

Docket : A.23-01-001
Exhibit Number : Cal Adv - #
Commissioner : Genevieve Shiroma
Administrative Law Judge : Gerald Kelly
Public Advocates Office
Witness : Katherine Nguyen



PUBLIC ADVOCATES OFFICE
CALIFORNIA PUBLIC UTILITIES COMMISSION

**REPORT AND RECOMMENDATIONS ON
CUSTOMER SERVICE, ENVIRONMENTAL
AND JUSTICE ACTION PLAN, SPECIAL
REQUESTS, AND ANNUAL PROJECTS**

Application 23-01-001

San Francisco, California
August 14, 2023

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1 **MEMORANDUM**

2 The Public Advocates Office at the California Public Utilities Commission (“Cal
3 Advocates”) examined application material, data request responses, and other
4 information presented by Suburban Water Systems (“Suburban”) in Application (“A.”)
5 23-01-001 to provide the California Public Utilities Commission (“Commission” or
6 “CPUC”) with recommendations in the interests of ratepayers for safe and reliable
7 service at the lowest cost. Katherine Nguyen prepared this report under the general
8 supervision of Program Manager Richard Rauschmeier, Program & Project Supervisor
9 Hani Moussa, and Project Lead Suliman Ibrahim. Shanna Foley is Cal Advocates legal
10 counsel.

11 Although every effort was made to comprehensively review, analyze, and provide
12 the Commission with recommendations on each ratemaking and policy aspect presented
13 in the Application, the absence from Cal Advocates’ testimony of any particular issue
14 connotes neither agreement nor disagreement of the underlying request, methodology, or
15 policy position related to that issue.

16

1 **CHAPTER 1 CUSTOMER SERVICE**

2 **I. INTRODUCTION**

3 This chapter presents analysis and recommendations for Suburban’s customer
4 service.

5 **II. SUMMARY OF RECOMMENDATIONS**

6 Cal Advocates reviewed multiple sources to assess Suburban’s customer service
7 performance, including Suburban’s general rate case (GRC) application (A.23-01-001),
8 responses to data requests, and data obtained from the Commission’s Consumer Affairs
9 Branch (CAB).

10 The Commission should find Suburban’s customer service unsatisfactory in 2022
11 per General Order (GO) 103A, Appendix E Section 1 B (Abandoned Call Rate) in the
12 year 2022.¹ The Commission should require Suburban to improve its telephone
13 performance standard to comply with GO 103A, Appendix E Section 1 B.

14 **III. DISCUSSION**

15 **1. Customer Contacts Received by CPUC Customer**
16 **Affairs Branch**

17 **a. Customer Contact by Type**

18 CAB is responsible for assisting consumers with their questions and informally
19 resolving disputes with their utility providers.² As part of the current GRC, Cal
20 Advocates examined CAB’s data on contacts from Suburban customers during the past
21 five years (2018-2022). CAB categorizes consumer contacts into five types.³

22 Table 1-1 below summarizes Suburban’s customer contacts with CAB by type
23 from 2018 through 2022.

¹ Suburban’s customer service is satisfactory in the remaining categories of GO 103A for the years between 2018 to 2022.

² CPUC website CAB Data Home Page, Consumer Contact Statistics. (<https://www.cpuc.ca.gov/ccd/>. Date accessed: March 11, 2020).

³ “Standard Disclosures for CAB Data” CPUC Consumer Service and Information Division, revised Sept. 3, 2014.

1 **Table 1-1: Contacts Received by CAB from Suburban Customers Annually⁴**

Contact Type	2018	2019	2020	2021	2022
Complaint	1	2	0	0	1
Informal Complaint	6	16	11	8	12
Phone Contact	17	24	15	13	21
Inquiry	1	1	0	0	0
Total Contacts	25	43	26	21	34

2 **2. General Order (GO) 103-A Compliance**

3 **a. Customer Complaints Received by Suburban**

4 GO 103-A, Appendix E, Section 5 states that the percentage of complaints
 5 forwarded by CAB to the utility for resolution must be less than or equal to 0.1%.
 6 Suburban’s performance in its highest number of complaint year is 0.02%, which satisfies
 7 the Class A and B water utility performance standards in GO 103-A for customer and
 8 regulatory complaints.

9 For complaints requiring utility investigation and response through the resolution
 10 process, CAB sends regulated utilities a subset of the complaints shown in Table 1-1.
 11 Only those CAB contacts reported to Suburban are used to evaluate Suburban’s
 12 compliance with GO 103-A. Suburban’s GO 103-A compliance results are summarized
 13 in Table 1-2.

⁴ Attachment 1-5. CAB data from Excel spreadsheet on February 13, 2023 email from Alan Reynolds of CAB to Katherine Nguyen of Cal Advocates.

1

Table 1-2: Suburban's GO 103-A Customer Service Performance

	2018	2019	2020	2021	2022
No. of Complaints Reported to Utility ^{5,6}	12	17	10	7	13
No. of Customers ^{7,8}	76,358	76,465	76,533	76,556	76,598
No. of Complaints as % of No. of Customers	0.02%	0.02%	0.01%	0.01%	0.02%
GO 103-A Compliance Status (≤0.1%)	Compliant	Compliant	Compliant	Compliant	Compliant

2

3. Other GO 103-A Standards

3

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The following performance standards are related to customer service reporting in GO 103-A, Appendix E.² These standards include responsiveness to customer telephone calls, timeliness and accuracy of billing and payment posting, number of meters read, and work appointment completion rates. Suburban’s GO 103A, Appendix E standards are summarized in Table 1-3.

⁵Attachment 1-2. Response to Cal Advocates data request KN3-02 (GO 103-A Appendix E) Question 6.c.ii. Attachment “DR KN3-02 Response.xlsx.”

⁶Attachment 1-4. Response to Cal Advocates data request SIB-003 (Recorded 2022 Data) Question 4. Attachment “DR SIB-003 Response #1-6.xlsx.” Tab Q. 2-6.

⁷ Attachment 1-2. Response to Cal Advocates data request KN3-02 (GO 103-A Appendix E) Question 6.c.i. Attachment “DR KN3-02 Response.xlsx.”

⁸Attachment 1-4. Response to Cal Advocates data request SIB-003 (Recorded 2022 Data) Question 4. Attachment “DR SIB-003 Response #1-6.xlsx.” Tab Q. 2-6.

²Attachment 1-2. Response to Cal Advocates data request KN3-02 (GO 103-A Appendix E) Attachment “DR KN3-02 Response.xlsx.”.

1

Table 1-3: GO 103-A Appendix E Performance Results¹⁰

	2018	2019	2020	2021	2022
Telephone Performance Standards Results					
Call Answer Performance \geq 80%	91%	80%	92%	100%	90%
Abandoned Call Rate \leq 5%	2%	1%	4%	1%	27%
Billing Performance Standards Results					
Bill Rendering \geq 99%	100%	100%	99%	100%	99%
Bill Accuracy \leq 3.0%	0.3%	-	0.3%	-	0.1%
Payment Posting Error \leq 1%	-	-	-	-	-
Meter Reading Performance Standards Results					
% Meters not read \leq 3.0%	0.1%	0.0%	0.1%	0.1%	0.0%
Work Completion Performance Standards Results					
Work completion \leq 5%	4.9%	2.8%	0.0%	0.0%	0.0%

2 The Commission should require Suburban to comply with performance standards
3 set forth by GO 103A, Appendix E Section 1B (Abandoned Call Rate). In 2022,
4 Suburban’s abandoned call percentage rate jumped to 27%,¹¹ which is out of compliance
5 with the less than 5% performance standard set by GO 103-A, Appendix E.¹² Suburban
6 states that the shortfall in phone answering performance was due to Suburban’s call center

¹⁰Attachment 1-2. Response to Cal Advocates data request KN3-02 (GO 103-A, Appendix E) Question 1 to 6 Attachment “DR KN3-02 Response.xlsx”.

¹¹Attachment 1-4. Response to Cal Advocates data request SIB-003 (Recorded 2022 Data) Question 3 Attachment “DR KN3-02 Response.xlsx”

¹² GO 103-A, Appendix E 1. Telephone Performance Standards (A) Call answer performance measures.

1 suffering several unpredictable challenges in 2022 that resulted in longer calls and fewer,
 2 less experienced call representatives to take them.¹³ According to Suburban, these
 3 challenges include losing experienced employees, COVID-19 policy changes,
 4 conservation policy changes, and the Sativa acquisition.¹⁴ In response to the high
 5 abandoned calls rate, Suburban has stated that it has subsequently rebuilt its customer
 6 service team.¹⁵ Suburban also trained and improved processes to the call center’s capacity
 7 to meet General Order 103 A customer service metrics going forward.^{16,17}

8 **4. Customer Complaints Sent Directly to Suburban**

9 Suburban also receives complaints directly from its customers. Complaints vary
 10 in subject and include water quality and billing issues. A summary of these complaints is
 11 shown in Table 1-4 below:

12 **Table 1-4: Customer Complaints Sent Directly to Suburban^{18,19}**

Complaint Type	2018	2019	2020	2021	2022
Leak	1491	1708	1785	1574	1690
Bill Inquiry	2303	1955	2517	1632	1988
High/Low Pressure	40	212	255	252	232
No Water	257	292	270	195	217
Water Quality	123	90	167	140	88
Total	4214	4257	4994	3793	4215

13 The water quality complaints data is further broken down into more specific
 14 complaint areas in Table 1-5 below.

¹³ Attachment 1-3. Response to Cal Advocates data request KN3-20 (GO-103A Appendix E) Question 1a

¹⁴ Attachment 1-3. Response to Cal Advocates data request KN3-20 (GO-103A Appendix E) Question 1a

¹⁵ Attachment 1-3. Response to Cal Advocates data request KN3-20 (GO-103A Appendix E) Question 1a

¹⁶ Suburban’s call performance was in compliance from 2018-2021.

¹⁷ Attachment 1-3. Response to Cal Advocates data request KN3-20 (GO-103A Appendix E) Question 1a

¹⁸ Suburban 2020 GRC application Minimum Data Requirements Response “SWS 2020 GRC - MDR A.23-01-xxx.pdf” at p. 24, H. Service Quality question 1. Water quality complaints.

¹⁹ Attachment 1-2. Response to Cal Advocates DR KN3-01 (GO 103-A Appendix E) Question 6 a “DR KN3-02 #6.a Response.xlsx”

1 **Table 1-5: Water Quality Complaints Received Directly by Suburban²⁰**

Water Quality Topic	2018	2019	2020	2021	2022
Taste and Odor	49	12	35	39	20
Color	70	40	68	47	40
Turbidity	0	10	17	9	6
Illnesses	0	0	0	0	0
Particles	4	10	15	9	14
Other	0	18	32	36	8

2 Currently, there are no standards against which the complaints sent directly to the
 3 utility are measured. However, a prompt and fair resolution of direct complaints is
 4 expected from Suburban.

5 **5. Safety**

6 The Commission should find Suburban’s safety program to be adequate.
 7 Suburban is complying with the America’s Water Infrastructure Act (AWIA) of 2018 and
 8 is on track to continue meeting AWIA requirements.²¹ Suburban also has a
 9 comprehensive plan to deal with emergency situations.

10 As part of the current GRC, Cal Advocates reviewed Suburban’s compliance with
 11 the AWIA. Suburban must provide proof of submitting a Risk and Resilience
 12 Assessment Certification (RRAC) to the United States Environmental Protection Agency
 13 (EPA) for systems serving more than 3,300 people. Suburban submitted the certification
 14 for its San Jose Hills (SJH), Whittier/La Mirada (WLM), and Glendora Systems on
 15 March 30, 2020, December 30, 2020, and June 29, 2021, respectively.²² While the

²⁰Attachment 1-2 Response to A2301001 Cal PA DR KN3-02 (GO-103 A Appendix E) Question 6.c.iii

²¹America’s Water Infrastructure Act of 2018 (Pub.L No. 115-270 (Oct. 23, 2018) 132 Stat. 3765).
<https://www.congress.gov/115/bills/s3021/BILLS-115s3021enr.pdf>

²²Attachment 1-1 Response to A2301001 Cal PA DR KN3-01 (AWIA Compliance) Question 1.a to 1.b
 Attachment “Response to Cal Advocates DR KN3-01 (AWIA Compliance)”

1 Covina Knolls system serves approximately 1,450 customers and does not require a risk
2 and resilience assessment.²³

3 Cal Advocates also reviewed Suburban’s Emergency Response Plan (ERP).
4 Suburban’s ERP covers several specific emergency scenarios and provides an effective
5 course of action. Suburban’s established procedures focus on ensuring and preserving
6 reliable and safe water supply.

7 Suburban’s safety program meets regulatory requirements. Suburban’s ERP is
8 sufficient and covers multiple possible emergency situations.

9 **IV. CONCLUSION**

10 The Commission should find Suburban did not meet performance standards for
11 GO 103A, Appendix E Section 1 B (Abandoned Call Rate) in 2022. The Commission
12 should require Suburban to comply with the performance standards set forth by GO
13 103A, Appendix E Section 1B. Suburban’s customer service is satisfactory for the
14 remaining GO 103A Sections for Customer Service during the years 2018 to 2022.

15

²³Attachment 1-1 Response to A2301001 Cal PA DR KN3-01 (AWIA Compliance) Question 1.a to 1.b Attachment “Response to Cal Advocates DR KN3-01 (AWIA Compliance)”

1 **CHAPTER 2 ENVIRONMENTAL AND SOCIAL JUSTICE ACTION**
2 **PLAN**

3 **I. INTRODUCTION**

4 The following chapter discusses scoping memo issue number 14, whether there
5 are any impacts on the Commission’s Environmental and Social Justice (ESJ) Action
6 Plan.

7 **II. DISCUSSION**

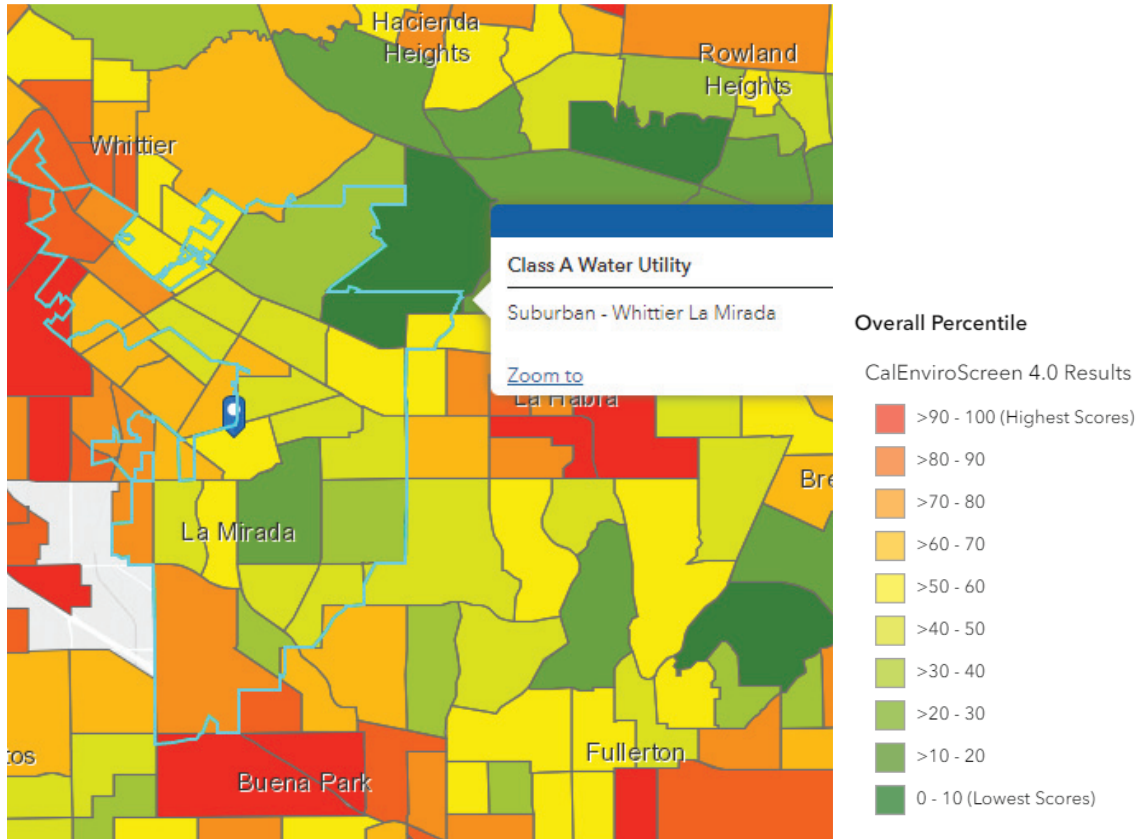
8 **1. CalEnviroScreen 4.0 Tool**

9 Cal Advocate uses the CalEnviroScreen 4.0 tool to identify impacts of
10 Suburban’s planned projects on ESJ communities. The tool has several indicators
11 related to population, pollution, race, ethnicity, age profiles, and an overall percentile
12 which encompasses all the aforementioned indicators. For the purpose of this review,
13 the CalEnviroScreen 4.0 overall percentiles indicator will be used within the La
14 Mirada/Whittier and San Jose Hills systems to measure the intensity of the social and
15 environmental burdens combined with the population characteristics, with higher
16 scores reflecting more-affected populations.²⁴ The overall percentile generally
17 represents a census tract’s overall score of intensity in pollution burden that ranges
18 from 0% to 100%, with low intensity in population and pollution starting at 0%. The
19 ESJ disadvantaged communities are defined as having scored in the 75-100% range.
20 These communities are predominately of color or low income, underrepresented in
21 government, subject to environmental hazards, and likely to experience disparate
22 implementation of environmental regulations.²⁵ In the La Mirada/Whittier District as
23 shown in Figure 2-1, the overall percentile falls mostly below 60%. In the San Jose

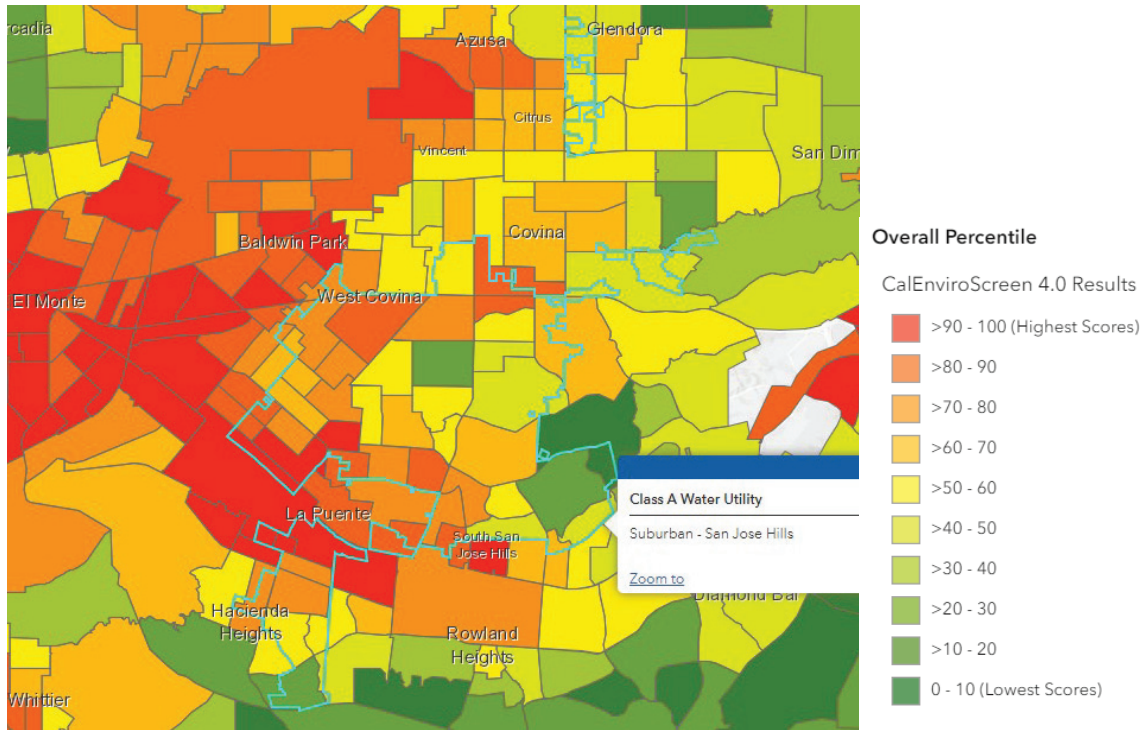
²⁴ CalEnviroScreen 4.0. October 13, 2021. <https://oehha.ca.gov/calenviroscreen/report/calenviroscreen-40>. June 21, 2023.

²⁵Environmental and Social Justice Action Plan. “Disadvantaged Communities (defined pursuant to CalEnviroScreen 4.0 as census tracts that score in the top 25% of CalEnviroScreen 4.0)” <https://www.cpuc.ca.gov/news-and-updates/newsroom/environmental-and-social-justice-action-plan>. July 31, 2023

1 Hills District (Figure 2-2), the overall percentile is above 70% in some areas but
2 remains mostly below 50% for the districts. The lower overall percentile
3 demonstrates Suburban's districts to be less affected by social and environmental
4 burdens.



