

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



December 11, 2018

Edward N. Jackson
Director, Rates and Regulatory Affairs
Liberty Utilities (Apple Valley Ranchos Water) Corp.
21760 Ottawa Road
Apple Valley, CA 92308-6533

Dear Mr. Jackson,

The Commission has approved Liberty Utilities' (Apple Valley Ranchos Water) Advice Letter No. 231, filed on December 7, 2018, regarding updating the CPUC CAB contact information on tariffs, forms and customer notices.

Enclosed are copies of the following revised tariff sheets for the utility's files:

P.U.C.	
<u>Sheet No.</u>	<u>Title of Sheet</u>
971-W	Rule No. 5, Special Information Required on Forms
972-W	Rule No. 5 - (continued, page 2) Special Information Required on Forms
973-W	Rule No. 5 - (continued, page 3) Special Information Required on Forms
974-W	Rule No. 5 - (continued, page 4) Special Information Required on Forms
975-W	Rule No. 10- Disputed Bills
976-W	Rule No. 10- Disputed Bills (continued, page 2)
977-W	Form No. 3 - Bill for Service
978-W	Form No. 3 - Bill for Service (continued, page 2)
979-W	Table of Contents
980-W	Table of Contents - (continued, page 2)

Please contact Jim Boothe at 415-703-1748, if you have any questions.

Thank you,

/s/ROBIN BRYANT

Robin Bryant
Water & Sewer Advisory Branch
Water Division

Enclosures

LIBERTY UTILITIES
(APPLE VALLEY RANCHOS WATER) CORP
21760 OTTAWA ROAD
P. O. BOX 7005
APPLE VALLEY, CALIFORNIA 92307

REVISED Cal. P.U.C. Sheet No. 971-W
Canceling REVISED Cal. P.U.C. Sheet No. 423-W

Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for service will contain substantially the following provisions:

1. Unless exempted by the Public Utilities Commission:

“This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction.”

2. Unless otherwise not required by the Public Utilities Commission:

“It is the understanding of the parties to this contract that it shall not become effective until the authorization of the Public Utilities Commission of the State of California has been first obtained.”

B. Bill for Service

On each bill for service will be printed substantially the following language:

“This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing.

If you believe there is an error on your bill or have a question about your service, please call **Liberty Utilities (Apple Valley Ranchos Water) Corp.** customer support at (760) 247-6484.

If you are not satisfied with Liberty Utilities (Apple Valley Ranchos Water) Corp.’s response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online.

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail California Public Utilities Commission, Consumer Affairs Branch
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

(continued)

(D)

(N)

(N)

(To be inserted by utility)

Issued By

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

Advice No. 231-W

GREGORY S. SORENSEN

Date Filed 12/07/2018

Name

Effective 12/01/2018

Dec. No.

PRESIDENT

Resolution No.

Title

Rule No. 5 (continued)

SPECIAL INFORMATION REQUIRED ON FORMS

- B. If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider (N)

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.” (N)

The Commission will not, however, accept deposit when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility’s service, general level of rates, pending rate applications, and sources of fuel or power.

C. Customer’s Deposit Receipt

Each receipt for cash deposit to establish or re-establish credit for service will contain the following statements:

This deposit may be applied to unpaid balances where service has been discontinued by the utility for non-payment of bills.

This deposit, less the amount of any unpaid bills for service, will be refunded, together with any interest due, at 7/12 per cent per month (7% annually) upon discontinuance of service, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for non-payment.

(continued)

(To be inserted by utility)

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

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Effective 12/01/2018

Resolution No.

Rule No. 5 (continued)

SPECIAL INFORMATION REQUIRED ON FORMS

D. Discontinuance of Service Notice (L)

Every notice of discontinuance of service for non-payment of bills shall include all of the following information:

- (1) The name and address of the customer whose account is delinquent.
- (2) The amount of the delinquency.
- (3) The date by which payment or arrangements for payment is required in order to avoid discontinuance.
- (4) The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
- (5) The procedure by which the customer may request amortization of the unpaid charges.
- (6) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable. (L)
- (7) The name, address, and telephone number of a representative of the water utility who can provide additional information and assist users in continuing service or in making arrangements for payment.
- (8) The contact information of the Commission (Consumer Affairs Branch) to which inquiries by the customer may be directed. (D)
(N)

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail California Public Utilities Commission, Consumer Affairs Branch
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider (N)

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Resolution No.

