Banner  
South Hills Country Club  
2655 S. Citrus Street  
West Covina, CA 91791  
[cbanner@southhillscountryclub.org](mailto:cbanner@southhillscountryclub.org)

Jeff Boand  
O'Donnell Chevrolet - Buick  
1312 Golden Vista Drive  
West Covina, CA 91791  
[jboand007@aol.com](mailto:jboand007@aol.com)

Ronald Moore  
Golden State Water Company  
Regulatory Affairs Department  
630 E. Foothill Blvd.  
San Dimas, CA 91709  
[RKMoore@gswater.com](mailto:RKMoore@gswater.com)

The Public Advocates Office  
California Public Utilities Commission  
[Richard.Raushmeier@cpuc.ca.gov](mailto:Richard.Raushmeier@cpuc.ca.gov)  
[Hani.Moussa@cpuc.ca.gov](mailto:Hani.Moussa@cpuc.ca.gov)

Rule No. 9

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1325 N. Grand Ave., Ste. 100  
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No. 16 Service Connections, Meters and Customers Facilities	928-W – 932-W, 1801-W, 934-W 1275-W – 1278-W
No. 17 Measurement of Service	935-W
No. 18 Meter Tests and Adjustment of Bills for Meter Error	936-W thru 938-W
No. 19 Service to Separate Premises, Multiple Units and Resale of Water	939-W, 940-W,
No. 20 Water Conservation	1490-W
No. 21 Fire Protection	942-W
No. 22 Military Family Relief Program	1090-W – 1091-W
No. 23 Customer Information Sharing	1478-W
<b>Forms:</b>	
No. 1 Application for Service (By Mail)	943-W

(Continued)

(To be inserted by utility)

**Issued by**

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

Advise Letter No. <u>372-W</u>	<u>Craig D. Gott</u> Name	Date Filed _____
Decision No. _____	<u>President</u> Title	Effective _____
		Resolution No. _____