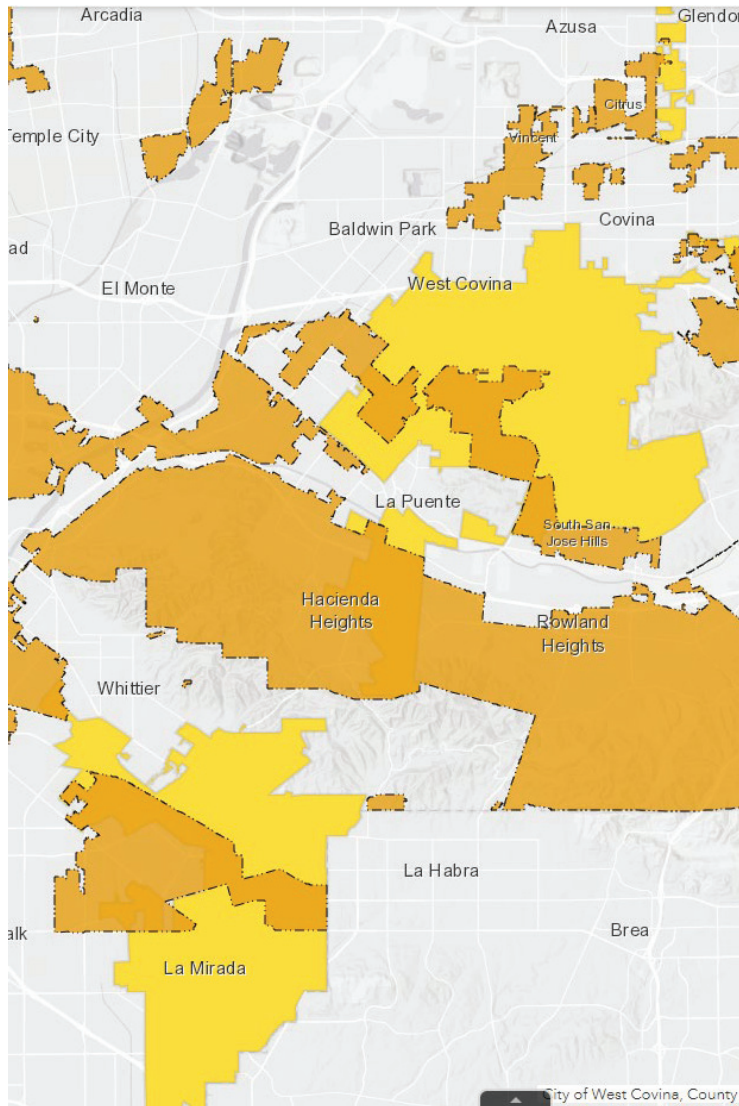
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6 **Figure 2-1: Whittier/La Mirada Overall Percentile**





1
2 **Figure 2-2: San Jose Hills Overall Percentile**

3 A possible explanation for the lower overall percentile for Suburban water
4 systems is that Suburban districts are mostly in unincorporated cities. Per the Southern
5 California Association of Government (SCAG) studies of unincorporated cities in Los
6 Angeles County in 2019 indicates that only 10.3% of Los Angeles County’s population
7 resides in unincorporated cities.²⁶ Figure 2-3 demonstrates the boundaries for
8 unincorporated cities in Los Angeles County.

²⁶ Zoning (L.A. County Unincorporated) <https://geohub.lacity.org/datasets/lacounty::zoning-l-a-county-unincorporated/about>. July 3, 2023.



Legend

-  LA County Unincorporated
-  Suburban Water System

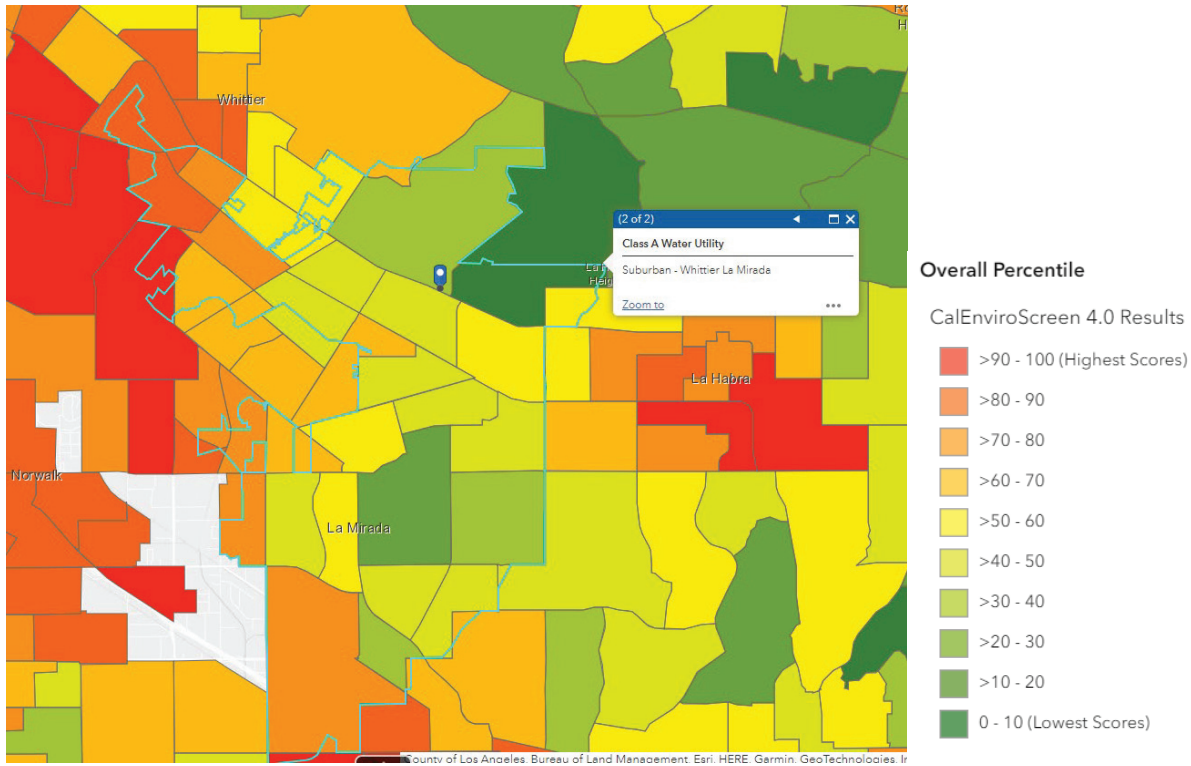
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Figure 2-3: LA County Unincorporated

2. Alternative to Capital Improvement Projects that Benefits ESJ Communities

The Commission should reject Suburban’s misleading claims that its proposed projects will benefit ESJ communities. Instead, the Commission should consider alternative options that will further support the ESJ action plan without negative financial ratepayer impact in ESJ defined communities (areas with an overall percentile of 75-100%). As an example, Suburban proposes to replace existing gas vehicles with hybrid and electric vehicles. While energy efficient vehicles generally contribute to a reduction in air pollution, this must be balanced with a consideration for the cost

1 effectiveness of these vehicles compared to other options. Another example is the
2 proposed solar panel installation at Plant 224 in Figure 2-4 below:



3
4 **Figure 2-4: Proposed Solar Panel Project**

5 The Commission should find the proposed solar panel installation is not
6 justified.²⁷ Suburban claims that the proposed solar panel projects align with several
7 ESJ goals. However, the location of the proposed solar panel installation falls within
8 the 40-50% overall percentile and is not within a heavily disadvantaged ESJ
9 community. The ESJ action plan indicates that ESJ communities fall within the 75-
10 100% range. Additionally, the power generated from the proposed solar panel would
11 only be supplied to Plant 224 and will not be supplied to the nearby neighborhood.²⁸
12 Therefore, the power generated from the proposed solar panel would not benefit any
13 ESJ communities per ESJ community indicator of overall percentile 75-100%.

²⁷ Cal Advocates Report on Plant Projects for Whittier-La Mirada System.

²⁸ Attachment 2-1. Response to A2301001 Cal PA DR BYU-08 (Plant 224 Solar Panel) Question 2b Attachment “Response to A2301001 Cal PA DR BYU-08 (Plant 224 Solar Panel)”.

1 Suburban also claims that the installation would lead to high career paths and economic
2 opportunities to employees sourced from ESJ communities.²⁹ However, Suburban
3 stated in discovery that solar installation employees will work for an outside contractor
4 and Suburban does not plan to confirm hiring from disadvantaged communities.³⁰

5 As an additional example, Suburban’s proposes exclusive pipeline replacement
6 with new pipes without considering other rehabilitative approaches that would meet
7 ESJ goal to reduce estimated CO₂ emission. The Commission should adopt the
8 recommendation discussed in Cal Advocates’ report on alternatives to traditional
9 trenching and replacement method that reduced carbon emission by 13,000lbs
10 compared to 53,500lbs.³¹

11 **3. Alternative Proposal to Suburban’s Water Rate**
12 **Increase**

13 Based on the review of Suburban’s proposed water rate for the years 2024 and
14 2025, Cal Advocates’ alternative water rate increase, is significantly lower than
15 Suburban’s proposed rate and should be adopted. For further analysis regarding water
16 rates, see Cal Advocates’ Report on Sales & Operational Revenues, Rate Design and
17 BAMA. Cal Advocates’ recommended rates are based on the average monthly usage
18 of 11 hundred cubic feet (“Ccf”) and a 5/8-inch meter and are expected to financially
19 benefit Suburban’s ESJ customers.

20 In the year 2024, Suburban proposes an average residential bill increase
21 percentage for CAP customers of approximately 18 to 21%, which is significantly
22 higher than Cal Advocate’s recommended rate increase of 3.92 to 6.36% increase.³² In

²⁹Attachment 2-1. Response to Cal Advocates data request BYU-08 (Plant 224 Solar) Attachment “DR
BYU-08 (Plant 224 Solar). Q. 3a to 3d”.

³⁰Attachment 2-1. Response to Cal Advocates data request BYU-08 (Plant 224 Solar) Attachment “DR
BYU-08 (Plant 224 Solar). Q. 3a to 3d”.

³¹ Cal Advocates Report on Pipeline Replacement Depreciation Reserve & Expense, Rate Base & Early
Retirements and Sativa Pipeline Projects.

³² Rate increase percentage includes CAP customer discounts.

1 the year 2025, Suburban proposes an increase of approximately 4 to 7%, while Cal Advocates
2 recommends a lower rate increase of 1.97-2.86%.

3 The above rates show that Cal Advocates' water rate increase method and
4 analysis benefits Suburban's customers significantly. Therefore, the Commission
5 should reject Suburban's proposal for construction and purchases based on the ESJ
6 Action as it is unreasonable and increases the ratepayer financial burdens without
7 purported benefits to ESJ communities. The Commission should adopt Cal Advocates'
8 water rate method to meet ESJ goals for affordable utility services.

9 **III. CONCLUSION**

10 Suburban uses the ESJ Action Plan as justification for some of its proposed
11 projects. However, the proposed projects either do not benefit the ESJ communities or
12 fail to justify the cost and could negatively impact customers financially. Therefore,
13 the Commission should adopt Cal Advocate's alternative proposals and deny
14 Suburban's claims to support proposed capital improvement projects that do not benefit
15 ESJ communities per the CalEnviroScreen 4.0 tool.

16

1 **CHAPTER 3 SPECIAL REQUESTS**

2 **I. INTRODUCTION**

3 This chapter presents Cal Advocates’ analyses and recommendations for
4 Suburban’s special requests.

5 **II. SUMMARY OF RECOMMENDATIONS**

6 The Commission should deny Suburban’s Special Request 5 for an annual
7 budget of \$40,000 for Suburban’s inaccurate estimate of customer needs.

8 The Commission should approve an adjusted budget of \$12,455 in 2024 and
9 \$12,492 in 2025 for Suburban’s Special Request 6, which corrects Suburban’s use of
10 inaccurate historical data to produce an average annual budget.

11 The Commission should adopt Suburban’s Special Request 8 for paperless
12 billing. However, the Commission should forecast the savings in mailing and postage
13 to ratepayers due to paperless billing.³³ For further information regarding Cal
14 Advocates’ forecast of savings in mailing and postage, reference the Report and
15 Recommendations on Operations and Maintenance Expenses, Administrative and
16 General Expenses, Payroll, and Conservation

17 **III. DISCUSSION**

18 **1. Special Request No. 5 – Adjustment for Customer**
19 **Repair Costs**

20 The Commission should deny Suburban’s Special Request 5 for an annual
21 budget of \$40,000 for customer leak repair costs because Suburban has inaccurately
22 estimated the level of customer participation and leak repair costs. Suburban requests
23 a budget of \$40,000. Suburban reached this estimate by assuming 80 customers would
24 take advantage of the program annually at \$500 per customer.³⁴ Suburban derived the
25 estimated 80 customers from the average amount of customers that benefited from its

³³Attachment 3-1. Response to data request DR KN3-05 (Special Request No. 8) Question 2a.

³⁴A. 23-01-001 at 9.

1 leak forgiveness program from 2019 to 2022.^{35,36} The \$500 value per customer
2 reimbursement is derived from the Home Guide website for average plumbing
3 estimates.³⁷ However, after reviewing documentation associated with the 362
4 customers that participated in the leak adjustment program from 2019 to 2022, less than
5 50% of customers submitted a receipt for proof of repair. This shows that Suburban
6 does not follow its policy to reimburse customers when there is proof of repair in the
7 form of a receipt. More importantly, this lack of documentation makes it impossible
8 for the Commission to adequately review the program.

9 Further, when reviewing the explanation for leak reimbursement from 2019 to
10 2022, it was clear not all leak repair reimbursements were private plumbing repairs
11 performed by the customers with proof of receipt. Two occasions were one-time bill
12 credits of \$4,026.79 and \$3,164.78. Suburban acknowledged that these two bills were
13 “erroneously coded to leak adjustment” and are not associated with the leak forgiveness
14 program.³⁸ On 32 occasions, the leak repair was paid for by Suburban’s Lifeline
15 Program, which means it should not be included in the bill credit adjustment log as
16 Suburban already has an existing account for the Lifeline Program. On 13 occasions,
17 the leak was caused by Suburban or its contractor. On approximately 50 occasions, the
18 reimbursement was based on incorrect meter reading or issues caused by the meter. On
19 8 occasions, Suburban did not provide a reason for leak adjustment, instead label the
20 leak adjustments as “not applicable,” These adjustments should not be considered part
21 of leak forgiveness. Lastly, Suburban claims that this is a one-time leak forgiveness
22 program per year. However, during discovery, Suburban’s record shows approximately

³⁵Attachment 3-2. Response to DR KN3-06 (Special Request No. 5 II) Question 2.

³⁶ Suburban’s one-time leak forgiveness program allows customers who submits receipt confirming their leak repair a one-time leak credit on the customer’s bill, annually. LIRA customers receive 100% bill credit for water loss, non-LIRA customers received 50% bill credit.

³⁷Attachment 3-1. Response to DR KN3-05 (Special Request No. 5) Question 2.b.

³⁸Attachment 3-3. Response to DR KN3-07 (Special Request No. 6 II) Question 1.d.ii

1 18 times between the years 2019-2021, where an address was provided leak adjustment
2 twice in a single year.^{39,40}

3 The Commission should deny Suburban’s special request 5 because Suburban
4 has shown that it does not accurately review the needs of customers and reimburse
5 without proof of receipt. Suburban is unable to support its \$40,000 budget request.
6 Additionally, Suburban’s existing Lifetime Program already helps customers with leak
7 repairs.

8 For more information regarding conservation budgets, please see Cal
9 Advocates’ Report and Recommendations on Operations and Maintenance Expenses,
10 Administrative and General Expenses, Payroll, and Conservation.

11 **2. Special Request No. 6 – Adjustment for Customer**
12 **Leaks**

13 The Commission should approve the adjusted annual budget of \$12,455 in 2024
14 and \$12,492 in 2025 for customer leaks. Suburban used the last 3 years (2019-2021)
15 of recorded customer adjustments to forecast the proposed annual customer leak
16 adjustment budgets. Suburban did not provide a justification for using a 3-year average
17 as opposed to a 5-year average. The 3-year average is \$22,751 (2019-2021), while the
18 5-year average is \$19,108 (2018-2022).

19 Additionally, as discussed previously in Special Request 5, Suburban could only
20 provide 50% of receipts for customer repair to qualify for the leak adjustment. For
21 example, when a leak forgiveness is coded erroneously, meaning it is not for leak
22 reimbursement or when a malfunctioning meter is added to Suburban’s leak adjustment
23 data. Therefore, these costs should not be counted towards the Leak Adjustment
24 program. Using the 5-year average between the years 2018 to 2022 and omitting for

³⁹ Attachment 3-4. Response to DR KN3-15 (Special Request No. 6 III) Question 1.a

⁴⁰ Attachment 1-4. Response to DR SIB-003 (Recorded 2022 Data) Question 8.a

1 erroneous leak reimbursement, results in an annual budget of \$12,455 in 2024 and
2 \$12,492 in 2025.⁴¹

3 **3. Special Request No. 8 – Paperless Billing**

4 The Commission should adopt Special Request 8 for paperless billing.
5 However, there should be cost savings on mailing and postage.⁴² Please reference Cal
6 Advocates’ Report and Recommendations on Operations and Maintenance Expenses,
7 Administrative and General Expenses, Payroll, and Conservation for more information
8 regarding mailing and postage cost forecasts.

9 **IV. CONCLUSION**

10 The Commission should deny Suburban’s special request 5 because Suburban
11 already has mechanisms in place to help customers with leak repairs and is unable to
12 support its \$40,000 budget estimate. The Commission should adopt \$12,722 annually
13 for customer leaks. The Commission should deny Special Request 8 for paperless
14 billing unless Suburban demonstrates cost savings on mailing and postage.

15

⁴¹ Using the available data leak adjustment explanation for year 20219 to 2022, the incorrectly included adjustments were removed (meter misread, leak caused by Suburban or its contractor, Lifeline Program participants, “not applicable” explanation, and meter malfunction). This resulted in an adjusted value of approximately \$9,373 in 2019, \$15,507 in 2020, \$15,494 in 2021, and \$8,701 in 2022.

⁴² A. 23-01-001 Results of Operations (Final Application) at 12-6. “...by virtually eliminating paper usage, reduces postage and mailing costs...”

1 **CHAPTER 4 ANNUAL PROJECTS**

2 **I. INTRODUCTION**

3 This chapter presents analysis and recommendations for Suburban’s Annual
4 Projects

5 **II. SUMMARY OF RECOMMENDATIONS**

6 The Commission should:

- 7 • Adopt an annual computer hardware update budget of \$63,852 in 2023, \$77,299 in
8 2024, and \$53,427 in 2025.
- 9 • Adopt an annual GIS model system upgrade budget of \$215,000 in 2023,
10 \$358,000 in 2024, and \$327,000 in 2025.
- 11 • Adopt an annual fire hydrant replacement budget of \$611,761 for 2023, \$637,455
12 for 2024, and \$645,666 for 2025.
- 13 • Adopt an annual service replacement budget of \$2,347,644 for 2023, \$2,453,288
14 for 2024, and \$2,519,527 for 2025.
- 15 • Adopt an annual security upgrades budget of \$0 for 2023, \$90,000 for 2024, and
16 \$110,000 for 2025.
- 17 • Adopt an annual vehicle replacement budget of \$156,753 in 2023, \$250,005 in
18 2024, and \$56,281 in 2025.
- 19 • Adopt an annual plant improvements budget of \$119,211 in 2023.

20 For a recommendation table showing the recommended adjustment in comparison to
21 Suburban’s requested annual budget, see Appendix B.

22 **III. DISCUSSION**

23 **1. Personal Computer Hardware**

24 The Commission should adopt an annual computer hardware update budget of
25 \$63,852 in 2023, \$77,299 in 2024, and \$53,427 in 2025.⁴³

26 Per Suburban’s direct testimony, the personal computer hardware budget is an
27 annual program to purchase replacement computer hardware.⁴⁴ Suburban states that the

⁴³ Suburban requests \$109,585 in 2023, \$136,990 in 2024, and \$149,405 in 2025 for annual computer hardware updates.

⁴⁴ Direct testimony of Jorge Lopez at 291 line 6 to 9. “IT Hardware Upgrades is an ongoing annual

1 budget is for computer hardware that has a 4-year replacement cycle. In response to
2 discovery, Suburban provided its current inventory and replacement schedule.⁴⁵
3 However, Suburban’s proposed annual budget does not match its actual replacement
4 schedule. For example, in 2023, Suburban proposes to purchase 34 desktop and laptop
5 computers but the replacement schedule from purchases in 2019 only calls to replace 22
6 desktop and laptop computers.⁴⁶ This shows that the machines that need to be replaced,
7 and the proposed budget do not match the current inventory 4-year replacement cycle.

8 Therefore, the Commission should adopt a personal computer hardware budget of
9 \$63,852 in 2023, \$77,299 in 2024, and \$53,427 in 2025 for hardware replacement as
10 Suburban did not provide sufficient support for deviating from the 4-year replacement
11 cycle.

12 **2. GIS Model System Upgrades Contingency**

13 The Commission should adopt an annual GIS model system upgrade budget of
14 \$215,000 in 2023, \$358,000 in 2024, and \$327,000 in 2025.⁴⁷ The Commission should
15 not apply a contingency factor in setting the budget for GIS Model System upgrades in
16 the period between the years 2023 and 2025. Please refer to Cal Advocates’ San Jose
17 Hills Planned Projects and Water Quality report for a detailed discussion on the
18 contingency factor.

19 **3. Fire Hydrant Replacements**

20 The Commission should adopt annual fire hydrant replacement budget of
21 \$611,761 for 2023, \$637,455 for 2024, and \$645,666 for 2025.⁴⁸ Cal Advocates’
22 recommendation is based on a five-year average compared to Suburban’s linear

program to purchase replacement computer hardware, printers, and other IT equipment including laptops, field rugged laptops, office printers, and billing center printers.”

⁴⁵Attachment 4-5. Response to Cal PA DR KN3-12 (Personal Computer Hardware), Q.1.b., DR KN3-12 Response #1.b.xlsx.

⁴⁶Attachment 4-5. Response to A.23-01-001 Cal PA DR KN3-12 (Personal Computer Hardware), Q.1.b.

⁴⁷ Suburban requests \$236,000 in 2023, \$393,000 in 2024, and \$360,000 in 2025.

⁴⁸ Suburban requests \$771,000 for 2023, \$833,000 for 2024, and \$896,000 for 2025.