Rule No. 5 (continued)

SPECIAL INFORMATION REQUIRED ON FORMS

D.

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TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

(N)

Where water service is provided to residential users in a multi-unit residential structure, mobile home park, or permanent residential structures in a labor camp, where the owner, manager or operator is listed by the utility as the customer of record, the notice of discontinuance shall further include:

(N)

- (9) The date on which service will be discontinued.
- (10) What the users are required to do in order to prevent the discontinuance or to re-establish service.
- (11) The estimated monthly cost of service.
- (12) The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist the users.

(L)

(L)

(To be inserted by utility)

Issued By

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

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GREGORY S. SORENSEN
Name

Date Filed 12/07/2018

Dec. No. _____

PRESIDENT
Title

Effective 12/01/2018

Resolution No. _____

Rule No. 10

DISPUTED BILLS

A. Correctness of Bill

Any customer who has initiated a complaint to the utility or requested an investigation by the utility within five days of receiving a contested bill shall be given an opportunity for review of such complaint or investigation by a review manager of the utility. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of his account over a reasonable period of time.

B. Notice of Deposit to Avoid Discontinuance

If an explanation satisfactory to the customer is not made by the utility and the bill is not paid within 19 days after its presentation or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows:

If you are not satisfied with Liberty Utilities (Apple Valley Ranchos Water) Corp.'s response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online.

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail California Public Utilities Commission, Consumer Affairs Branch
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on."

(continued)

(D)
(N)

(N)

(To be inserted by utility)

Issued By

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

Advice No. 231-W

GREGORY S. SORENSEN
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Title

Effective 12/01/2018

Resolution No.

Rule No. 10 (continued)

DISPUTED BILLS

C. Commission Appeal (L)

When a customer and the utility fail to agree on a bill for service:

1. To avoid discontinuance of service, in lieu of paying the disputed bill the customer may deposit, with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94012, the amount claimed by the utility to be due. (N)
| (N)
2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the dispute of the amount of the bill. (L)
|
3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith. (L)
4. Service will not be discontinued for nonpayment of the disputed bill when deposit) has been made with the Commission pending the outcome of the Commission's review.
5. Failure of the customer to make such deposit prior to the expiration of the discontinuance of service notice as given in Rule 10 B.1. will warrant discontinuance of service.
6. If before completion of the Commission's review, additional bills become due which the customer wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the utility to be due for such additional bills before they become past due and failure to do so will warrant discontinuance of his service in accordance with Rule No. 11.

SLIP/SUB SHEET

(To be inserted by utility)

Issued By

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

Advice No. 231-W

GREGORY S. SORENSEN

Date Filed

12/07/2018

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12/01/2018

Dec. No.

PRESIDENT

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Resolution No.

LIBERTY UTILITIES
(APPLE VALLEY RANCHOS WATER) CORP
21760 OTTAWA ROAD
P. O. BOX 7005
APPLE VALLEY, CALIFORNIA 92307

REVISED Cal. P.U.C. Sheet No. 977-W

Canceling REVISED Cal. P.U.C. Sheet No. 589-W

Form No. 3

BILL FOR SERVICE

(D)
(N)



P.O. Box 7005
Apple Valley, CA 92307-0711

Office Location: 21760 Ottawa Road
Walk-in Office Hours: M-F 8am - 5 pm
General Office or Emergency: (760) 247-6484
24 hour automated information line (800) 481-8190
Please visit our website @ www.libertyutilities.com

Account Number: 000000
Customer Number: 000000
Service Address: 123 MAIN STREET
Type of Service: RESIDENTIAL/REGULAR
Service Period: 08/24/2018 to 10/24/2018
Date of Bill: 10/25/2018