1 regression. Linear regression is not a useful analysis method for fire hydrant
 2 replacements as it results in an unnecessary inflated budget. As depicted in Table 4-1
 3 below, the average cost per fire hydrant replaced is consistent with the yearly number of
 4 fire hydrants replaced from 2020 to 2021. Meanwhile, the average cost per fire hydrant
 5 replaced shows a downward trend from 2020. Therefore, the historical data does not
 6 support Suburban’s claim that costs increased due to the inflation.⁴⁹

7 **Table 4-1: Fire Hydrant Replacement Historical Data**

	Fire Hydrant Replacement Historical Data^{50,51}				
	2017	2018	2019	2020	2021
# of Fire Hydrant Replaced	60	62	77	94	78
# of Fire Hydrant Replaced Due to Accidental Damage	8	16	15	9	7
# of Fire Hydrant Replaced After Inspection	62	46	62	85	71
Total Cost of Fire Hydrant Replacements	\$413,470	\$412,233	\$561,776	\$811,946	\$632,800
Avg. Cost Per Fire Hydrant Replaced	\$6,891	\$6,649	\$7,296	\$8,638	\$8,113

8 Additionally, Suburban’s linear regression analysis is based on only four years of
 9 data from 2017 to 2021, excluding the year 2020. Although Suburban did not include the
 10 outlier cost during the 2020 pandemic, Suburban fails to account for the decrease in cost
 11 per fire hydrant replaced following the 2020 pandemic. Using a four-year linear
 12 regression is inappropriate given the short time frame and could result in over-inflated
 13 estimates. A four-year time frame provides insufficient data resulting in less reliable

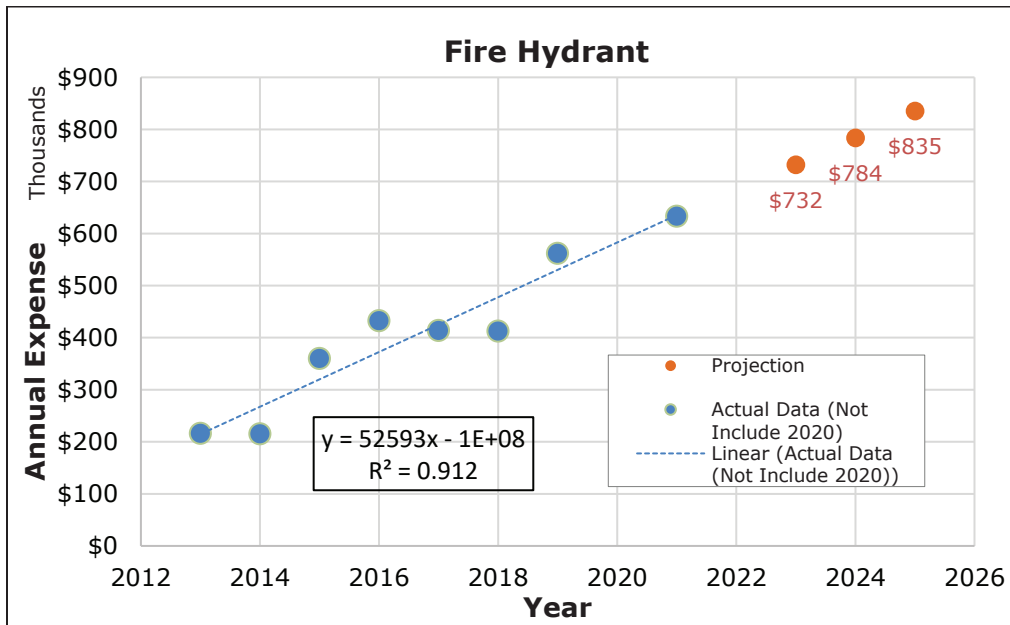
⁴⁹Attachment 4-1. Response to Cal PA DR KN3-08 (Fire Hydrant Replacement), Q.1.a. “Finally, starting early 2021, the economic recovery from global pandemic has resulted in rapid and sustained inflation that has increased the cost the labor and materials required to replace fire hydrants.”

⁵⁰Attachment 4-1. Response to Cal PA DR KN3-08 (Fire Hydrant Replacement), Q.1.a.

⁵¹Attachment 1-4. Per 2022 recorded data, fire hydrant replacement cost totals \$2,464,690. As the recorded cost is not consistent with pervious 5-years data, it is an outlier; therefore, is not used for the 5-year average method of analysis. Response to A.23-01-001 Cal PA DR SIB-003 (2022 Recorded Data), Q.1. “DR SIB-003 Response #1-6”

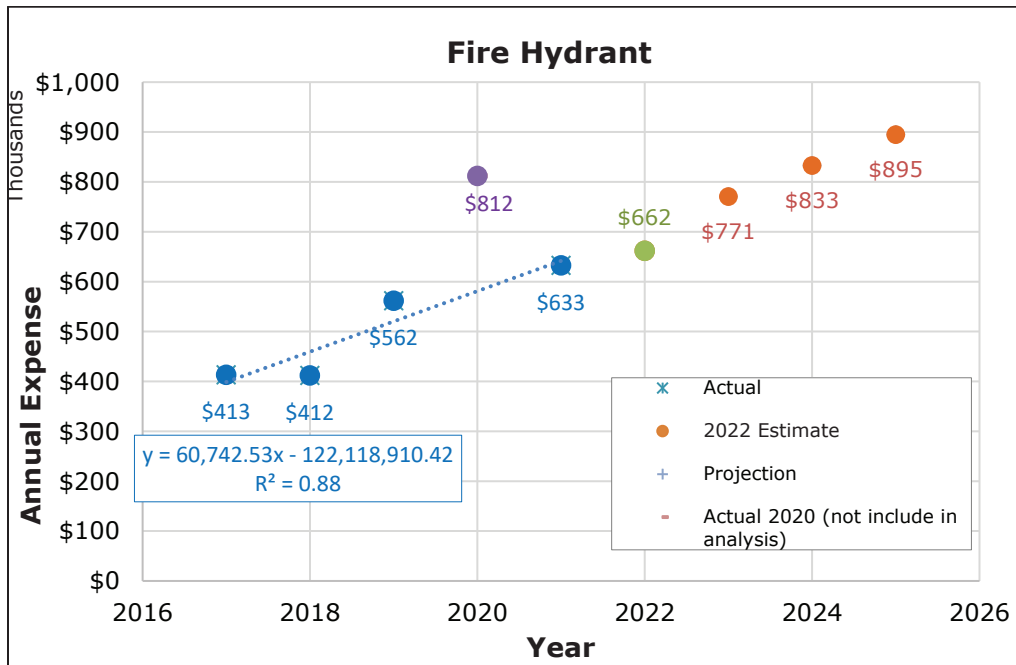
1 estimates. Figure 4-1 and Figure 4-2 demonstrate how a larger pool of data increases the
2 R^2 value, making the linear regression analysis more accurate (year 2020 was not
3 included as it is a pandemic outlier). However, even with more data, linear regression
4 cannot capture the downward trend of the average cost per fire hydrant. Therefore, a 5-
5 year average is the most appropriate method to project the fire hydrant replacement
6 annual budget.

7 **Figure 4-1: Suburban’s fire hydrant replacement linear regression with 8 years of**
8 **data.**



9

1 **Figure 4-2: Suburban’s fire hydrant replacement linear regression with 4 years of**
 2 **data**



3
 4 The Commission should use a five-year average to estimate the fire hydrant annual
 5 budget. The Commission should adopt an adjusted annual fire hydrant budget of
 6 \$611,761 for 2023, \$637,455 for 2024, and \$645,666 for 2025.

7 **4. Service Laterals Repair and Replacement**

8 The Commission should adopt an annual service replacement budget of
 9 \$2,347,644 for 2023, \$2,453,288 for 2024, and \$2,519,527 for 2025.⁵² The proposed
 10 annual budget is based on the 5-year average of service replacements from 2017 to 2021
 11 as opposed to Suburban’s linear regression proposal. Linear regression is not appropriate
 12 for service replacements because no major increases are expected in the annual service
 13 lateral replacements as reflected in Table 4-2 below.

⁵² Suburban requests \$2,971,000 for 2023, \$3,185,000 for 2024, and \$3,400,000 for 2025.

1 **Table 4-2: Service Lateral Replacement**

	Service Lateral Replacement Historical Data^{53,54,55}				
	2017	2018	2019	2020	2021
# of Services Replaced/ Repaired	411	424	422	694	548
Total Cost of Service Replacement	\$1,743,503	\$1,961,051	\$1,923,295	\$2,646,342	\$2,594,531
Avg. Cost Per Service Replaced	\$4,242	\$4,625	\$4,558	\$3,813	\$4,735

2 Suburban uses the linear regression analysis method to estimate an increasing
 3 annual budget for service replacements due to the unpredictable service lateral failures.⁵⁶
 4 However, per Table 4-2 above, although services replacements have increased, the
 5 average cost per service replaced has been consistent, excluding 2020, during the COVID
 6 19 pandemic.

7 Given the volatility in the data for the two most recently recorded years, linear
 8 regression is not an appropriate forecasting method. The last two years very well may be
 9 outliers and as such it is imprudent to predict a trend based on them. Just looking at the
 10 numbers it is evident that the lateral costs are relatively stable. The main driver for the
 11 increased costs shown by linear regression seems to be the increase in service laterals
 12 replaced. However, there is a significant reduction in the replacement rate between 2020

⁵³ Attachment 4-4. Response to A.23-01-001 Cal PA DR KN3-11 (Service Replacement), Q.4.

⁵⁴ Email correspondence “Response to A.23-01-001 Suburban GRC: Public Advocates Office DR KN3-11 (Service Replacement)”

⁵⁵ Attachment 1-4. Per 2022 recorded data, service replacement cost totals \$7,205,242. As the recorded cost is not consistent with previous 5-years data, it is an outlier and is not used for the 5-year average method of analysis. Response to A.23-01-001 Cal PA DR SIB-003 (2022 Recorded Data), Q.1. “DR SIB-003 Response #1-6”

⁵⁶ A. 23-01-001 Direct testimony of Jorge Lopez at 51, line 26 to 27.

1 and 2021 and this trend may very well continue into the future. A five-year average is
2 more reasonable in this case because it is not using outliers to form a trend while at the
3 same time accounting for the recent changes experienced by Suburban in service
4 replacement needs.

5 It should also be noted that Suburban states service line failure can occur when
6 municipal agencies grind and repave streets.⁵⁷ However, Suburban has stated that failure
7 due to street work has not occurred since 2012.⁵⁸

8 Therefore, the Commission should adopt the five-year average estimate budget
9 based on the services replaced and recorded cost per service replaced consistent with pre-
10 pandemic cost. This estimate would more accurately reflect current replacement needs.

11 The Commission should adopt an annual service lateral replacement budget of
12 \$2,347,644 for 2023, \$2,453,288 for 2024, and \$2,519,527 for 2025.

13 **5. Security Upgrades**

14 The Commission should adopt an annual security budget of \$0 for 2023, \$90,000
15 for 2024, and \$110,000 for 2025.⁵⁹

16 In 2023, Suburban proposes to remove the existing 5’5” to 5’8” tall functional
17 chain link fence and install new 7-foot tall steel fencing around the perimeter at Plant 132.
18 The fence around Plant 132 is to protect assets from vandalism and theft.⁶⁰ However, it
19 is unlikely that the steel fencing will prevent trespassing issues. No matter how high a
20 fence is, it can be bypassed. This is apparent in two break-ins that occurred on
21 Suburban’s property. On February 27, 2022, an intruder used a chair to climb the fence
22 to enter Suburban’s property, broke car windows, and stole various items, before
23 climbing a tree inside Suburban’s property to egress.⁶¹ Per Suburban’s incident reports,

⁵⁷ A.23-01-001 Direct testimony of Jorge Lopez at 145, line 11 to 12.

⁵⁸ Attachment 4-4. Response to A.23-01-001 Cal PA DR KN3-11 (Service Laterals Repair and Replacement), Q.3.

⁵⁹ Suburban requests \$190,000 in 2023, \$220,000 in 2024, and \$210,000 in 2025.

⁶⁰ A.23-01-001 Direct testimony of Jorge Lopez at 63, line 9 to 11.

⁶¹ Attachment 4-3. Response to A.23-01-001 Cal PA DR KN3-10 (Security Upgrades), Q.1.a.iv at 2 of 27.

1 utility boxes were not locked as employees did not have keys.⁶² On March 1, 2022,
2 Suburban and the local sheriff discovered an A-framed ladder along the fence line that an
3 intruder may have used to access the property.⁶³

4 While security is important, it is also critical that ratepayer funds be spent in a way
5 that maximizes effectiveness. In addition to the existing fencing at the perimeter of the
6 property, Suburban already has real-time cameras monitoring to prevent trespassing.
7 During discovery, Suburban stated that cameras are monitored by an outside company -
8 SOLA.⁶⁴ During the March 1, 2022, incident, the intruder triggered a motion alarm at
9 Plant 132 and SOLA notified the authorities and Suburban staff who arrived within 15
10 minutes of the motion trigger. During the February 27, 2022 office break-in incident, the
11 SOLA alarm did not trigger because Suburban employees never set the alarm at Plant
12 132.

13 Following each incident, Suburban’s staff notes in security incident reports action
14 items to be completed. Suburban does not note the need to install different fencing
15 material in these action items. Instead, action items emphasized clearing encroachments
16 along the facility perimeter, including vegetation and a homeless encampment, removing
17 items that can be used to climb into the facility, and repairing barb wire above the
18 existing chain link fence. Other action items such as improving lighting, securing
19 windows, locking tool bins, and setting the alarms can improve security for little to no
20 cost when compared to the cost of the requested fence. A complete list of action items
21 can be found in Figure 4-3 below:

⁶²Attachment 4-3. Response to A.23-01-001 Cal PA DR KN3-10 (Security Upgrades), Q.1.a.iv at 3 of 27.

⁶³Attachment 4-3. Response to A.23-01-001 Cal PA DR KN3-10 (Security Upgrades), Q.1.a.iv at 16 of 27.

⁶⁴Attachment 4-3. Response to A. 23-01-001 Cal PA DR KN3-10 (Security Upgrades), Q.1.a.iv at 15 of 27.

1 **Figure 4-3: Action Items**

Attachment I – Action items – Includes items from 2/27/2020

ITEM NO	TASK	RESPONSIBLE PERSON(S)	STATUS
1.	Remove chair from fence line.	D.Rozell/M. Rodriguez	Complete
2.	Trim landscaping, vegetation and trees along the perimeter of the facility	F. Garcia	
3.	Clear homeless encampment (e.g., bottles, cans, and blanket)	F. Garcia	
4.	Assess perimeter fence – new barbed wire, etc.	D.Rozell / F. Garcia	
5.	Improve site lighting	D.Rozell / F. Garcia	
6.	Ensure that employees lock their tool bins	M. Rodriguez	
7.	Provide bin keys to employees	M. Rodriguez	
8.	Repair tool bins that are not functioning correctly	M. Rodriguez	
9.	Place a stick in the window to prevent entry.	F. Garcia	
10.	Look into securing the windows and door (e.g., bars, steel screen, changing doors).]	D.Rozell / F. Garcia	
11.	Instruct employees on setting the alarm.	D. Rozell	Complete
12.	Contact Steve Bennett, cleaning services to ensure that the alarm is set after cleaning.	D.Rozell/M. Rodriguez	Complete
13.	Contact SOLA for instruction placard for setting the alarm.	D. Rozell Temp. in place	Temp Complete
14.	Remove the key in the SOLA panel in M. Rodriguez’s office.	M. Rodriguez	Complete
15.	M. Rodriguez to take surveillance footage to the Sheriff’s Department.	M. Rodriguez	Complete
16.	Inventory site keys	M. Rodriguez	Complete
17.	Lock key box	M. Rodriguez	Complete
18.	Repair generator emergency stop	F. Garcia	Complete
19.	Close electrical cabinet in front of SOLA NVR	F. Garcia	
20.	SOLA to order transformer and schedule repair	D. Rozell/SOLA	

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In 2024, Suburban proposes to install Frontier fiber internet to Plant 201 and to install W-4 cameras at Plant 201 in the following year after the internet service is installed. However, Plant 201 is approximately 1 mile away from the Frontier connection and an upfront cost of \$100,000 is needed to get internet service.⁶⁵ The Frontier upfront cost is a quote supported by a two-line email and does not include a cost breakdown. Following discovery, the exact cost of the internet infrastructure is still unknown, as is the exact date Frontier will get internet service to Plant 201. This in turn hinders

⁶⁵Attachment 4-3. Response to A. 23-01-001 Cal PA DR KN3-16 (Security Upgrades II), Q.1.d. Attached email correspondence. “Frontier is reporting that they are about a mile away from us and it will be close to \$100k in construction costs that we need to contribute upfront in order for them to build their fiber to us.”

1 Suburban’s proposed to install W-4 cameras at Plant 201 in 2025. Without the internet
2 infrastructure, W-4 cameras could not perform 24-hour recording and live streaming.

3 The Commission should adopt an annual security budget of \$0 for 2023, \$90,000
4 for 2024, and \$110,000 for 2025. The Commission should deny the replacement of the
5 existing fence at Plant 132. Additionally, the Commission should deny the proposed
6 Plant 201 W-4 internet upgrade in 2024 until Suburban can provide a cost breakdown for
7 the proposed fiber internet connection. Lastly, the Commission should deny the proposed
8 Plant 201 W-4 cameras installation as the cameras are dependent on an internet
9 infrastructure that has unknown costs and does not have an installation date.

10 **a. Contingency**

11 The Commission should not apply a contingency factor in setting the budget for
12 security upgrades in the period between t2023 and 2025. Please refer to Cal Advocates’
13 report on the San Jose Hills Planned Projects and Water Quality for a detailed discussion
14 on the contingency factor.

15 **6. Vehicle Replacement**

16 The Commission should adopt \$156,753 in 2023, \$250,005 in 2024, and \$56,281
17 in 2025 for vehicle replacements.

18 **a. Vehicle Replacement Based on Department of General Services (DGS)**

19 The Commission should authorize only vehicles purchases that meet DGS
20 replacement criteria. According to the DGS replacement criteria specified below in
21 Table 4-3 and Table 4-4, Suburban’s proposed vehicles do not qualify for replacement
22 during the years covered by this general rate case.

1 **Table 4-3: DGS Vehicle Replacement Schedule Criteria (2008).**⁶⁶

Replacement Schedule Criteria	
To assist agencies with determining replacement schedules and budgeting needs for state-owned vehicles, the following schedule for alternative fuel and gasoline fueled vehicles shall be used:	
Authorized emergency vehicles as defined in Section 165 of the Vehicle Code, that are equipped with emergency lamps or lights described in Section 25252 of the Vehicle Code	100,000 miles
Sedans, station wagons, vans and light duty trucks or vehicles having a gross vehicle weight rating (GVWR) or 8500 pounds or less	120,000 miles
Heavy duty trucks or vehicles (Class 3 and under) having a gross vehicle weight rating (GVWR) of 8501 pounds or more	150,000 miles
4-wheel drive vehicles	150,000 miles

A state-owned vehicle may be disposed of or replaced when it is determined that it would be cost-effective to do so, regardless of age or mileage. All vehicles being disposed of require a Property Survey Report ([STD. 152](#)). An evaluation will be made by an Inspector of Automotive Equipment to determine whether a vehicle should be disposed of or can be safely and economically continued in service. The decision whether to retain, reutilize, or dispose of any vehicle not meeting the minimum replacement criteria shall be based on an inspection taking into account the following factors:

- Current mechanical condition.
- Previous maintenance and repair record.
- Extent of needed repairs and availability of parts and life expectancy of vehicle after repair.
- Current sale value.
- Cost and availability of replacement unit and accessories.
- Owning agency's ability to replace unit.

Vehicles meeting or exceeding the replacement schedule do not require an inspection.

- 4 -

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3 As shown in Table 4-3 above, the mileage criteria for vehicle replacements are

4 based on the 2008 DGS standard: (1) 120,000 miles for vehicles with a GVWR of up to

5 8,500 lbs., and (2) 150,000 miles for heavy-duty trucks, vehicles with a GVWR

6 exceeding 8,500 lbs., or four-wheel drive vehicles. Previously, the Commission has

7 allowed customer funding only for water utility vehicle replacements that comply with

8 DGS criteria.^{67,68} In its proposed list of vehicle replacements, Suburban does not follow

9 the 2008 DGS replacement criteria. For example, Suburban proposes to replace heavy-

10 duty trucks when the mileage reaches 120,000 miles instead of the 150,000 DGS mileage

11 criteria. In addition to its proposed replacement of three heavy-duty trucks that fail to

12 meet the 150,000 DGS mileage standard, Suburban proposes to replace five passenger

⁶⁶ The April 22, 2008, State of California Fleet Handbook -A guide to Fleet Policy from DGS, p. 4.

⁶⁷ Decision D.07-12-055 December 20, 2007, Section 5.2 Vehicle Replacement Policy, p. 29.

⁶⁸ Decision D.06-01-25 January 17, 2006, Section 5.8 Golden State Water Company vehicle replacement policy.

1 vehicles that fail to meet the 120,000 DGS mileage standard. Table 4-4 below shows the
 2 8 vehicles that Suburban proposes to replace that do not meet DGS standards.

3 **Table 4-4: List of Vehicles do not Meet DGS Standards by Suburban Proposed Year**

	Proposed Year	District	Vehicle ID	Year/Make/Model of Existing Vehicle to be Replaced	Primary Use of Existing Vehicle	GVWR (lbs)	Applicable DGS Standard (Miles)	Mileage as of May 2023	Model/Cost of Proposed Vehicle
1	2023	SJH	16-201-1	2016 Ford F350	Construction	10,100 – 12,400	150,000	121,414	Ford F-150 \$61,392.97
2	2023	SJH	18-142-1	2018 Ford F150	Construction	6,010 – 7350	120,000	119660	Ford F-150 \$61,392.97
3	2024	SJH	16-218-4	2016 Ford F350	Mechanical Maintenance	10,100 – 12,400	150,000	115276.8	Ford F-150 Hybrid \$66,669.83
4	2024	SJH	18-217-1	2018 Ford F350	Mechanical Maintenance	10,100 – 12,400	150,000	97,450	Ford F-150 Hybrid \$66,669.83
5	2024	WLM/SJH	11-003-3	2011 Ford Ranger	Field Services	6,050	120,000	11944	Ford F-150 Lightning \$75,686.63
6	2024	WLM/SJH	11-003-6	2011 Ford Ranger	Field Services	6,050	120,000	116007	Ford F-150 Lightning \$75,686.63
7	2025	SJH	20-100-1	2020 Ford F150	Construction	6,010 – 7350	120,000	97,373	Ford F-150 Lightning \$79,470.96
8	2025	WLM/SJH	18-307-6	2018 Chevrolet Colorado	Engineering	5,800 – 6,250	120,000	113,241	Ford F-150 Lightning \$79,470.96

1 Additionally, the Commission should only authorize the purchase of hybrid
2 models in 2024 and 2025. Hybrid vehicles have been in production longer, which
3 increases their availability and pricing options. At the same time, the hybrid model has
4 been in production and operation longer. This would result in more affordable
5 maintenance (O&M) and more readily available parts replacement that could benefit
6 Suburban in O&M costs.⁶⁹

7 According to Suburban, “the cost benefit is greater for hybrids” when compared to
8 electric vehicles.⁷⁰ In 2024, Suburban calculates the cost difference to purchasing hybrid
9 versus electric vehicles is \$61,827.⁷¹ Suburban’s cost-benefit analysis also shows that the
10 purchase of hybrid vehicles demonstrates a fuel cost savings of approximately \$23,800
11 per vehicle per year when compared to ICE vehicles.⁷² Thus, the purchase of hybrid
12 vehicles is a more cost-effective alternative to Suburban’s proposed electric vehicles and
13 continues to contribute towards the Environmental Social and Justice Action Plan Goal 3
14 for clean energy.⁷³

15 **b. New Vehicle Requests**

16 The Commission should deny the duplicate purchases for new take-home vehicles
17 for the after hour on-call emergency leak response program’s employees who are already
18 assigned to a vehicle. This recommendation prevents two vehicles being assigned to one
19 employee and prevents purchases for new vehicles that are not cost-effective to
20 ratepayers. Currently, Suburban on-call staff are allowed to take home company vehicles
21 to respond to an emergency leak event. However, some on-call staff are assigned to

⁶⁹Attachment 4-2. Response to Data Request KN3-09 Vehicle Replacement, Question 1.d, DR KN3-09 Response #1.d-2024.xlsx and DR KN3-09 Response #1.d-2025.xlsx.

⁷⁰Attachment 4-2. Response to Data Request KN3-09 Vehicle Replacement, Question 1.d.

⁷¹A.23-01-001 Response to Data Request KN3-09 Vehicle Replacement, Question 1.d. “DR KN3-09 Response #1.d-2025.xlsx.”

⁷²Attachment 4-2. Response to Data Request KN3-09 Vehicle Replacement, Question 1.b, DR KN3-09 Response #1.b.i.xlsx.

⁷³ Environmental and Social Justice Action Plan Version 2.0, <https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/news-and-outreach/documents/news-office/key-issues/esj/esj-action-plan-v2jw.pdf>,

1 larger vehicles that are not suitable to park in their residential neighborhoods.⁷⁴ Suburban
2 proposes to purchase 2 new vehicles in 2024 and 9 new vehicles in 2025, to
3 accommodate on-call employees.⁷⁵ Table 4-5 lists the specifications of the proposed
4 vehicles.⁷⁶ The total cost to purchase the vehicles is \$829,191.58.

5 The Commission should adopt a more cost-effective alternative to prevent the
6 purchase of duplicate vehicles for on-call employees. For example, Suburban could have
7 on-call employees who are assigned to a large vehicle switch vehicles with staff using a
8 smaller vehicle to be taken home on volunteer on-call days. This alternative would
9 prevent two vehicles being assigned to one employee and prevent the purchase of new
10 vehicles that are not cost-effective and could harm ratepayers financially.

⁷⁴ A.23-01-001 Direct Testimony of Jorge Lopez at 183; line 21 to 27, line 10 to 12.

⁷⁵ A.23-01-001 Direct Testimony of Jorge Lopez at 180; line 23 to 24.

⁷⁶ Attachment 4-2. Response to Data Request KN3-09 Vehicle Replacement, Question 1.f, DR KN3-09 Response #1.f.xlsx

1 **Table 4-5: Proposed New Vehicles to Fleet for On-call Employees⁷⁷**

#	District Name	Make/Model	Year	GVWR	Usage Explanation	Direct Cost of Proposed Vehicle
1	WLM	Ford F150 Hybrid	2024	6,250 – 7,150 lbs	Mechanical Maintenance	\$66,669.83
2	SJH	Ford F150 Lightning	2024	8,250 lbs	Construction	\$75,686.63
3	SJH	Ford F150 Lightning	2025	8,250 lbs	Construction	\$79,470.86
4	WLM	Ford F150 Lightning	2025	8,250 lbs	Water Quality	\$79,470.86
5	WLM	Ford F150 Hybrid	2025	6,250 – 7,150 lbs	Construction	\$70,003.32
6	SJH	Ford F150 Hybrid	2025	6,250 – 7,150 lbs	Construction	\$70,003.32
7	SJH	Ford F150 Hybrid	2025	6,250 – 7,150 lbs	Production	\$70,003.32
8	WLM	Ford F150 Lightning	2025	8,250 lbs	Construction	\$79,470.86
9	WLM	Ford F150 Lightning	2025	8,250 lbs	Construction	\$79,470.86
10	SJH	Ford F150 Lightning	2025	8,250 lbs	Water Quality	\$79,470.86
11	WLM	Ford F150 Lightning	2025	8,250 lbs	Construction	\$79,470.86

2 **7. Plant Improvements**

3 The Commission should approve an adjusted annual budget of \$119,211 in 2023
 4 in rates for plant improvement.^{78,79}

5 **a. Electric Charging Station Infrastructure**

⁷⁷Attachment 4-2. Response to Data Request KN3-09 Vehicle Replacement, Question 1.f, DR KN3-09 Response #1.f.xlsx

⁷⁸ Suburban requests \$142,811 in 2023.

⁷⁹ Email Response to A.23-01-001 Suburban GRC: Public Advocates Office DR KN3-17 (Vehicle Replacements). July 24, 2023.

1 The Commission should deny the construction of electric charging station
2 infrastructure. Suburban requests \$23,600 in the year 2023 as part of the plant
3 improvements budget at Plant 132 to construction charging stations pedestals for the
4 proposed electric vehicles it plans to purchase in 2024 and 2025. However, Suburban
5 should purchase hybrid vehicles rather than electric vehicles because hybrid vehicles
6 provide similar benefits at a significantly lower cost. It should also be noted that
7 according to Suburban, the charging stations may only be used for “plug-in” hybrids
8 vehicles and electric vehicles (Note: “Plug-in” hybrid vehicle is a different model from
9 hybrid vehicle).⁸⁰ Suburban is also not aware of any utility vehicles in the market that are
10 “plug-in” hybrids.⁸¹ Therefore, Suburban should not need to construct electric charging
11 station infrastructure for the 2023 GRC.

12 **IV. CONCLUSION**

13 The Commission should adopt Cal Advocates’ estimates for the annual projects
14 budget. A Table summary of the recommendation’s comparison can be found in
15 Appendix B. A summary of the recommendations included in this chapter can be found
16 below:

- 17 • The Commission should adopt an annual computer hardware update budget
18 of \$63,852 in 2023, \$77,299 in 2024, and \$53,427 in 2025 for only
19 hardware replacements. It is unreasonable for ratepayers to purchase new
20 computer hardware with no corresponding benefits.
- 21 • The Commission should adopt an annual GIS model system upgrade budget
22 of \$215,000 in 2023, \$358,000 in 2024, and \$327,000 in 2025. The
23 Commission should not apply a contingency factor in setting the budget for
24 GIS Model System upgrades in the period between the years 2023 and
25 2025.
- 26 • The Commission should adopt Cal Advocate’s five-year average method of
27 analysis to estimate the fire hydrant annual budget in lieu of Suburban’s
28 method of linear regression. The Commission should adopt an annual fire
29 hydrant budget of \$611,761 for 2023, \$637,455 for 2024, and \$645,666 for
30 2025.

⁸⁰Attachment 4-2. Response to Data Request KN3-09 Vehicle Replacement, Question 1.g.v

⁸¹Attachment 4-2. Response to Data Request KN3-09 Vehicle Replacement, Question 1.g.v

- 1 • The Commission should adopt Cal Advocate’s method of the five-year
2 average to estimate the service replacement annual budget in lieu of
3 Suburban’s method of linear regression. The Commission should adopt an
4 annual service replacement budget of \$2,347,644 for 2023, \$2,453,288 for
5 2024, and \$2,519,527 for 2025.

- 6 • The Commission should adopt an annual security budget of \$0 for 2023,
7 \$90,000 for 2024, and \$110,000 for 2025. The Commission should deny
8 the replacement of the existing fence at Plant 132. Additionally, the
9 Commission should deny the proposed Plant 201 W-4 internet upgrade in
10 2024 until Suburban can provide a cost breakdown for the proposed fiber
11 internet connection. Lastly, the Commission should deny the proposed
12 installation of cameras at Plant 201 W-4 as the cameras are dependent on an
13 internet infrastructure that has unknown costs and does not have an
14 installation date.

- 15 • The Commission should adopt an annual vehicle replacement budget of
16 \$156,753 in 2023, \$250,005 in 2024, and \$56,281 in 2025. The
17 Commission should deny the proposed purchase of new vehicles for
18 Suburban’s on-call program as it leads to duplicate vehicles per employee.
19 The Commission should also deny Suburban’s proposal for purchase of
20 electric replacement vehicles as the alternative hybrid vehicles have been in
21 operation longer and are more cost effective.

- 22 • The Commission should adopt an annual plant improvement budget of
23 \$119,211 in 2023 in rates for plant improvement. The Commission should
24 deny the construction of electric charging station infrastructure.

Appendix A – Statement of Qualifications

- Q1. Please state your name, business address, and position with the California Public Utilities Commission (“Commission”).
- A1. My name is Katherine Nguyen and my business address is 505 Van Ness Avenue, San Francisco, California 94102. I am a Utilities Engineer in the Water Branch of the Public Advocates Office.
- Q2. Please summarize your educational background and professional experience.
- A2. I obtained the Bachelor and Master of Science Degree in Civil Engineering from the California State University, Fullerton. I have been employed at the CPUC since November 2022. Prior to joining the CPUC, I have worked on flood control and water/wastewater design and management projects.
- Q3. What is your responsibility in this proceeding?
- A3. I am responsible for Customer Service, Environmental and Social Justice Action Plan, Special Requests, and Annual Projects.
- Q4. Does this conclude your prepared direct testimony?
- A4. Yes, it does.

Appendix B – Suburban versus Cal Advocates Budget Comparison

Table 1: Suburban’s Special Request 5 Adjustment for Customer Repair Costs Versus Cal Advocates

	Suburban’s Budget	Cal Advocates Budget
2024	\$40,000	\$0
2025	\$40,000	\$0
Total	\$80,000	\$0

Table 2: Suburban’s Special Request 6 Adjustment for Customer Leaks Versus Cal Advocates

	Suburban’s Budget	Cal Advocates Budget
2024	\$22,751	\$12,455
2025	\$22,751	\$12,492
Total	\$45,502	\$24,947

Table 3: Suburban’s Annual Project Budget Request Versus Cal Advocates

	2023		2024		2025	
Description	(A)	(B)	(C)	(D)	(E)	(F)
	Suburban	Cal Adv	Suburban	Cal Adv	Suburban	Cal Adv
Personal Computer Hardware	\$107,585	\$63,852	\$134,990	\$77,299	\$147,405	\$53,427
GIS Model System Upgrade Contingency	\$236,000	215,000	\$393000	\$358,000	\$360000	\$327,000
Fire Hydrant Replacement	\$771,000	\$611,761	\$833,000	\$637,455	\$896,000	\$654,666
Service Lateral Replacement	\$2,971,000	\$2,347,644	\$3,185,000	\$2,453,288	\$3,400,000	\$2,519,527
Security Upgrades	\$190,000	\$0	\$220,000	\$90,000	\$210,000	\$110,000
Vehicle Replacement	\$286394	\$156,753	\$729,817	\$250,005	\$925,250	\$56,281
Plant Improvement	\$142,811	\$119,211	\$540,000	NA	\$937,189	NA

[End Appendix B]

Attachment 1-1: Suburban's Response to Public Advocates Office DR KN3-01



**Suburban
Water Systems**

1325 N. Grand Ave. Ste. 100, Covina, CA 91724-4044
Phone: 626.543.2500, Fax: 626.331.4848
www.swwc.com

January 24, 2023

To: Jeffrey Roberts
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Responses to A.23-01-001, Public Advocates Office DR KN3-01 (AWIA
Compliance)

Dear Mr. Roberts et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

Responses to A.23-01-001, Public Advocates Office
DR KN3-01 (AWIA Compliance)

1. As a requirement of America’s Water Infrastructure Act (“AWIA”) community water systems must submit a Risk and Resilience Assessment Certification to the United States Environmental Protection Agency(“EPA”).
 - a. Provide a copy of the most recent Risk and Resilience Assessment Certification that Suburban has submitted to the EPA for each water system (San Jose system, Whittier and La Mirada systems, and Covina Knolls and Glendora systems).

Response:

The Risk and Resilience Assessment Certification for the San Jose, Glendora, Whittier and La Mirada water systems are attached as titled:

- DR KN3-01 #1.a Response (1 of 4) AWIA certification - San Jose System.pdf
- DR KN3-01 #1.a Response (2 of 4) AWIA certification - Glendora System.pdf
- DR KN3-01 #1.a Response (3 of 4) AWIA certification - Whittier System.pdf
- DR KN3-01 #1.a Response (4 of 4) AWIA certification - La Mirada System.pdf

The Covina Knolls water system serves approximately 1,450 people. The America’s Water Infrastructure Act requirements to conduct a Risk and Resilience Assessment and prepare or revise an Emergency Response Plan applies to Community Water Systems serving more than 3,300. This requirement does not apply to the Covina Knolls system since it has less than 3,300 people.

2. Please provide searchable PDF copies of Suburban’s Emergency Response Plans for each water system.

Response:

For the most recent Emergency Response Plan for Suburban Water Systems, which covers the San Jose system, Whittier and La Mirada systems, and Covina Knolls and Glendora systems, please see file titled “DR KN3-01 #2 Response – 2020 SWS Emergency Response Plan (CONFIDENTIAL).pdf.” which is provided by SWS’ outside

Attachment 1-2: Suburban's Response to Public Advocates Office DR KN3-02



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January 24, 2023

To: Jeffrey Roberts
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Responses to A.23-01-001, Public Advocates Office DR KN3-02 (GO-103 A
Appendix E)

Dear Mr. Roberts et al.,

Attached is the information you requested in writing for Suburban's Total Company General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

Responses to A.23-01-001, Public Advocates Office

DR KN3-02 (GO-103 A Appendix E)

1. Telephone performance standards: Please provide the following annual data for the San Jose Hills and Whittier/La Mirada Districts in a tabulated excel spreadsheet format for years 2018 through 2022:

Response:

Year 2022 information is currently not available.

- a. Total number of customer phone contacts requesting to speak with a customer service representative (CSR) during normal business hours.
- b. Number of calls taking more than 30 seconds to reach a utility CSR during normal business hours.

Response a - b:

Please see excel file "DR KN3-02 Response.xlsx"

- i. In the case where calls were answered in more than 30 seconds does not meet GO-103 A Appendix E 1. (A), please provide the reason as to why Suburban did not meet GO-103 standards.

Response:

GO-103 standards has been met.

- ii. In the case where the number of calls answered in more than 30 seconds is not available, please provide the reason and any supporting documents.

Response:

All information has been provided.

- c. Number of calls abandoned before reaching a CSR during normal business hours.

Response:

Please see excel file "DR KN3-02 Response.xlsx"

2. Bill performance standards: Please provide the following annual data for the San Jose Hills and Whittier/La Mirada Districts in a tabulated excel spreadsheet format for years 2018 through 2022:

- a. Total number of bills rendered annually.

- b. Number of bills not rendered within seven business days of the scheduled billing date. Excluding accounts activated 10 calendar days prior to the normal billing cycle. Also excluding accounts that are scheduled to receive a final bill within 10 calendar days after the normal billing cycle.t
- c. Number of bills rendered inaccurately annually, excluding bills found to be inaccurate strictly as a result of estimations. Also excluding bills where the inaccuracy does not affect the calculation of the bill, or where the fault does not lie with the utility.
- d. Number of payments posted incorrectly due to the utility's error.
- e. Total number of payments posted.

Response a – e:

Please see excel file “DR KN3-02 Response.xlsx”

- 3. Meter reading performance standards: Please provide the following annual data San Jose Hills and Whittier/La Mirada Districts in a tabulated excel spreadsheet format for years 2018 through 2022:

- a. The total number of meters readings scheduled.
- b. The number of meters not read.

Response a – b:

Please see excel file “DR KN3-02 Response.xlsx”

- 4. Work completion performance standards: Please provide the following annual data San Jose Hills and Whittier/La Mirada Districts in a tabulated excel spreadsheet format for years 2018 through 2022:

- a. Total number of scheduled appointments
- b. Number of appointments missed.

Response a – b:

Information is not available.

- 5. Work completion performance standards II: Please provide the following **monthly** data San Jose Hills and Whittier/La Mirada Districts in a tabulated excel spreadsheet format for years 2018 through 2022:

- a. Total number of customer orders scheduled and completed.
- b. Number of customer orders not completed on or before the scheduled data. Excluding any orders not completed due to events outside the utility's control.

Response a – b:

Please see excel file DR KN3-02 #6.a
Response.xlsxtab 5.

6. Response to customer and regulatory complaints performance standards:

- a. In the SWS MDR A.23-01-001 Page 24, the number of customer complaints - bill inquiry in the San Jose Hills and Whittier/La Mirada service area increased significantly from 2019-2021. Please provide the reason for the significant increase as well as supporting documents. For example, in the San Jose Hill service area there is an increase from approximately 1000 bill inquiries during 2017 through 2018 to approximately 10,000 bill inquiries during 2019 through 2021 years.

Response:

The amount provided on the MDR is erroneous. See Attachment “DR KN3-02 #6.a Response.xlsx”.

- b. Please provide the measure(s) taken to reduce the number of water quality complaints for the years 2018 through 2022 and plan for the GRC cycle.

Response:

Suburban maintains a dead-end flushing program. Suburban continually monitors and maintains a consistent disinfectant residual. We provide continual training and oversight of Utility Operators that carry out water distribution system repair/improvements to minimize water quality impacts from their activities. We promptly investigate water quality complaints to identify root causes and address issues to minimize impacts to additional customers.

- c. Please provide the following annual data San Jose Hills and Whittier/La Mirada Districts in a tabulated excel spreadsheet format for years 2018 through 2022:

- i. Total number of customers.
- ii. Total number of complaints reported annually to the utility by the Commission’s Consumer Affairs Branch, broken down by type and description of the complaints.
- iii. Complaints received by the utility regarding water quality broken down by complaint type.

Response i – iii:

Please see excel file “DR KN3-02 Response.xlsx”

7. Reference the SWS 2020 GRC MDR and the SWS 2023 GRC MDR Section H Service Quality. Please provide an explanation for the change in the reported number of customer complaints received in 2019 for each category (leak, bill inquiry, high/low pressure, and no water). For example, the SWS 2020 GRC MDR showed 1,178 leak complaints in 2019 but the SWS 2023 GRC MDR showed 32 leaks for the San Jose Hills service area.

Response:

See response to question 6.a.

DR KN3-02 Response.xlsx**SUBURBAN WATER SYSTEMS****RESPONSE TO DR KN3-02 (GO-103 A Appendix E)**

Year 2022 information is currently not available

Response to Question	Description	2018	2019	2020	2021
PHONE SYSTEM					
1.a.	Total Calls Received	87,658	71,191	70,281	56,448
1.b.	Number of Calls Answered in More Than 30 Seconds	7,642	13,922	5,686	-
1.c.	Number of Calls Abandoned	1,651	1,026	2,815	735
BILLING					
2.a.	Total Number of Bills Rendered Annually	910,663	910,946	919,150	920,858
2.b.	Bills Not Rendered in 7 Days (10 for Finals)	1,937	911	4,988	1,907
2.c.	Inaccurate Bills Rendered	2,698	273	2,889	-
PAYMENT					
2.d.	Number of Payments Posted Incorrectly	354	86	126	254
2.e.	Total Number of Payments Posted	825,407	861,571	813,990	798,730
METER READING					
3.a.	Total Number of Meters Readings Scheduled	918,418	916,433	920,705	914,839
3.b.	The Number of Meters Not Read	626	445	637	737
6.c.i.	Total Number of Customers (Average for the Year)	76,358	76,465	76,533	76,556
6.c.ii.	Total Number of Complaints Reported Annually to the Utility by the Commission's CAB, Broken Down by type and Description of the Complaints				
	High Bill	9	12	9	6
	Deposit Refund	2			
	LIRA Issue	1			

Misc.		5	1	1
		12	17	10
				7

6.c.iii.	Complaints Received by the Utility Regarding Water Quality Broken Down by Complaint Type				
	Cloudy	-	10	17	9
	Color	70	40	68	47
	Taste		5	9	11
	Odor		17	26	28
	Taste & Odor	49	-	-	-
	Other	-	18	32	36
	Particles	4	10	15	9

DR KN3-02 #6.a Response.xlsx

San Jose Hills	2019	2020	2021
Leak	1176	1288	1048
Bill Inquiry	1270	1621	987
High/Low Pressure	106	141	145
No Water	172	162	109

Whittier/La Mirada	2019	2020	2021
Leak	532	497	526
Bill Inquiry	685	896	645
High/Low Pressure	106	114	107
No Water	120	108	86

Attachment 1-3: Suburban's Response to Public Advocates Office DR KN3-20



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July 27, 2023

To: Suliman Ibrahim
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Responses to A.23-01-001, Public Advocates Office DR KN3-20 (GO-103 A
Appendix E)

Dear Mr. Ibrahim et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

Responses to A.23-01-001, Public Advocates Office
DR KN3-20 (GO-103 A Appendix E)

1. According to the data provided by Suburban in response to data request SIB-003 (2022 Data) Q.3 to Q.4. “DR SIB-003 Response #1-6.xls” Tab Q2-6:
 - a. Regarding telephone performance standards results: In 2022, Suburban had an abandoned call rate of 27% (18,806/69,720), which is more than the 5% required by GO-103 A Appendix E 1. (A). Please provide the reason(s) why Suburban did not meet GO-103 standards and what steps Suburban took to bring performance back into compliance.