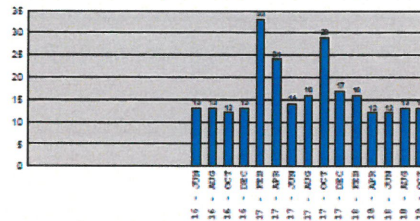
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Current Water Charges

Tier 1 Usage Charge	\$50.39
Surcharge 228-W	\$2.03
CARW Surcharge	\$1.36
Service Charge	\$44.48
CA Public Utilities Commission Fee	\$1.38
TOTAL CURRENT WATER CHARGES	\$99.66

Service Information

Your Monthly Water Usage (in hundred Cubic Feet)



Usage Breakdown

Service From:	08/24/2018	To:	10/24/2018	61 days
Meter Number	03873194	Meter Size	5/8 x 3/4"	
Previous Read	2630	Current Read	2649	Usage 13
Tier 1	(13 CCF * \$ 3.8760)			\$ 50.39
Total Usage				\$ 50.39

1 unit = 100 Cubic Feet (CCF) of Water 1 CCF = 748 Gallons

Special Message

Amount Due

Previous Balance	\$93.85
Payment-Thank You	-\$100.00
TOTAL CURRENT WATER CHARGES	\$99.66
TOTAL AMOUNT DUE DUE BY 11/14/2018	\$93.51

A late fee will be applied if the current charges are not paid by 11/29/2018

Return this portion with your payment.



P.O. Box 7005
Apple Valley, CA 92307-0711

Office Location: 21760 Ottawa Road
Walk-in Office Hours: M-F 8am - 5 pm
General Office or Emergency: (760) 247-6484
24 hour automated information line (800) 481-8190

Account Number: 015320
Customer Number: 082320
Service Address: 123 MAIN STREET
Type of Service: RESIDENTIAL/REGULAR
Due Date: 11/14/2018

\$93.51

Amount Due

Amount Enclosed

PWA1106A AUTO RCH 5-DIGIT 92307
7000000827 00.0003.0117 789/1



JANE SMITH
123 MAIN STREET
APPLE VALLEY CA 92307-6701

LIBERTY UTILITIES
PO BOX 6005
ARTESIA, CA 90702-6005



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(N)

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(APPLE VALLEY RANCHOS WATER) CORP
21760 OTTAWA ROAD
P. O. BOX 7005
APPLE VALLEY, CALIFORNIA 92307

REVISED Cal. P.U.C. Sheet No. 978-W

Canceling REVISED Cal. P.U.C. Sheet No. 590-W

Form No. 3 (continued)

BILL FOR SERVICE

(D)
(N)

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days after billing date. A late fee equal to 1.5% of the current charges will be assessed if payment is not received and posted to your account within 34 days of date of bill. The minimum late fee is \$1.00.

If you believe there is an error on your bill or have a question about your service, please call Liberty Utilities (Apple Valley Ranchos Water) Corp. customer support at (760) 247-6484.

If you are not satisfied with Liberty Utilities (Apple Valley Ranchos Water) Corp.'s response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online.

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	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English &	1-800-854-7784
	Spanish	

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

The following state-mandated outdoor water uses are PROHIBITED:

- Using potable water to wash down sidewalks and driveways
- Allowing runoff of water onto streets and sidewalks
- Using hoses without shutoff nozzles when washing vehicles
- Using potable water in fountains or decorative water features that do not recirculate water
- Watering outside within 48 hours of measurable rainfall
- Using potable water to irrigate landscapes of new homes and buildings, except with drip irrigation or micro-spray
- Using potable water to irrigate ornamental turf on public street medians.

We can help you save water! Please call us at (760) 247-6484 for water conservation tools and information.

(N)

(To be inserted by utility)

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Resolution No.

TABLE OF CONTENTS

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(continued)

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21760 OTTAWA ROAD
P. O. BOX 7005
APPLE VALLEY, CALIFORNIA 92307-7005

REVISED CPUC Sheet No. 980-W
Canceling REVISED CPUC Sheet No. 960-W

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