Response:

DR SIB-003 Response #1-6.xls Tab Q2-6 contained errors in the “Phone System” and “Billing” categories. Cal Advocates requested confirmation of the data on July 10, 2023, however the errors were not discovered until July 19, 2023. The errors are corrected in the table below:

Description	2022
-------------	------

Response to Q. 2 and Q.3:

PHONE SYSTEM	Per SIB-003	Corrected
Total Calls Received	69,720	65,035
Number of Calls Answered in More Than 30 Seconds	63,081	36,321
Number of Calls Abandoned	18,806	17,858
BILLING		
Total Number of Bills Rendered Annually	924,317	911,190
Bills Not Rendered in 7 Days (10 for Finals)	30,917	4,865
Inaccurate Bills Rendered	-	225

Suburban’s call center suffered several unusual and unpredictable challenges in 2022 that resulted in longer calls and fewer, less experienced call representatives to take them. This resulted in a higher abandoned call rate.

Specifically, starting at the end of November 2021 to September 2022, Suburban’s call center experienced the unexpected retirement of four employees with extensive experience (27, 39, 42 and 42 years respectively). Suburban’s Customer Service Manager and Senior Tech Services representative left the company, and Suburban also had several employees take unplanned extended medical leave. These retirements,

departures and leaves of absence significantly reduced Suburban's call center capacity and technical capacity and process customer related transactions.

Suburban expeditiously backfilled these roles with less experienced employees, which were the only ones available in the tight labor market resulting from the well documented post COVID19 pandemic great resignation. It has taken time and significant effort to train new employees and recover the call answering capacity lost due to retirement and departures.

Several external forces coincided with the call center capacity challenges described above that drove up call complexity resulting in longer call times and higher volumes.

1. In April 2022 Suburban applied approximately \$1.8M of Covid Arrearage funding grants to customer accounts to reduce past due balances driving additional customer enquiries.
2. Suburban's CPUC approved M4849 transition plan included the automatic enrollment of customers with past due balances older than 60 days and greater than \$50's in payment plans. This generous program was implemented to ease customers payments of arrearage balances that had accumulated during the California Governors Emergency Covid disconnection moratoriums resulting in increased call volume and complexity.
3. In June 2022 Suburban received CPUC approval to implement Stage 2 Conservation measures that included a drought surcharge to incentivize conservation. The move to Stage 2 was required to comply with the California Governors emergency executive order to achieve conservation to address water shortages resulting from unprecedented statewide droughts. This additional charge to customers increased customer inquiries and requests for leak forgiveness that increased the workload on Suburban's call center.
4. In August 2022 Suburban resumed the dunning process for customers with past due balances that had been suspended due to the California Governors Emergency Covid disconnection moratorium. This created a dramatic increase in customer call volumes. Suburban's call center team spent the time required with customers to help them establish payment plans and make payments to avoid disconnections.
5. In December 2022 Suburban became the owner of the Sativa Water system and converted customers from the County's billing System to Suburban billing system. This resulted in additional calls to our call center, as customers contacted us with inquiries about new convenient payment channels available to them and interest in our low-income Customer Assistance Program (CAP).

To summarize, 2022 was an extremely challenging year for Suburban's call center. There were many unusual external forces that drove up call volumes and complexity, and unexpected turnover and staff unavailability resulted in a temporary reduction in the capacity of the call center. These factors caused Suburban's 2022 calls abandoned metric to exceed the General 103-A requirement. Suburban has subsequently rebuilt the customer service team. Training and process improvements continue to improve the call center's capacity to meet and exceed the General Order 103 A customer service metrics going forward.

- b. Regarding billing performance standards results: In 2022, Suburban had a bill rendering rate of 97% (30,917/924,317), which is less than the 99% required by GO-103 A Appendix E 2. (A). Please provide the reason(s) why Suburban did not meet GO-103 standards and what steps Suburban took to bring performance back into compliance.

Response:

As described in detail in response to question 1.a, Suburban's customer care team was challenged with reduced capacity and increased workload in 2022. The above mentioned retirements and departures temporarily reduced Suburban's knowledge and capacity for highly complex customer care tasks, including the trouble shooting required for timely bill rendering.

Despite the challenges presented in 2022, Suburban's remaining, less experienced employees stepped up and made heroic efforts to ensure bills were delivered timely to customers. Although 2022 saw a temporary reduction in our capacity to process bills below General Order 103-A requirements, extensive training and more experience in the billing role has restored our capacity for timely bill production going forward.

- c. Please provide the total number of customers in 2022 (average for the year).

Response:

76,598

Attachment 1-4: Suburban's Response to Public Advocates Office DR SIB-003



**Suburban
Water Systems**

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June 30, 2023

To: Suliman Ibrahim
Project Coordinator

Shanna Foley
Attorney for Public Advocates Office

Re.: Responses to A.23-01-001, Public Advocates Office DR SIB-003 (Recorded 2022
Data)

Dear Mr. Ibrahim et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

Responses to A.23-01-001, Public Advocates Office
DR SIB-003 (Recorded 2022 Data)

1. In response to JR6-002 Question 1.b. Suburban stated it “anticipates being able to provide final 2022 recorded data to Cal Advocates by June 30, 2023.” Suburban has affirmed this date several times including at the May 01, 2023 prehearing conference. Please provide an RO model that includes recorded 2022 data instead of estimated 2022 data. Please provide the RO model in Microsoft Excel format and highlight any cells that have changed.

Response:

Suburban interprets the requested 2022 data similar to DR JR6-001 questions, and Suburban provides accounting balances and the details related to:

1. Recorded 2022 Suburban expenses.
2. Recorded 2022 Parent Company expenses.
3. 2022 utility plant additions.
4. 2022 plant retirements.
5. 2022 taxes.

For accounting balances, please see file entitled “DR SIB-003 Response #1-6.xlsx” for the relevant tabs. For the details of the balances, please refer to:

1. DR SIB-003 - 2022 SWS Expenses_Detail.xlsx
2. DR SIB-003 - 2022 Parent Co. Expenses_Detail.xlsx
3. DR SIB-003 - 2022 Utility Plant Addition_Detail.xlsx
4. DR SIB-003 - 2022 Utility Plant Retirement_Detail.xlsx
5. DR SIB-003 - 2022 Taxes_Detail.xlsx

Regarding Public Advocates’ request that Suburban update the RO Model, Public Advocates’ Protest requested only “2022 recorded data.” This is far different from an update to the RO Model which would effectively mean an update to Suburban’s entire application, requiring calculations and assumptions which would result in a totally different revenue requirement from Suburban’s request. Suburban objects to this request as overbroad and unduly burdensome.

2. Please provide 2022 recorded data for all GO-103A customer service requirements similar to the data provided in response to KN3-02.
3. Please provide 2022 recorded data for all GO-103A Appendix E customer service requirements similar to the data provided in response to KN3-02.
4. Please provide 2022 recorded data for customer complaints forwarded to Suburban from CAB similar to the data provided in response to KN3-02.
5. Please provide 2022 recorded data for customer complaints sent directly to Suburban broken down by complain type similar to the data provided in response to KN3-02.

6. Please provide 2022 recorded data for water quality complaints sent directly to Suburban broken down by complaint type similar to the data provided in response to KN3-02.

Response #2 - #6:

Please see file entitled “DR SIB-003 Response #1-6.xlsx” tab Q. 2-6.

7. Please provide the 2022 number of customers that benefited from the one-time leak forgiveness policy and the annual cost of the program.

Response:

There were 42 customers who benefited from the one-time leak forgiveness policy for a total annual cost of \$12,744.16 for the program.

8. Please provide the 2022 general ledger for leak adjustments in excel format, similar to the response to DR KN3-07 #1.b.

Response:

Please see file entitled “DR SIB-003 Response #8 (Confidential).xlsx”

- a. Please use the table below to provide an explanation for Suburban to justify each of the leak forgiveness adjustments. Please note row 1 is an example of proof of repair receipt and explanation.

	Posting date	District	Contract Account	Amount	Explanation and Receipt
1	10/5/20	WUSJ	6000156000	\$ 1,082.39	Customer received a very high bill, then provided proof of the leak repair. Suburban provided a leak adjustment after receiving the customer's proof.
2					
3					
4					
5					

Response:

Please file entitled “DR SIB-003 Response #8.a.pdf” for the explanation and proof of repair.

SUBURBAN WATER SYSTEMS
DR SIB-003

Description	2022
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DR SIB-003 Q. 2. Please provide 2022 recorded data for all GO-103A Customer service requirements similar to the data provided in response to KN3-02.
 DR SIB-003 Q. 3. Please provide 2022 recorded data for all GO-103A Appendix E customer service requirements similar to the data provided in response to KN3-02.

Response to Q. 2 and Q.3:

PHONE SYSTEM	
Total Calls Received	69,720
Number of Calls Answered in More Than 30 Seconds	63,081
Number of Calls Abandoned	18,806
BILLING	
Total Number of Bills Rendered Annually	924,317
Bills Not Rendered in 7 Days (10 for Finals)	30,917
Inaccurate Bills Rendered	-
PAYMENT	
Number of Payments Posted Incorrectly	-
Total Number of Payments Posted	809,123
METER READING	
Total Number of Meters Readings Scheduled	914,400
The Number of Meters Not Read	425
WORK ORDER COMPLETION	
Total Number of Customer Orders Scheduled and Completed	10,420
Excluding any orders not completed due to events outside the utility's control.	-

DR SIB-003 Q. 4. Please provide 2022 recorded data for customer complaints forwarded to Suburban from CAB similar to the data provided in response to KN3-02.

Response:

Total Number of Complaints Reported Annually to the Utility by the Commission's CAB, Broken Down by type and Description of the Complaints	
High Bill	12
Deposit Refund	-
LIRA Issue	-
Misc.	1

DR SIB-003 Q. 5. Please provide 2022 recorded data for customer complaints sent directly to Suburban broken down by complain type similar to the data provided in response to KN3-02.

Response:

Leak	1,690
Bill Inquiry	1,988

High/Low Pressure	232
No Water	217

DR SIB-003 Q. 6. Please provide 2022 recorded data for water quality complaints sent directly to Suburban broken down by complaint type similar to the data provided in response to KN3-02.

Response:

Complaints Received by the Utility Regarding Water Quality Broken Down by Complaint Type	
Cloudy	6
Color	40
Taste	5
Odor	15
Taste & Odor	-
Other	8
Particles	14

2022 Leak Adjustments

No.	Company code	Company Name	Main Transaction	Sub-Transaction	G/L Account	G/L Account Name	Year	Month	Posting date	District	District Name	Fiscal year/period	Amount	Contract Account	LIRA (Y/N)
1	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	1	1/7/2022	SIH	San Jose Hills	JAN 2022	\$ 544.82	6000043888	N
2	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	2	02/22/22	SIH	San Jose Hills	FEB 2022	\$ 228.59	6000076994	N
3	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	3	03/02/22	WLM	Whittier/La Mirada	MAR 2022	\$ 181.75	6000031153	N
4	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	3	03/04/22	WLM	Whittier/La Mirada	MAR 2022	\$ 53.27	6000096519	N
5	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	4	04/21/22	SIH	San Jose Hills	APR 2022	\$ 769.03	6000089381	N
6	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	4	04/26/22	WLM	Whittier/La Mirada	APR 2022	\$ 7.48	6000059176	Y
7	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	4	04/27/22	WLM	Whittier/La Mirada	APR 2022	\$ 68.61	6000166849	Y
8	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	4	04/28/22	WLM	Whittier/La Mirada	APR 2022	\$ 294.87	6000156389	N
9	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	4	04/28/22	WLM	Whittier/La Mirada	APR 2022	\$ 63.69	6000013117	N
10	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	4	04/28/22	SIH	San Jose Hills	APR 2022	\$ 112.05	6000068486	N
11	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	4	04/29/22	SIH	San Jose Hills	APR 2022	\$ 128.14	6000025499	N
12	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	5	05/23/22	SIH	San Jose Hills	MAY 2022	\$ 244.38	6000100752	N
13	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	5	05/23/22	WLM	Whittier/La Mirada	MAY 2022	\$ 24.88	6000165786	N
14	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	6	06/13/22	WLM	Whittier/La Mirada	JUN 2022	\$ 300.80	6000137708	N
15	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	6	06/23/22	SIH	San Jose Hills	JUN 2022	\$ 874.63	6000153547	N
16	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	6	06/23/22	WLM	Whittier/La Mirada	JUN 2022	\$ 597.60	6000003166	N
17	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	6	06/30/22	WLM	Whittier/La Mirada	JUN 2022	\$ 357.03	6000138999	N
18	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	7	07/01/22	WLM	Whittier/La Mirada	JUL 2022	\$ 196.90	6000171372	N
19	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	7	07/07/22	WLM	Whittier/La Mirada	JUL 2022	\$ 1,462.19	6000119510	N
20	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	7	07/07/22	WLM	Whittier/La Mirada	JUL 2022	\$ 206.69	6000171593	N
21	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	7	07/07/22	SIH	San Jose Hills	JUL 2022	\$ 55.68	6000023548	N
22	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	7	07/14/22	SIH	San Jose Hills	JUL 2022	\$ 84.50	6000066762	N
23	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	7	07/26/22	SIH	San Jose Hills	JUL 2022	\$ 394.39	6000131958	N
24	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	7	07/28/22	SIH	San Jose Hills	JUL 2022	\$ 337.72	6000143433	N
25	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	8	8/11/2022	WLM	Whittier/La Mirada	AUG 2022	\$ 75.49	6000135821	Y
26	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	8	8/19/2022	WLM	Whittier/La Mirada	AUG 2022	\$ 256.86	6000036996	Y
27	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	9	9/7/2022	WLM	Whittier/La Mirada	SEP 2022	\$ 13.63	6000135821	N
28	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	9	9/23/2022	WLM	Whittier/La Mirada	SEP 2022	\$ 14.00	6000169637	Y
29	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	10	10/3/2022	WLM	Whittier/La Mirada	OCT 2022	\$ 35.00	6000169637	Y
30	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	10	10/19/2022	WLM	Whittier/La Mirada	OCT 2022	\$ 823.00	6000002678	Y
31	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	11	11/3/2022	WLM	Whittier/La Mirada	NOV 2022	\$ 206.93	6000027637	Y
32	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	11	11/9/2022	WLM	Whittier/La Mirada	NOV 2022	\$ 962.59	6000016895	Y
33	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	11	11/17/2022	WLM	Whittier/La Mirada	NOV 2022	\$ 158.75	6000027637	Y
34	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	11	11/30/2022	WLM	Whittier/La Mirada	NOV 2022	\$ 105.22	6000136145	N
35	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	11	11/30/2022	SIH	San Jose Hills	NOV 2022	\$ 103.92	6000138750	Y
36	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	12	12/1/2022	SIH	San Jose Hills	DEC 2022	\$ 18.39	6000094508	N
37	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	12	12/5/2022	SIH	San Jose Hills	DEC 2022	\$ 1,238.08	6000100623	N
38	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	12	12/5/2022	SIH	San Jose Hills	DEC 2022	\$ 735.98	6000119587	N
39	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	12	12/5/2022	SIH	San Jose Hills	DEC 2022	\$ 260.15	6000173776	N
40	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	12	12/6/2022	SIH	San Jose Hills	DEC 2022	\$ 88.96	6000169453	N
41	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	12	12/19/2022	SIH	San Jose Hills	DEC 2022	\$ 39.40	6000047621	Y
42	6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2022	12	12/19/2022	SIH	San Jose Hills	DEC 2022	\$ 18.12	6000117741	N
													<u>\$ 12,744.16</u>		

**Attachment 1-5: Email Contact from
CAB by Alan Reynolds to Katherine
Nguyen**

Case Num	Receipt Date	Source	Category	Subcategory_1	Subcategory_2	Case Type	Utility Name	Utility Code	Disposition
201471	1/5/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
202191	1/10/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
202196	1/10/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
202263	1/10/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
202395	1/11/2012	Phone	Service	Quality of Service	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
202780	1/12/2012	Phone	Billing	High Bill	Estimated Billing	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
202793	1/12/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
202802	1/12/2012	Phone	Not Regul	Non-Jurisdictional Matter	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
202834	1/12/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
202835	1/12/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
202872	1/13/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
203347	1/18/2012	Phone	Not Regul	Non-Jurisdictional Matter	NULL	COMPLAINT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
203906	1/20/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
204338	1/22/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
204406	1/24/2012	Phone	Service	Quality of Service	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
204443	1/24/2012	Written	Service	Quality of Service	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
204562	1/24/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
205593	1/30/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
205727	1/31/2012	Phone	Service	Quality of Service	NULL	COMPLAINT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
205903	2/1/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
206202	2/2/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
206944	2/6/2012	Written	Billing	Disputed Bill	Estimated Billing	IMPOUND	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
207602	2/9/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
207642	2/6/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
207689	2/9/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
207792	2/10/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
208803	2/15/2012	Written	Billing	High Bill	NULL	IMPOUND	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
208875	2/16/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTD339	INQUIRY ANSWERED
208896	2/16/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
209291	2/21/2012	Phone	Billing	Payment Arrangements	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
209977	2/23/2012	Written	Not Regul	Non-Jurisdictional Matter	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
211372	3/1/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
211841	2/27/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
212080	3/6/2012	Phone	Service	Disconnected In Error	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
212848	3/11/2012	Written	Billing	Payment Arrangements	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
212995	3/12/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
214222	3/19/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
214227	3/19/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
216507	3/30/2012	Written	Billing	Disputed Bill	NULL	IMPOUND	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
218495	4/12/2012	Phone	Billing	Payment Arrangements	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
219732	4/20/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
220970	4/30/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
221393	5/2/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
221731	5/3/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
221877	5/4/2012	Phone	Billing	High Bill	Estimated Billing	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
221942	5/4/2012	Phone	Service	Quality of Service	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
221994	5/4/2012	Written	Billing	Estimated Billing	High Bill	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
223714	5/17/2012	Phone	Billing	Payment Arrangements	NULL	INQUIRY	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
223735	5/17/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTD339	ADVISE CONSUMER TO WRITE
223816	5/18/2012	Phone	Billing	Payment Arrangements	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
223859	5/18/2012	Written	Billing	Payment Arrangements	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR

223950	5/18/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
224321	5/22/2012	Phone	Regulated	Commission Approved Policy/Practices	Rate Protest	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
224518	5/22/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	NON-JURISDICTIONAL
225697	5/29/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
227465	6/11/2012	Written	Regulated	Rate Protest	NULL	COMPLAINT	Suburban Water Systems	WTA339	FORWARDED TO PAO
227761	6/12/2012	Phone	Billing	900/976 Information Svcs	NULL	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
227782	6/12/2012	Phone	Regulated	Rate Protest	NULL	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
228044	6/14/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
228090	6/14/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
228105	6/14/2012	Phone	Regulated	Rate Protest	NULL	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
228421	6/15/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
228501	6/17/2012	Written	Regulated	Bill Format	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
228658	6/18/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
228757	6/15/2012	Written	Billing	Disputed Bill	High Bill	IMPOUND	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
228759	6/19/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
228968	6/20/2012	Written	Billing	High Bill	Meter Reading Issue	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
229019	6/20/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
229149	6/21/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
229163	6/21/2012	Phone	Regulated	Rate Protest	NULL	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
229271	6/21/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
229294	6/22/2012	Written	Billing	Disputed Bill	High Bill	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
229375	6/21/2012	Written	Regulated	Rate Protest	High Bill	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
230044	6/25/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
230046	6/25/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
230625	6/29/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
230628	6/29/2012	Written	Regulated	Rate Protest	NULL	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
230651	6/30/2012	Written	Regulated	Rate Protest	NULL	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
231027	6/14/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
231085	7/3/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
231402	7/5/2012	Written	Regulated	Rate Protest	High Bill	IMPOUND	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
231558	7/8/2012	Written	Billing	High Bill	Rate Protest	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
231798	7/9/2012	Written	Billing	Disputed Bill	NULL	IMPOUND	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
232014	7/9/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
232015	7/9/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
232278	7/12/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
232747	7/16/2012	Phone	Regulated	Rate Protest	NULL	INQUIRY	Suburban Water Systems	WTA339	MISDIRECTED - REFER TO O.P. BRANCH
232991	7/17/2012	Phone	Regulated	Rate Protest	Commission Approved Policy/Practices	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
233115	7/12/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
233241	7/18/2012	Written	Regulated	Rate Protest	Commission Approved Policy/Practices	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
233357	7/19/2012	Phone	Regulated	Rate Protest	Commission Approved Policy/Practices	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
233365	7/19/2012	Phone	Regulated	Rate Protest	Commission Approved Policy/Practices	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
233500	7/20/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
233594	7/20/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
233703	7/23/2012	Phone	Regulated	Rate Design	NULL	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
233709	7/23/2012	Phone	Regulated	Rate Protest	High Bill	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
233741	7/23/2012	Phone	Billing	Disputed Bill	High Bill	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
233965	7/24/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
233992	7/20/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
234041	7/24/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
234074	7/24/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
234527	7/27/2012	Phone	Regulated	Rate Protest	High Bill	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
234554	7/27/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE

234653	7/27/2012	Phone	Regulated	Rate Protest	Commission Approved Policy/Practices	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
234674	7/26/2012	Written	Billing	High Bill	Meter Reading Issue	IMPOUND	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
234856	7/30/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
234986	7/31/2012	Phone	Regulated	Rate Protest	Commission Approved Policy/Practices	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
235186	8/1/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
235284	8/1/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
235905	8/7/2012	Phone	Billing	Payment Arrangements	NULL	COMPLAINT	Suburban Water Systems	WTD339	INQUIRY ANSWERED
235955	8/3/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
235967	8/6/2012	Written	Regulated	Rate Protest	Commission Approved Policy/Practices	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
236331	8/9/2012	Phone	Regulated	Rate Protest	Commission Approved Policy/Practices	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
236584	8/10/2012	Written	Billing	High Bill	NULL	IMPOUND	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
236934	8/14/2012	Phone	Regulated	Rate Protest	NULL	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
236986	8/14/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
236992	8/14/2012	Written	Billing	High Bill	NULL	IMPOUND	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
237972	8/21/2012	Phone	Billing	Payment Arrangements	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
239098	8/29/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
239268	8/29/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
240561	9/7/2012	Written	Regulated	Commission Approved Policy/Practices	NULL	COMPLAINT	Suburban Water Systems	WTA339	MISDIRECTED - REFER TO O.P. BRANCH
241036	9/12/2012	Phone	Service	Quality of Service	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
241085	9/13/2012	Phone	Regulated	Rate Protest	NULL	COMPLAINT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
241432	9/14/2012	Written	Regulated	Rate Protest	NULL	COMPLAINT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
241570	9/14/2012	Written	Unknown	Unknown	NULL	IMPOUND	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
242279	9/20/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
242301	9/21/2012	Phone	Billing	High Bill	Meter Inaccuracy	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
242316	9/21/2012	Phone	Billing	Meter Inaccuracy	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
242604	9/24/2012	Phone	Service	Quality of Service	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
242644	9/24/2012	Phone	Regulated	Rate Protest	NULL	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
242775	9/25/2012	Phone	Billing	Payment Arrangements	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
243116	9/27/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
243370	9/28/2012	Written	Billing	Disputed Bill	Disconnection Non Payment	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
243802	10/1/2012	Written	Billing	High Bill	NULL	IMPOUND	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
243824	10/2/2012	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
243973	10/3/2012	Phone	Billing	High Bill	Disputed Bill	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
244328	10/4/2012	Written	Billing	Meter Inaccuracy	High Bill	IMPOUND	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
244559	10/3/2012	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
244719	10/3/2012	Written	Billing	Meter Reading Issue	Disputed Bill	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
245217	10/11/2012	Phone	Billing	Payment Arrangements	NULL	INQUIRY	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
245302	10/12/2012	Phone	Billing	Payment Arrangements	NULL	INQUIRY	Suburban Water Systems	WTA339	INQUIRY ANSWERED
245712	10/9/2012	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
247131	10/24/2012	Phone	Service	Disconnection Non Payment	Payment Arrangements	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
247827	10/30/2012	Phone	Billing	Payment Arrangements	NULL	INQUIRY	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
249159	11/8/2012	Phone	Service	Disconnection Non Payment	Payment Arrangements	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
249809	11/14/2012	Written	Service	Disconnection Non Payment	Payment Arrangements	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
249975	11/15/2012	Phone	Billing	Disputed Bill	NULL	INQUIRY	Suburban Water Systems	WTA339	INQUIRY ANSWERED
249990	11/15/2012	Phone	Unknown	Unknown	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
250002	11/15/2012	Written	Billing	High Bill	Disputed Bill	COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
250420	11/19/2012	Written	Service	Outage	Quality of Service	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
250517	11/20/2012	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
253003	12/9/2012	Written	Billing	Disputed Bill	Meter Reading Issue	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
254222	12/17/2012	Written	Service	Disconnection Non Payment	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
254982	12/24/2012	Phone	Billing	Payment Arrangements	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
255501	12/28/2012	Phone	Service	Disconnection Non Payment	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE

255629	12/30/2012	Written	Service	Quality of Service	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
255748	12/31/2012	Phone	Service	Quality of Service	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
256838	1/8/2013	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
258054	1/16/2013	Phone	Billing	High Bill	Meter Inaccuracy	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
258502	1/22/2013	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
258512	1/22/2013	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
264536	3/4/2013	Phone	Not Regul	Surcharges/Taxes	NULL	INQUIRY	Suburban Water Systems	WTA339	MISDIRECTED - REFER TO O.P. BRANCH
265189	3/7/2013	Phone	Billing	Backbilling	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
265839	3/7/2013	Written	Billing	Backbilling	Disputed Bill	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
266068	3/12/2013	Phone	Service	Disconnection Non Payment	Payment Arrangements	COMPLAINT	Suburban Water Systems	WTD339	REFERRED TO EXECUTIVE OFFICE
266695	3/14/2013	Written	Billing	High Bill	NULL	IMPOUND	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
268867	3/27/2013	Phone	Billing	Disputed Bill	High Bill	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
268904	3/27/2013	Phone	Service	Disconnected In Error	Payment Arrangements	INQUIRY	Suburban Water Systems	WTA339	INQUIRY ANSWERED
270168	4/4/2013	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
271056	4/10/2013	Phone	Service	Disconnection Non Payment	Payment Arrangements	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
272062	4/17/2013	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
272645	4/22/2013	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
272687	4/22/2013	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
272873	4/23/2013	Written	Regulated	Rate Protest	NULL	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
273464	4/26/2013	Phone	Service	Disconnection Non Payment	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
273503	4/27/2013	Written	Billing	Disputed Bill	Rate Protest	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
273512	4/29/2013	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
274223	4/29/2013	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
274878	5/8/2013	Phone	Billing	Disputed Bill	Disconnection Non Payment	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
275061	5/9/2013	Written	Billing	High Bill	NULL	IMPOUND	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
279137	6/7/2013	Phone	Regulated	Rate Protest	NULL	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
279142	6/7/2013	Phone	Billing	Payment Arrangements	NULL	INQUIRY	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
279692	6/12/2013	Phone	Service	Disconnection Non Payment	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
280063	6/14/2013	Phone	Billing	Payment Arrangements	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
281818	6/26/2013	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
282353	7/1/2013	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
282499	7/2/2013	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
282617	7/3/2013	Phone	Billing	Payment Arrangements	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
283275	7/9/2013	Phone	Not Regul	Non-Jurisdictional Matter	NULL	INQUIRY	Suburban Water Systems	WTA339	INQUIRY ANSWERED
283560	7/10/2013	Written	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
285636	7/25/2013	Phone	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
285741	7/25/2013	Phone	Service	Outage	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
286283	7/30/2013	Phone	Billing	Payment Arrangements	Disconnection Non Payment	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
286438	7/30/2013	Written	Billing	High Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
286689	8/1/2013	Phone	Service	Quality of Service	NULL	INQUIRY	Suburban Water Systems	WTD339	INQUIRY ANSWERED
287099	8/2/2013	Written	Billing	High Bill	NULL	IMPOUND	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
287235	8/6/2013	Phone	Service	Disconnection Non Payment	Payment Arrangements	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
287435	8/7/2013	Phone	Billing	Disputed Bill	NULL	INQUIRY	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
288215	8/12/2013	Written	Billing	High Bill	NULL	IMPOUND	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
288456	8/14/2013	Phone	Not Regul	Surcharges/Taxes	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
289518	8/21/2013	Phone	Regulated	Whistleblower	NULL	COMPLAINT	Suburban Water Systems	WTA339	MISDIRECTED - REFER TO O.P. BRANCH
290187	8/26/2013	Phone	Billing	Disputed Bill	NULL	COMPLAINT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
291145	8/30/2013	Phone	Service	Disconnection Non Payment	NULL	INQUIRY	Suburban Water Systems	WTD339	INQUIRY ANSWERED
291873	9/3/2013	Written	Unknown	Unknown	NULL	COMPLAINT	Suburban Water Systems	WTA339	FORWARDED TO PAO
292288	9/10/2013	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
294522	9/24/2013	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
294777	9/26/2013	Phone	Service	Outage	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE

294892	9/26/2013	Phone	Policy and Safety	NULL	PHONE CONTACT	Suburban Water Systems	WTD339	INQUIRY ANSWERED	
295207	9/27/2013	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
296746	10/10/2013	Phone	Not Regul	NJ Company Practice	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	COMMISSION POLICY
297485	10/16/2013	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
299162	10/29/2013	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
299745	11/1/2013	Phone	Service	Disconnection Non Payment	Payment Arrangements	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
300796	11/11/2013	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
302205	11/21/2013	Phone	Not Regul	NJ Not Listed	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
302710	11/25/2013	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
303602	12/4/2013	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTD339	INQUIRY ANSWERED
303641	12/5/2013	Phone	Not Regul	NJ Claims for Damages	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
303712	12/5/2013	Written	Service	Disconnection Non Payment	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
303858	12/6/2013	Phone	Service	Disconnected In Error	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
303989	12/5/2013	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
304756	12/12/2013	Written	Service	Disconnection Non Payment	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
310351	2/6/2014	Phone	Service	Disconnection Non Payment	Payment Arrangements	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
311370	2/18/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
312571	2/27/2014	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
313429	3/7/2014	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
314542	3/19/2014	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
316137	4/4/2014	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
316463	4/9/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
320393	5/21/2014	Phone	Not Regul	NJ Not Listed	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - NON-JURISDICTIONAL
320757	5/27/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
321425	6/2/2014	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
321962	6/9/2014	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
324022	7/1/2014	Phone	Unknown	Unknown	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
324030	7/1/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
324094	7/1/2014	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
324785	7/10/2014	Phone	Billing	Payment Arrangements	Disconnection Non Payment	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
325177	7/15/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
325678	7/21/2014	Written	Billing	Other Charges	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
326245	7/25/2014	Phone	Policy and	Water Rationing/Allocation	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
326641	7/29/2014	Phone	Billing	Other Charges	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
326831	7/30/2014	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	NON-JURISDICTIONAL
327151	8/4/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
327459	8/6/2014	Phone	Billing	Bill Adjustment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
327614	8/7/2014	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
327791	8/8/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
332526	9/22/2014	Written	Billing	High Bill	Bill Adjustment	IMPOUND	Suburban Water Systems	WTA339	DISCRETION UTILITY
332556	9/22/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
332766	9/23/2014	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
334455	10/9/2014	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
335073	10/15/2014	Phone	Not Regul	NJ Claims for Damages	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
335170	10/16/2014	Phone	Not Regul	NJ Claims for Damages	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
336433	10/28/2014	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
337028	11/3/2014	Phone	Not Regul	NJ Surcharges/Taxes	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
337238	11/5/2014	Written	Billing	Payment Arrangements	Disconnection Non Payment	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
337244	11/5/2014	Phone	Service	Disconnection Non Payment	Bill Format	PHONE CONTACT	Suburban Water Systems	WTA339	NON-JURISDICTIONAL
337967	11/13/2014	Phone	Service	Disconnection Non Payment	Payment Arrangements	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
338720	11/19/2014	Written	Billing	Deposits	Bill Adjustment	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
338928	11/21/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE

339235	11/25/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
340313	12/9/2014	Phone	Billing	Payment Arrangements	Deposits	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
340434	12/10/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
340442	12/10/2014	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
340648	12/15/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
340864	12/16/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
341359	12/19/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
341465	12/22/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
341791	12/26/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
341793	12/26/2014	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
342039	12/29/2014	Phone	Service	Disconnection Non Payment	Payment Arrangements	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
342313	1/2/2015	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
342624	1/6/2015	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
343110	1/9/2015	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
343492	1/13/2015	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
343660	1/14/2015	Written	Billing	Payment Error	NJ Company Practice	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
345354	1/30/2015	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
346355	2/9/2015	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
346688	2/12/2015	Phone	Not Regul	NJ Surcharges/Taxes	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	NON-JURISDICTIONAL
346718	2/12/2015	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
346771	2/12/2015	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
347169	2/17/2015	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
347417	2/19/2015	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
348458	2/27/2015	Written	Billing	High Bill	Bill Adjustment	IMPOUND	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
349680	3/12/2015	Phone	Service	Refusal To Serve	Safety	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
349765	3/13/2015	Phone	Billing	Other Charges	Cramming	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
349958	3/16/2015	Phone	Billing	Bill Adjustment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
350510	3/19/2015	Written	Service	Disconnection Non Payment	Payment Arrangements	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
351313	3/27/2015	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
352283	4/20/2015	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
354009	4/28/2015	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
354170	4/29/2015	Phone	Unknown	Unknown	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
354222	4/29/2015	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
355981	5/19/2015	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
357569	6/8/2015	Written	Policy and	Water Rationing/Allocation	Commission Policy/Rules	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
358209	6/15/2015	Written	Billing	High Bill	Bill Adjustment	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
358338	6/16/2015	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
358792	6/22/2015	Phone	Billing	Meter Inaccuracy	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
358892	6/22/2015	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
360473	7/8/2015	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
360487	7/8/2015	Phone	Billing	High Bill	Bill Adjustment	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
360553	7/9/2015	Phone	Not Regul	NJ Company Practice	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
360573	7/9/2015	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
362452	7/28/2015	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
362586	7/29/2015	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
362734	7/30/2015	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
363562	8/6/2015	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
363736	8/10/2015	Written	Billing	Bill Adjustment	High Bill	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
365516	8/27/2015	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
365841	8/31/2015	Written	Billing	High Bill	Bill Adjustment	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
365847	8/31/2015	Written	Billing	High Bill	Bill Adjustment	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
366120	9/1/2015	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY

366750	9/9/2015	Written	Policy and	Water Rationing/Allocation	Commission Policy/Rules	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
367127	9/14/2015	Phone	Not Regul	NJ Surcharges/Taxes	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
367287	9/14/2015	Written	Billing	High Bill	Water Rationing/Allocation	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
367424	9/15/2015	Phone	Policy and	Water Rationing/Allocation	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
367468	9/16/2015	Phone	Policy and	Water Rationing/Allocation	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	NON-JURISDICTIONAL
367935	9/21/2015	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
368165	9/22/2015	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
368322	9/24/2015	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
368845	9/29/2015	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
369112	10/1/2015	Written	Billing	High Bill	Meter Reading Issue	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
369578	10/6/2015	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
369802	10/8/2015	Written	Policy and	Water Rationing/Allocation	Commission Policy/Rules	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
369820	10/8/2015	Phone	Service	Disconnection Non Payment	Payment Arrangements	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
370922	10/20/2015	Phone	Not Regul	NJ Company Practice	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	NON-JURISDICTIONAL
371138	10/21/2015	Written	Service	Disconnection Non Payment	Payment Arrangements	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
371311	10/23/2015	Written	Billing	High Bill	Bill Adjustment	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	COMPROMISE
371355	10/23/2015	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
371482	10/26/2015	Written	Billing	High Bill	Water Rationing/Allocation	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
371484	10/26/2015	Written	Billing	High Bill	Bill Adjustment	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
371813	10/29/2015	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
371895	10/29/2015	Written	Billing	High Bill	Meter Reading Issue	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
372256	11/3/2015	Written	Policy and	Water Rationing/Allocation	Commission Policy/Rules	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
374102	11/22/2015	Written	Billing	High Bill	Meter Inaccuracy	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
374158	11/23/2015	Phone	Not Regul	NJ Company Practice	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
374464	11/25/2015	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
374478	11/30/2015	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
374912	12/2/2015	Phone	Billing	Bill Format	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	COMMISSION POLICY
375358	12/8/2015	Phone	Billing	Deposits	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
375530	12/9/2015	Phone	Billing	Deposits	Disconnected In Error	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
376372	12/18/2015	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
376955	12/28/2015	Phone	Policy and	Water Rationing/Allocation	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
377705	1/5/2016	Phone	Policy and	Water Rationing/Allocation	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
378086	1/8/2016	Phone	Billing	Bill Format	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
378087	1/8/2016	Written	Billing	High Bill	Bill Adjustment	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
378089	1/8/2016	Written	Billing	High Bill	NULL	IMPOUND	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
378441	1/12/2016	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
378856	1/15/2016	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
379434	1/22/2016	Written	Service	Disconnection Non Payment	NJ Company Practice	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
379876	1/27/2016	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
382761	2/19/2016	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
384141	3/3/2016	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
384267	3/4/2016	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
385369	3/16/2016	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
386819	4/4/2016	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
386877	4/2/2016	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
387202	4/6/2016	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
387556	4/8/2016	Written	Billing	High Bill	Meter Reading Issue	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
391120	5/17/2016	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
391905	5/13/2016	Written	Billing	High Bill	Meter Reading Issue	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
393009	5/24/2016	Phone	Not Regul	NJ Surcharges/Taxes	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
394805	6/9/2016	Written	Billing	Disputed Customer of Record	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
395518	6/21/2016	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY

396168	6/28/2016	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO OTHER CPUC BRANCH
396172	6/28/2016	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
396498	7/1/2016	Phone	Billing	Payment Error	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
396511	7/1/2016	Phone	Billing	Payment Error	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
397102	7/11/2016	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
397441	7/13/2016	Phone	Billing	High Bill	Bill Adjustment	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
397573	7/14/2016	Written	Billing	Deposits	Disconnection Non Payment	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
397700	7/18/2016	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
397823	7/19/2016	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
397893	7/19/2016	Phone	Service	Delayed Orders/Missed Appointments	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
397994	7/20/2016	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
397995	7/20/2016	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
398000	7/20/2016	Phone	Billing	Estimated Billing	High Bill	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
398730	7/28/2016	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
399195	8/2/2016	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
399505	8/5/2016	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
400277	8/15/2016	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
400836	8/19/2016	Written	Billing	High Bill	NULL	IMPOUND	Suburban Water Systems	WTA339	COMPROMISE
400864	8/22/2016	Phone	Billing	High Bill	Meter Reading Issue	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
401220	8/22/2016	Written	Service	Delayed Orders/Missed Appointments	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
401917	8/31/2016	Phone	Billing	Bill Format	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
402094	9/1/2016	Written	Billing	Other Charges	High Bill	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
402703	9/12/2016	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
402867	9/13/2016	Phone	Billing	Bill Adjustment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
403012	9/14/2016	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
403646	9/21/2016	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
403869	9/21/2016	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
404277	9/29/2016	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
404288	9/29/2016	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
404835	10/6/2016	Phone	Billing	High Bill	Payment Arrangements	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
404966	10/9/2016	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
405515	10/17/2016	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
405885	10/19/2016	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
406200	10/24/2016	Written	Billing	High Bill	Meter Inaccuracy	IMPOUND	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
406560	10/26/2016	Written	Service	Disconnection Non Payment	Payment Arrangements	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
407305	11/4/2016	Written	Billing	Bill Adjustment	Deposits	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
407873	11/14/2016	Phone	Billing	Bill Adjustment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
407937	11/14/2016	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
408259	11/18/2016	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
410036	12/14/2016	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
410148	12/13/2016	Written	Billing	High Bill	Bill Adjustment	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
413282	1/20/2017	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
414024	1/27/2017	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
415476	2/8/2017	Written	Billing	Meter Inaccuracy	High Bill	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
416777	2/22/2017	Phone	Rates	Rate Design	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
417370	2/27/2017	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
417805	3/1/2017	Written	Rates	Rate Protest	NULL	COMPLAINT	Suburban Water Systems	WTA339	FORWARDED TO PAO
418530	3/9/2017	Written	Service	Disconnection Non Payment	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
418727	3/10/2017	Phone	Rates	Rate Protest	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	FORWARDED TO PAO
419299	3/16/2017	Written	Billing	Bill Adjustment	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
419664	3/21/2017	Phone	Billing	Deposits	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
420080	3/24/2017	Written	Billing	High Bill	Meter Reading Issue	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY

421456	4/10/2017	Phone	Service	Delayed Orders/Missed Appointments	High Bill	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
421458	4/10/2017	Phone	Service	Delayed Orders/Missed Appointments	High Bill	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
423305	5/1/2017	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
423944	5/9/2017	Phone	Service	Disconnection Non Payment	Deposits	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
425000	5/19/2017	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
425297	5/23/2017	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
425350	5/24/2017	Written	Service	Refusal To Serve	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
425488	5/25/2017	Phone	Policy and Safety	NULL	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
425802	5/31/2017	Phone	Billing	Deposits	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
426802	6/12/2017	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
427123	6/14/2017	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
427526	6/19/2017	Written	Billing	Deposits	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
427858	6/22/2017	Written	Billing	High Bill	Bill Adjustment	PHONE CONTACT	Suburban Water Systems	WTA339	DISCRETION UTILITY
429601	7/13/2017	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
430517	7/24/2017	Phone	Unknown	Unknown	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
430555	7/24/2017	Written	Billing	Bill Adjustment	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
431019	7/31/2017	Phone	Not Regul	NJ Not Listed	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
431796	8/7/2017	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
432504	8/15/2017	Phone	Billing	Bill Format	High Bill	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
432690	8/17/2017	Phone	Billing	Bill Adjustment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
432885	8/18/2017	Written	Not Regul	NJ Not Listed	NULL	COMPLAINT	Suburban Water Systems	WTA339	NON-JURISDICTIONAL
433250	8/23/2017	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
434399	9/6/2017	Phone	Service	Disconnected In Error	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
435009	9/13/2017	Phone	Service	Disconnection Non Payment	Payment Arrangements	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
435178	9/14/2017	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
436170	9/26/2017	Phone	Billing	Other Charges	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
436536	10/2/2017	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
438554	10/24/2017	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
439159	10/31/2017	Written	Billing	High Bill	Meter Reading Issue	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
443310	12/19/2017	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
443510	12/21/2017	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
443712	12/26/2017	Phone	Not Regul	NJ Customer Service	NJ Company Practice	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
443987	12/29/2017	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
444815	1/10/2018	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
450000	3/15/2018	Written	Billing	Other Charges	Bill Adjustment	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
450202	3/19/2018	Phone	Billing	Other Charges	Deposits	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
450399	3/21/2018	Phone	Billing	Payment Error	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
452806	4/21/2018	Written	Not Regul	NJ Landlord/Tenant Issues	NULL	COMPLAINT	Suburban Water Systems	WTA339	NON-JURISDICTIONAL
453944	5/7/2018	Written	Billing	Bill Adjustment	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
453976	5/7/2018	Phone	Service	Disconnection Non Payment	Payment Arrangements	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
455020	5/21/2018	Phone	Public Pur	Low Income/Special Needs	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
456753	6/14/2018	Phone	Not Regul	NJ Company Practice	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
458514	7/9/2018	Written	Billing	High Bill	NJ Customer Service	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
459258	7/18/2018	Phone	Public Pur	Low Income/Special Needs	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
459704	7/24/2018	Written	Billing	Bill Adjustment	Low Income/Special Needs	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
460856	8/8/2018	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
461249	8/13/2018	Phone	Service	Disconnection Non Payment	Payment Arrangements	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
461571	8/13/2018	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	COMPROMISE
462315	8/21/2018	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
462690	8/24/2018	Phone	Service	Disconnection Non Payment	Deposits	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
462730	8/24/2018	Written	Billing	Deposits	Other Charges	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
463388	8/31/2018	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE

464955	9/19/2018	Phone	Service	Disconnection Non Payment	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
465020	9/19/2018	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
465723	9/27/2018	Written	Policy and	Commission Policy/Rules	NULL	INQUIRY	Suburban Water Systems	WTA339	INQUIRY ANSWERED
469766	11/19/2018	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
470171	11/27/2018	Phone	Billing	Payment Arrangements	High Bill	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
472480	12/27/2018	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
472990	1/4/2019	Written	Billing	High Bill	Meter Reading Issue	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
473362	1/8/2019	Written	Billing	Payment Error	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
473560	1/10/2019	Written	Billing	High Bill	Bill Not Received	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
474733	1/26/2019	Written	Billing	Late Payment Charge - LPC	NJ Company Practice	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
475707	2/6/2019	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
476213	2/12/2019	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
476363	2/13/2019	Phone	Unknown	Unknown	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
477045	2/21/2019	Written	Service	Disconnection Non Payment	NJ Customer Service	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
477184	2/22/2019	Written	Billing	High Bill	Other Charges	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
477891	3/5/2019	Phone	Not Regul	NJ Surcharges/Taxes	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
480031	3/27/2019	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
480545	4/3/2019	Phone	Billing	Other Charges	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
480719	4/4/2019	Written	Rates	Rate Protest	NULL	INQUIRY	Suburban Water Systems	WTA339	INQUIRY ANSWERED
482533	4/29/2019	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
482556	4/29/2019	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
482562	4/29/2019	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
483166	5/7/2019	Phone	Service	Disconnected In Error	Bill Not Received	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
483167	5/7/2019	Phone	Service	Disconnected In Error	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
483280	5/8/2019	Phone	Billing	Payment Error	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
483954	5/16/2019	Written	Billing	High Bill	Disconnected In Error	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
484080	5/20/2019	Phone	Not Regul	NJ Company Practice	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
484251	5/21/2019	Written	Billing	Payment Arrangements	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
484255	5/21/2019	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
484389	5/23/2019	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
485262	6/5/2019	Written	Billing	High Bill	Meter Reading Issue	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
487937	7/15/2019	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
491475	8/21/2019	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
493341	8/26/2019	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
495392	9/19/2019	Written	Policy and	Commission Policy/Rules	Misdirected Correspondence	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
496034	10/3/2019	Phone	Billing	High Bill	Meter Inaccuracy	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
496113	10/4/2019	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
496883	10/8/2019	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
497444	10/17/2019	Phone	Not Regul	NJ Rebates/Promotions	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	NON-JURISDICTIONAL
497458	10/18/2019	Written	Billing	High Bill	NJ Company Practice	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	DISCRETION UTILITY
499644	11/8/2019	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
500300	11/20/2019	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
500354	11/20/2019	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
500602	11/22/2019	Written	Billing	Deposits	High Bill	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
500835	11/26/2019	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
501432	12/6/2019	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
501454	12/6/2019	Written	Billing	High Bill	Meter Inaccuracy	COMPLAINT	Suburban Water Systems	WTA339	COMMISSION POLICY
501873	12/11/2019	Phone	Billing	Other Charges	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
502602	12/18/2019	Written	Billing	High Bill	Meter Reading Issue	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
503691	1/2/2020	Written	Billing	High Bill	Meter Inaccuracy	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
504831	1/17/2020	Written	Billing	High Bill	Meter Reading Issue	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
506298	2/10/2020	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE

507117	2/20/2020	Written	Billing	High Bill	Meter Inaccuracy	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
507487	2/21/2020	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
508126	3/6/2020	Phone	Billing	Other Charges	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
511192	4/24/2020	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
511639	5/4/2020	Phone	Not Regul	NJ Surcharges/Taxes	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - NON-JURISDICTIONAL
512535	5/19/2020	Written	Billing	Meter Reading Issue	High Bill	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
514341	6/23/2020	Written	Billing	High Bill	NJ Customer Service	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
514562	6/26/2020	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
515511	7/14/2020	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
515823	7/20/2020	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
515830	7/20/2020	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
516126	7/24/2020	Phone	Service	Delayed Orders/Missed Appointments	CARE Recertification	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
516560	7/31/2020	Phone	Service	Disconnected In Error	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
516606	7/31/2020	Written	Service	Disconnected In Error	Disconnection Non Payment	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
517375	8/14/2020	Phone	Service	Delayed Orders/Missed Appointments	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
517747	8/20/2020	Phone	Not Regul	NJ Customer Service	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
517967	8/24/2020	Written	Billing	High Bill	NJ Customer Service	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
518161	8/27/2020	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
518805	9/8/2020	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
519518	9/23/2020	Phone	Billing	High Bill	Rate Protest	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
519723	9/28/2020	Written	Billing	Other Charges	Rate Protest	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
524014	12/18/2020	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
524015	12/18/2020	Phone	Policy and	Safety	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
525745	1/19/2021	Written	Billing	High Bill	Meter Reading Issue	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
528129	2/24/2021	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
528241	2/26/2021	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
529459	3/16/2021	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
530504	4/2/2021	Phone	Billing	Payment Error	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
530542	4/2/2021	Written	Service	Outage	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
530659	4/5/2021	Phone	Billing	Other Charges	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
530897	4/8/2021	Phone	Billing	Payment Arrangements	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - UTILITY
532478	5/3/2021	Written	Billing	High Bill	Meter Inaccuracy	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
535151	6/16/2021	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
535518	6/17/2021	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO UTILITY
536197	6/24/2021	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	INQUIRY ANSWERED
537666	7/23/2021	Phone	Billing	High Bill	Payment Arrangements	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
537944	7/27/2021	Phone	Service	Delayed Orders/Missed Appointments	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	REFERRED TO EXECUTIVE OFFICE
539577	8/17/2021	Phone	Billing	Bill Not Received	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
542896	9/28/2021	Phone	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	ADVISE CONSUMER TO WRITE
543003	9/29/2021	Phone	Not Regul	NJ Not Listed	NULL	PHONE CONTACT	Suburban Water Systems	WTA339	MISDIRECTED - NON-JURISDICTIONAL
543814	10/11/2021	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
545510	11/6/2021	Written	Billing	Meter Reading Issue	High Bill	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN FAVOR OF UTILITY
547219	12/7/2021	Written	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR
547695	12/15/2021	Written	Billing	High Bill	Other Charges	INFORMAL COMPLAINT	Suburban Water Systems	WTA339	IN CONSUMER FAVOR

Case Num	Receipt Date	Source	Category	ibcategory	category	Case Type	Utility Name	Comment	Private Comment	Disposition
548835	1/4/2022	WEB	Not Regul	NJ Claims	NULL	COMPLAINT	Suburban Water Systems	NULL	Consumers concerns is re	NON-JURISDICTIONAL
549802	1/18/2022	EMAIL	Service	Delayed O	NJ Custorr	INFORMAL COMPLAINT	Suburban Water Systems	NULL	Utility Response: New cus	IN CONSUMER FAVOR
558427	5/6/2022	WEB	Billing	Other Chai	NJ Custorr	INFORMAL COMPLAINT	Suburban Water Systems	Customer	Customer mention a late fi	IN CONSUMER FAVOR
558797	5/12/2022	WEB	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	NULL	Complaint / Concern: 2 we	IN FAVOR OF UTILITY
562402	7/8/2022	WEB	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	NULL	Sent email to UT regarding	IN FAVOR OF UTILITY
567207	9/9/2022	WEB	Billing	High Bill	Meter Inac	INFORMAL COMPLAINT	Suburban Water Systems	NULL	UT response: "Response v	IN FAVOR OF UTILITY
567252	9/9/2022	LETTER	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	NULL	Utility Response: Suburban	IN CONSUMER FAVOR
567772	9/16/2022	WEB	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	NULL	UT Response: " Response	IN FAVOR OF UTILITY
568303	9/24/2022	WEB	Billing	High Bill	Bill Adjustr	INFORMAL COMPLAINT	Suburban Water Systems	NULL	Complaint / Concern: In Ju	IN CONSUMER FAVOR
570567	10/20/2022	WEB	Billing	High Bill	NULL	INFORMAL COMPLAINT	Suburban Water Systems	NULL	Utility Response: Suburban	IN FAVOR OF UTILITY
571460	11/2/2022	WEB	Billing	High Bill	NJ Custorr	INFORMAL COMPLAINT	Suburban Water Systems	NULL	UT Response: "Response	IN CONSUMER FAVOR
571621	11/3/2022	WEB	Billing	High Bill	Meter Inac	INFORMAL COMPLAINT	Suburban Water Systems	NULL	UT Response: "Response	IN FAVOR OF UTILITY
572177	11/13/2022	WEB	Billing	Other Chai	NJ Custorr	INFORMAL COMPLAINT	Suburban Water Systems	NULL	Complaint / Concern: 1 sol	IN CONSUMER FAVOR
548783	1/4/2022	PHONE	Billing	Other Chai	NJ Custorr	PHONE CONTACT	Suburban Water Systems	NULL	Consumer states that she	REFERRED TO EXECUTIVE OFFICE
553610	3/1/2022	PHONE	Service	Delayed O	NJ Custorr	PHONE CONTACT	Suburban Water Systems	NULL	Consumer states that he h	REFERRED TO EXECUTIVE OFFICE
563553	7/25/2022	PHONE	Billing	Meter Rea	NJ Custorr	PHONE CONTACT	Suburban Water Systems	NULL	The consumer is calling re	REFERRED TO EXECUTIVE OFFICE
564301	8/3/2022	PHONE	Billing	Payment E	NJ Custorr	PHONE CONTACT	Suburban Water Systems	NULL	Consumer states that her	REFERRED TO EXECUTIVE OFFICE
568086	9/21/2022	PHONE	Billing	Payment A	NULL	PHONE CONTACT	Suburban Water Systems	NULL	Paid \$150 in the store - we	REFERRED TO UTILITY
568505	9/27/2022	PHONE	Billing	Payment A	NULL	PHONE CONTACT	Suburban Water Systems	NULL	The consumer is making p	REFERRED TO EXECUTIVE OFFICE
568597	9/28/2022	PHONE	Service	Outage	Disconnect	PHONE CONTACT	Suburban Water Systems	NULL	Consumer states that their	REFERRED TO EXECUTIVE OFFICE
568602	9/28/2022	PHONE	Service	Disconnect	NULL	PHONE CONTACT	Suburban Water Systems	NULL	Complaint summary: Con	REFERRED TO UTILITY
568823	9/30/2022	PHONE	Billing	Bill Not Re	NULL	PHONE CONTACT	Suburban Water Systems	NULL	(interpreter)The consumer	REFERRED TO UTILITY
568870	9/30/2022	PHONE	Service	Disconnect	NULL	PHONE CONTACT	Suburban Water Systems	NULL	Consumer states that their	REFERRED TO EXECUTIVE OFFICE
568991	10/3/2022	PHONE	Billing	High Bill	NJ Custorr	PHONE CONTACT	Suburban Water Systems	NULL	Phone contact reviewed by	REFERRED TO EXECUTIVE OFFICE
569114	10/4/2022	PHONE	Billing	Other Chai	NJ Custorr	PHONE CONTACT	Suburban Water Systems	NULL	Consumer states that her	REFERRED TO EXECUTIVE OFFICE
569342	10/6/2022	PHONE	Billing	Payment E	NJ Custorr	PHONE CONTACT	Suburban Water Systems	NULL	Consumer says due to her	REFERRED TO EXECUTIVE OFFICE
569768	10/11/2022	PHONE	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	NULL	Consumer is having a prot	REFERRED TO EXECUTIVE OFFICE
570422	10/19/2022	PHONE	Service	Disconnect	Health	PHONE CONTACT	Suburban Water Systems	NULL	The consumer state she c	REFERRED TO EXECUTIVE OFFICE
570823	10/25/2022	PHONE	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	NULL	Customer wanted the phor	REFERRED TO EXECUTIVE OFFICE
570855	10/25/2022	PHONE	Billing	Payment A	Wrong Nur	PHONE CONTACT	Suburban Water Systems	NULL	Calling with the aid of inter	REFERRED TO UTILITY
571570	11/3/2022	PHONE	Billing	Payment A	Disconnect	PHONE CONTACT	Suburban Water Systems	NULL	The consumer states she r	REFERRED TO EXECUTIVE OFFICE
573341	11/30/2022	PHONE	Billing	High Bill	Delayed O	PHONE CONTACT	Suburban Water Systems	NULL	Consumer's water had bec	REFERRED TO EXECUTIVE OFFICE
574405	12/13/2022	PHONE	Billing	High Bill	Disconnect	PHONE CONTACT	Suburban Water Systems	NULL	Mr. Rudy Ochoa states the	REFERRED TO EXECUTIVE OFFICE
575355	12/23/2022	PHONE	Billing	High Bill	NULL	PHONE CONTACT	Suburban Water Systems	NULL	The consumer has reques	REFERRED TO EXECUTIVE OFFICE

Attachment 3-1: Suburban's Response to Public Advocates Office DR KN-05



**Suburban
Water Systems**

1325 N. Grand Avenue
Suite 100
Covina, CA 91724-4044
Phone: 626.543.2500
Fax: 626.331.4848
www.swwc.com/suburban

February 3, 2023

To: Jeffrey Roberts
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Responses to A.23-01-001, Public Advocates Office DR KN3-05 (Special
Request No. 8)

Dear Mr. Roberts et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

**Responses to A.23-01-001, Public Advocates Office
DR KN3-05 (Special Request No. 8)**

1. In A.23-01-001, regarding Special Request No. 8 for Paperless Billing Opt-Out (p. 10), Suburban states the following change to existing customers and new customers’ paperless billing options: “Suburban is proposing to increase customer participation in paperless billing that would target all non-low income customers that are not on paperless billing but who are participating in Suburban’s online portal and have provided an email address to Suburban.” and “For new Suburban customers that sign-up for service via our online portal, Suburban is proposing that the default become paperless billing.”

a. Please explain why Suburban is only targeting all non-low-income customers.

Response:

Suburban is concerned that low-income customers may have difficulty accessing the internet and wants to provide default access to paper bills to ensure they become aware of amounts due timely to avoid service disconnection.

b. Please provide the information below as of January 19, 2023:

i. Total customer count by customer class.

Response:

Data as of January 19, 2023 is not available. The table below shows total customer count by customer class as of December 31, 2022:

<u>Customer Class</u>	<u>Count</u>
Residential	70,650
Business	4,349
Industrial	35
Sales to Public Authorities	283
Sales to Other Water Utilities for Resale	14
Construction Water Service	28
Recycled Water	42
Private Fire Protection Service	771
Fire Hydrant Service on Private Property	484
	76,656

ii. Total number residential customers participating in the online portal that have provided an email address to Suburban.

Response:

As of December 31, 2022, there were 32,065 residential customers participating in the online portal that have provided an email address to Suburban.

- iii. Total number of customers that are currently enrolled in paperless billing.

Response:

As of December 31, 2022, there were 11,791 total customers enrolled in paperless billing.

- iv. Total number of low-income customers who have enrolled in the online portal.

Response:

As of December 31, 2022, there were 6,088 total low-income customers who have enrolled in the online portal.

- c. Will the switch to paperless billing require any upgrades or additional costs for IT infrastructure and/or additional labor?

Response:

No, work is to be performed using existing SWS and SWWC resources.

- i. If yes to 1c, please provide the cost associated with additional hardware/software support, labor, etc.
- ii. Please provide supporting evidence for each response above. This evidence includes but is not limited to any vendor invoices, bids, proposal, or internal communications.
- iii. Please provide direct citations to where the increased costs are currently reflected in the RO model (for example: tab, row, cell ID).

Response i – iii:

N/A.

- d. Please explain the process of paperless billing:

- i. When customers sign up for paperless billing, are customers defaulted to automatic payments?

Response:

Currently customers default to paper billing. If customers sign up for an online profile they are offered the option to switch to paperless billing. This option involves two radio buttons that default to paper requiring the customer to

manually select the paperless option. Customers can also call or visit our Customer Team and request to switch to paperless billing.

- ii. Is there a surcharge for online payments (i.e., credit card surcharge)? If so, what is the surcharge? If there is a surcharge for online payment (i.e., credit card surcharge), is the surcharge paid by the specific customer or is the surcharge part of the rate base?

Response:

No.

- iii. If the surcharge is part of the rate base, please provide direct citations to where surcharges are currently reflected in the RO model (for example: tab, row, cell ID).

Response:

N/A.

- e. Provide the most recent five years (2018-2022) of annual number for existing and new customers that opted into paperless billing?

Suburban Online Portal and Provided Emails Customers		
Year	New Suburban Customers Participating in Paperless Billing	Existing Suburban Customers Participating in Paperless Billing
2018		
2019		
2020		
2021		
2022		

Response:

Data available represents the number of customers enrolled in paperless billing at year end. Data granularity is insufficient to differentiate between new or existing customers.

Year	Number of Suburban Customers Enrolled in Paperless
2018	3,116
2019	5,495
2020	6,667
2021	8,099
2022	11,847

2. In the Results of Operations Chapter 12 Section 14 (p. 12-6) states: “Paperless billing...reduces postage and mailing costs...”

- a. Please provide direct citations where the above-mentioned savings are reflected in the RO model (for example: tab, row, cell ID).

Response:

Savings are not included in the RO model because they cannot be quantified until the change has been made.

Attachment 3-2: Suburban's Response to Public Advocates Office DR KN3-06



**Suburban
Water Systems**

1325 N. Grand Avenue
Suite 100
Covina, CA 91724-4044
Phone: 626.543.2500
Fax: 626.331.4848
www.swwc.com/suburban

February 21, 2023

To: Jeffrey Roberts
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Response to A.23-01-001, Public Advocates Office DR KN3-06 (Special Request
No. 5 II)

Dear Mr. Roberts et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

**Response to A.23-01-001, Public Advocates Office
DR KN3-06 (Special Request No. 5 II)**

1. According to Suburban’s response to data request KN3-03 (Special Request No. 5) question 1(b):

- a. Suburban was not able to provide the data for 2022 for the number of customers who benefited from one-time leak forgiveness policy and its associated annual cost. Therefore, please provide the data for the year 2017 to accommodate the request of most recent 5 years (2017-2021).

Response:

Year	Number of Customers Who Benefitted from One-Time Leak Forgiveness Policy	Annual Cost (\$)
2017	81	\$11,757.31
2018	79	\$14,536.79
2019	99	\$23,834.15
2020	119	\$23,749.56
2021	102	\$20,668.66

2. According to the explanation provided by Suburban in response to data request KN3-03 (Special Request No. 5) question 2 (a):

Suburban provided an estimated number of 80 customers. Please provide supporting evidence that allowed Suburban to come to an estimated number of 80. This evidence includes but is not limited to any vendor invoices, bids, proposal, or internal communications or other documents.

Response:

From 2019 to 2021 an average of 107 customers benefited from leak forgiveness, representing 0.137% of Suburban’s 78,000 customer count. To estimate the number of participants in the proposed program, average participation in the leak forgiveness project was rounded to 0.1% and applied to Suburban’s 78,000 customers is 78, and we rounded to 80 participants.

Attachment 3-3: Suburban's Response to Public Advocates Office DR KN3-04



**Suburban
Water Systems**

1325 N. Grand Ave. Ste. 100, Covina, CA 91724-4044
Phone: 626.543.2500, Fax: 626.331.4848
www.swwc.com

February 1, 2023

To: Jeffrey Roberts
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Responses to A.23-01-001, Public Advocates Office DR KN3-04 (Special
Request No. 6)

Dear Mr. Roberts et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

**Responses to A.23-01-001, Public Advocates Office
DR KN3-04 (Special Request No. 6)**

1. In A.23-01-001, regarding Special Request No. 6 Adjustment For Customer Leaks (p. 9), Suburban requests to update its Tariff: “Suburban requests approval to update its Tariff related to Residential Metered Services’ special condition, SJ-1 and WLM-1, by allowing Suburban to provide one-time credits on customer bills for water loss due to leaks, up to 100% of estimated water loss for participants in Suburban’s LIRA program and 50% of estimated water loss for non-LIRA customers.”

a. Does Suburban currently have an existing program to provide one-time credits on customer bills for water loss due to leaks?

If yes to 1a, please provide the following:

i. Please provide the start and end date of the program.

Response:

The program started approximately Jan. 1, 1998, and there is no end date.

ii. Please provide the general ledger for leak adjustments (annually) in the last 3 years (2019-2021).

Response:

Please see attached file titled “DR KN3-04 #1.a.ii Response (2019-2021 Leak Adjustments).pdf”

iii. Please provide direct citations to where the program is reflected in the RO model (for example: tab, row, cell ID).

Response:

Tab “Model” row no. 1061, cells J1061:O1061

2019 Leak Adjustments

Company		Main		G/L Account								Fiscal	
code	Company Name	Transaction	Sub-Transaction	G/L Account	G/L Account Name	Year	Month	Posting date	District	District Name	year/period	Amount	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	1	01/15/19	WUSJ	San Jose	JAN 2019	97.19	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	1	01/16/19	WUSJ	San Jose	JAN 2019	113.64	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	1	01/21/19	WULM	Whittier/La Mirada	JAN 2019	15.92	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	1	01/21/19	WUSJ	San Jose	JAN 2019	50.86	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	1	01/28/19	WULM	Whittier/La Mirada	JAN 2019	260.50	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	1	01/30/19	WUSJ	San Jose	JAN 2019	34.97	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	2	02/05/19	WULM	Whittier/La Mirada	FEB 2019	24.36	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	2	02/11/19	WUSJ	San Jose	FEB 2019	10.00	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	2	02/12/19	WULM	Whittier/La Mirada	FEB 2019	18.58	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	2	02/13/19	WULM	Whittier/La Mirada	FEB 2019	231.66	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	2	02/19/19	WUSJ	San Jose	FEB 2019	161.77	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	3	03/04/19	WULM	Whittier/La Mirada	MAR 2019	13.27	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	3	03/06/19	WUSJ	San Jose	MAR 2019	359.23	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	3	03/11/19	WUSJ	San Jose	MAR 2019	30.48	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	3	03/13/19	WUSJ	San Jose	MAR 2019	57.43	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	3	03/18/19	WULM	Whittier/La Mirada	MAR 2019	251.72	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	3	03/28/19	WULM	Whittier/La Mirada	MAR 2019	228.31	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	4	04/04/19	WULM	Whittier/La Mirada	APR 2019	377.58	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	4	04/08/19	WULM	Whittier/La Mirada	APR 2019	26.20	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	4	04/09/19	WUSJ	San Jose	APR 2019	318.71	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	4	04/10/19	WUSJ	San Jose	APR 2019	278.48	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	4	04/16/19	WUSJ	San Jose	APR 2019	311.10	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	4	04/29/19	WUSJ	San Jose	APR 2019	8.65	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	5	05/07/19	WULM	Whittier/La Mirada	MAY 2019	10.77	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	5	05/07/19	WUSJ	San Jose	MAY 2019	651.60	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	5	05/20/19	WULM	Whittier/La Mirada	MAY 2019	18.58	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	5	05/20/19	WUSJ	San Jose	MAY 2019	1,337.73	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	5	05/30/19	WULM	Whittier/La Mirada	MAY 2019	471.60	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	6	06/12/19	WULM	Whittier/La Mirada	JUN 2019	111.23	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	6	06/12/19	WUSJ	San Jose	JUN 2019	74.79	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	6	06/13/19	WULM	Whittier/La Mirada	JUN 2019	171.25	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	6	06/14/19	WULM	Whittier/La Mirada	JUN 2019	(8.95)	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	6	06/25/19	WUSJ	San Jose	JUN 2019	459.39	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	7	07/11/19	WUSJ	San Jose	JUL 2019	167.99	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	7	07/15/19	WULM	Whittier/La Mirada	JUL 2019	889.21	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	7	07/18/19	WUSJ	San Jose	JUL 2019	1,291.90	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	7	07/23/19	WULM	Whittier/La Mirada	JUL 2019	30.56	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	7	07/25/19	WUSJ	San Jose	JUL 2019	322.00	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	7	07/29/19	WULM	Whittier/La Mirada	JUL 2019	74.31	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	7	07/31/19	WUSJ	San Jose	JUL 2019	75.72	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	8	08/05/19	WULM	Whittier/La Mirada	AUG 2019	174.91	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	8	08/05/19	WUSJ	San Jose	AUG 2019	30.93	

Company		Main										Fiscal	
code	Company Name	Transaction	Sub-Transaction	G/L Account	G/L Account Name	Year	Month	Posting date	District	District Name	year/period	Amount	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	8	08/20/19	WUSJ	San Jose	AUG 2019	211.79	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	8	08/21/19	WUSJ	San Jose	AUG 2019	159.71	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	8	08/22/19	WULM	Whittier/La Mirada	AUG 2019	749.32	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	8	08/27/19	WULM	Whittier/La Mirada	AUG 2019	49.44	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	8	08/29/19	WULM	Whittier/La Mirada	AUG 2019	13.18	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	9	09/03/19	WULM	Whittier/La Mirada	SEP 2019	14.95	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	9	09/05/19	WUSJ	San Jose	SEP 2019	81.21	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	9	09/11/19	WUSJ	San Jose	SEP 2019	99.34	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	9	09/12/19	WULM	Whittier/La Mirada	SEP 2019	310.07	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	9	09/12/19	WUSJ	San Jose	SEP 2019	439.95	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	9	09/16/19	WULM	Whittier/La Mirada	SEP 2019	131.84	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	9	09/17/19	WULM	Whittier/La Mirada	SEP 2019	6.00	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	9	09/18/19	WULM	Whittier/La Mirada	SEP 2019	204.12	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	9	09/19/19	WUSJ	San Jose	SEP 2019	1,046.82	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	9	09/24/19	WULM	Whittier/La Mirada	SEP 2019	26.37	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	9	09/24/19	WUSJ	San Jose	SEP 2019	475.66	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	9	09/26/19	WUSJ	San Jose	SEP 2019	262.91	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	9	09/30/19	WULM	Whittier/La Mirada	SEP 2019	512.23	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	9	09/30/19	WUSJ	San Jose	SEP 2019	334.30	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	10	10/02/19	WULM	Whittier/La Mirada	OCT 2019	54.81	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	10	10/07/19	WULM	Whittier/La Mirada	OCT 2019	468.03	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	10	10/07/19	WUSJ	San Jose	OCT 2019	906.02	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	10	10/14/19	WUSJ	San Jose	OCT 2019	16.10	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	10	10/17/19	WULM	Whittier/La Mirada	OCT 2019	32.99	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	10	10/17/19	WUSJ	San Jose	OCT 2019	251.91	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	10	10/17/19	WUSJ	San Jose	OCT 2019	-	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	10	10/18/19	WULM	Whittier/La Mirada	OCT 2019	44.84	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	10	10/24/19	WULM	Whittier/La Mirada	OCT 2019	82.40	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	10	10/30/19	WULM	Whittier/La Mirada	OCT 2019	458.19	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	10	10/30/19	WUSJ	San Jose	OCT 2019	573.43	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	11	11/12/19	WUSJ	San Jose	NOV 2019	3.95	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	11	11/14/19	WULM	Whittier/La Mirada	NOV 2019	138.43	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	11	11/19/19	WUSJ	San Jose	NOV 2019	259.91	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	12	12/09/19	WUSJ	San Jose	DEC 2019	461.24	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	12	12/12/19	WUSJ	San Jose	DEC 2019	605.04	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	12	12/18/19	WULM	Whittier/La Mirada	DEC 2019	379.19	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	12	12/30/19	WUSJ	San Jose	DEC 2019	305.54	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2019	12	12/31/19	WULM	Whittier/La Mirada	DEC 2019	4,026.79	
												<u>23,834.15</u>	

2020 Leak Adjustments

Company		Main		G/L								Fiscal	
code	Company Name	Transaction	Sub-Transaction	Account	G/L Account Name	Year	Month	Posting date	District	District Name	year/period	Amount	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	1	01/09/20	WULM	Whittier/La Mirada	JAN 2020	177.98	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	1	01/09/20	WUSJ	San Jose	JAN 2020	525.11	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	1	01/13/20	WULM	Whittier/La Mirada	JAN 2020	102.18	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	1	01/15/20	WUSJ	San Jose	JAN 2020	465.77	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	1	01/16/20	WULM	Whittier/La Mirada	JAN 2020	13.18	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	1	01/20/20	WUSJ	San Jose	JAN 2020	165.00	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	1	01/21/20	WUSJ	San Jose	JAN 2020	124.99	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	1	01/22/20	WUSJ	San Jose	JAN 2020	184.50	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	1	01/23/20	WUSJ	San Jose	JAN 2020	106.44	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	1	01/30/20	WULM	Whittier/La Mirada	JAN 2020	2,321.11	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	2	02/06/20	WULM	Whittier/La Mirada	FEB 2020	347.88	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	2	02/07/20	WUSJ	San Jose	FEB 2020	142.35	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	2	02/10/20	WULM	Whittier/La Mirada	FEB 2020	(405.83)	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	2	02/10/20	WULM	Whittier/La Mirada	FEB 2020	413.72	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	2	02/10/20	WUSJ	San Jose	FEB 2020	(305.54)	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	2	02/10/20	WUSJ	San Jose	FEB 2020	305.54	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	2	02/11/20	WUSJ	San Jose	FEB 2020	1.68	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	2	02/11/20	WUSJ	San Jose	FEB 2020	80.00	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	2	02/13/20	WULM	Whittier/La Mirada	FEB 2020	79.10	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	2	02/17/20	WUSJ	San Jose	FEB 2020	100.00	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	2	02/20/20	WUSJ	San Jose	FEB 2020	88.70	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	2	02/25/20	WULM	Whittier/La Mirada	FEB 2020	125.25	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	3	03/02/20	WUSJ	San Jose	MAR 2020	85.88	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	3	03/03/20	WULM	Whittier/La Mirada	MAR 2020	52.53	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	3	03/04/20	WUSJ	San Jose	MAR 2020	100.00	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	3	03/06/20	WUSJ	San Jose	MAR 2020	72.82	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	3	03/12/20	WULM	Whittier/La Mirada	MAR 2020	12.26	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	3	03/17/20	WUSJ	San Jose	MAR 2020	78.39	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	4	04/06/20	WULM	Whittier/La Mirada	APR 2020	164.09	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	4	04/07/20	WULM	Whittier/La Mirada	APR 2020	94.70	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	4	04/08/20	WUSJ	San Jose	APR 2020	790.99	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	4	04/16/20	WUSJ	San Jose	APR 2020	26.40	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	4	04/21/20	WUSJ	San Jose	APR 2020	235.16	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	4	04/23/20	WUSJ	San Jose	APR 2020	83.74	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	4	04/29/20	WUSJ	San Jose	APR 2020	68.54	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	4	04/30/20	WULM	Whittier/La Mirada	APR 2020	30.00	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	4	04/30/20	WULM	Whittier/La Mirada	APR 2020	80.00	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	5	05/12/20	WULM	Whittier/La Mirada	MAY 2020	152.19	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	5	05/14/20	WUSJ	San Jose	MAY 2020	299.29	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	5	05/18/20	WULM	Whittier/La Mirada	MAY 2020	125.79	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	5	05/19/20	WULM	Whittier/La Mirada	MAY 2020	46.00	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	5	05/26/20	WUSJ	San Jose	MAY 2020	89.93	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	5	05/28/20	WUSJ	San Jose	MAY 2020	109.23	

Company		Main		G/L								Fiscal	
code	Company Name	Transaction	Sub-Transaction	Account	G/L Account Name	Year	Month	Posting date	District	District Name	year/period	Amount	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	6	06/02/20	WUSJ	San Jose	JUN 2020	334.92	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	6	06/03/20	WULM	Whittier/La Mirada	JUN 2020	206.30	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	6	06/04/20	WULM	Whittier/La Mirada	JUN 2020	400.00	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	6	06/04/20	WUSJ	San Jose	JUN 2020	155.51	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	6	06/09/20	WUSJ	San Jose	JUN 2020	356.00	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	6	06/10/20	WUSJ	San Jose	JUN 2020	52.84	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	6	06/17/20	WULM	Whittier/La Mirada	JUN 2020	128.52	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	6	06/17/20	WUSJ	San Jose	JUN 2020	141.99	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	6	06/22/20	WUSJ	San Jose	JUN 2020	217.34	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	6	06/24/20	WUSJ	San Jose	JUN 2020	81.95	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	6	06/26/20	WULM	Whittier/La Mirada	JUN 2020	196.29	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	6	06/26/20	WUSJ	San Jose	JUN 2020	905.74	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	7	07/06/20	WUSJ	San Jose	JUL 2020	3.32	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	7	07/07/20	WUSJ	San Jose	JUL 2020	6.89	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	7	07/09/20	WUSJ	San Jose	JUL 2020	321.05	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	7	07/09/20	WUSJ	San Jose	JUL 2020	110.45	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	7	07/15/20	WUSJ	San Jose	JUL 2020	203.69	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	7	07/22/20	WUSJ	San Jose	JUL 2020	35.44	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	7	07/23/20	WULM	Whittier/La Mirada	JUL 2020	242.27	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	7	07/23/20	WUSJ	San Jose	JUL 2020	225.15	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	7	07/23/20	WUSJ	San Jose	JUL 2020	196.61	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	7	07/29/20	WULM	Whittier/La Mirada	JUL 2020	11.03	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	8	08/02/20	WUSJ	San Jose	AUG 2020	106.43	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	8	08/04/20	WUSJ	San Jose	AUG 2020	60.52	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	8	08/05/20	WUSJ	San Jose	AUG 2020	203.62	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	8	08/11/20	WUSJ	San Jose	AUG 2020	17.11	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	8	08/20/20	WULM	Whittier/La Mirada	AUG 2020	277.42	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	8	08/25/20	WUSJ	San Jose	AUG 2020	81.31	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	9	09/08/20	WULM	Whittier/La Mirada	SEP 2020	44.68	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	9	09/17/20	WULM	Whittier/La Mirada	SEP 2020	229.74	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	9	09/17/20	WUSJ	San Jose	SEP 2020	101.55	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	9	09/22/20	WULM	Whittier/La Mirada	SEP 2020	140.51	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	9	09/22/20	WUSJ	San Jose	SEP 2020	160.32	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	9	09/23/20	WULM	Whittier/La Mirada	SEP 2020	125.58	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	10	10/05/20	WUSJ	San Jose	OCT 2020	1,082.39	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	10	10/07/20	WUSJ	San Jose	OCT 2020	203.91	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	10	10/16/20	WUSJ	San Jose	OCT 2020	40.04	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	10	10/20/20	WULM	Whittier/La Mirada	OCT 2020	25.56	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	10	10/21/20	WULM	Whittier/La Mirada	OCT 2020	145.12	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	10	10/21/20	WUSJ	San Jose	OCT 2020	1,399.98	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	10	10/22/20	WUSJ	San Jose	OCT 2020	138.01	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	10	10/27/20	WUSJ	San Jose	OCT 2020	290.74	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	10	10/29/20	WUSJ	San Jose	OCT 2020	99.88	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	10	10/29/20	WUSJ	San Jose	OCT 2020	491.69	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	11	11/02/20	WULM	Whittier/La Mirada	NOV 2020	92.07	

Company		Main		G/L								Fiscal	
code	Company Name	Transaction	Sub-Transaction	Account	G/L Account Name	Year	Month	Posting date	District	District Name	year/period	Amount	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	11	11/03/20	WUSJ	San Jose	NOV 2020	470.27	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	11	11/04/20	WUSJ	San Jose	NOV 2020	778.99	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	11	11/18/20	WUSJ	San Jose	NOV 2020	343.49	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	11	11/23/20	WUSJ	San Jose	NOV 2020	435.95	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	12	12/08/20	WULM	Whittier/La Mirada	DEC 2020	12.94	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	12	12/08/20	WUSJ	San Jose	DEC 2020	39.19	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	12	12/09/20	WUSJ	San Jose	DEC 2020	5.55	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	12	12/11/20	WULM	Whittier/La Mirada	DEC 2020	1,587.62	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	12	12/11/20	WUSJ	San Jose	DEC 2020	391.74	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	12	12/14/20	WULM	Whittier/La Mirada	DEC 2020	950.01	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	12	12/15/20	WULM	Whittier/La Mirada	DEC 2020	138.75	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	12	12/15/20	WUSJ	San Jose	DEC 2020	139.94	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	12	12/16/20	WULM	Whittier/La Mirada	DEC 2020	73.27	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	12	12/17/20	WULM	Whittier/La Mirada	DEC 2020	161.62	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	12	12/22/20	WUSJ	San Jose	DEC 2020	67.64	
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2020	12	12/30/20	WULM	Whittier/La Mirada	DEC 2020	104.07	

23,749.56

2021 Leak Adjustments

Company code	Company Name	Main Transaction	Sub-Transaction	G/L Account	G/L Account Name	Year	Month	Posting date	District	District Name	Fiscal year/period	Amount
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	1	01/07/21	WUSJ	San Jose	JAN 2021	75.69
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	1	01/08/21	WUSJ	San Jose	JAN 2021	195.08
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	1	01/13/21	WUSJ	San Jose	JAN 2021	63.16
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	1	01/20/21	WUSJ	San Jose	JAN 2021	968.17
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	2	02/01/21	WULM	Whittier/La Mirada	FEB 2021	236.30
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	2	02/01/21	WUSJ	San Jose	FEB 2021	426.37
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	2	02/04/21	WULM	Whittier/La Mirada	FEB 2021	58.50
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	2	02/10/21	WULM	Whittier/La Mirada	FEB 2021	21.03
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	2	02/10/21	WUSJ	San Jose	FEB 2021	633.37
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	2	02/15/21	WUSJ	San Jose	FEB 2021	40.37
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	2	02/18/21	WULM	Whittier/La Mirada	FEB 2021	10.00
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	2	02/24/21	WUSJ	San Jose	FEB 2021	134.36
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	3	03/01/21	WUSJ	San Jose	MAR 2021	296.22
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	3	03/03/21	WULM	Whittier/La Mirada	MAR 2021	208.40
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	3	03/03/21	WUSJ	San Jose	MAR 2021	176.80
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	3	03/04/21	WUSJ	San Jose	MAR 2021	553.29
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	3	03/10/21	WUSJ	San Jose	MAR 2021	519.10
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	3	03/11/21	WUSJ	San Jose	MAR 2021	260.47
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	3	03/18/21	WULM	Whittier/La Mirada	MAR 2021	398.92
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	3	03/22/21	WUSJ	San Jose	MAR 2021	132.55
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	3	03/25/21	WUSJ	San Jose	MAR 2021	3.85
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	3	03/31/21	WUSJ	San Jose	MAR 2021	538.79
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	4	04/07/21	WULM	Whittier/La Mirada	APR 2021	205.52
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	4	04/13/21	WULM	Whittier/La Mirada	APR 2021	3,210.29
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	4	04/15/21	WUSJ	San Jose	APR 2021	153.15
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	4	04/19/21	WUSJ	San Jose	APR 2021	391.38
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	4	04/20/21	WUSJ	San Jose	APR 2021	470.80
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	4	04/27/21	WUSJ	San Jose	APR 2021	219.85
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	5	05/14/21	WUSJ	San Jose	MAY 2021	221.22
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	5	05/18/21	WULM	Whittier/La Mirada	MAY 2021	45.42
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	5	05/24/21	WUSJ	San Jose	MAY 2021	100.22
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	6	06/03/21	WULM	Whittier/La Mirada	JUN 2021	169.26
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	6	06/09/21	WULM	Whittier/La Mirada	JUN 2021	249.41
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	6	06/10/21	WUSJ	San Jose	JUN 2021	430.12
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	6	06/14/21	WUSJ	San Jose	JUN 2021	82.49
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	6	06/15/21	WULM	Whittier/La Mirada	JUN 2021	11.52
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	6	06/17/21	WULM	Whittier/La Mirada	JUN 2021	7.15
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	6	06/17/21	WUSJ	San Jose	JUN 2021	165.91
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	6	06/21/21	WULM	Whittier/La Mirada	JUN 2021	0.16
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	6	06/23/21	WUSJ	San Jose	JUN 2021	344.33
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	6	06/24/21	WULM	Whittier/La Mirada	JUN 2021	4.11
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	7	07/09/21	WUSJ	San Jose	JUL 2021	128.56
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	7	07/13/21	WULM	Whittier/La Mirada	JUL 2021	27.28

Company code	Company Name	Main Transaction	Sub-Transaction	G/L Account	G/L Account Name	Year	Month	Posting date	District	District Name	Fiscal year/period	Amount
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	7	07/23/21	WUSJ	San Jose	JUL 2021	6.81
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	8	08/11/21	WULM	Whittier/La Mirada	AUG 2021	80.77
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	8	08/16/21	WULM	Whittier/La Mirada	AUG 2021	592.61
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	8	08/16/21	WUSJ	San Jose	AUG 2021	587.25
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	8	08/18/21	WULM	Whittier/La Mirada	AUG 2021	317.00
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	8	08/18/21	WUSJ	San Jose	AUG 2021	150.00
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	8	08/19/21	WULM	Whittier/La Mirada	AUG 2021	32.16
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	8	08/23/21	WULM	Whittier/La Mirada	AUG 2021	29.28
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	8	08/23/21	WUSJ	San Jose	AUG 2021	95.07
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	8	08/24/21	WULM	Whittier/La Mirada	AUG 2021	245.29
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	8	08/24/21	WUSJ	San Jose	AUG 2021	203.70
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	8	08/25/21	WULM	Whittier/La Mirada	AUG 2021	111.39
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	9	09/03/21	WUSJ	San Jose	SEP 2021	47.77
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	9	09/08/21	WULM	Whittier/La Mirada	SEP 2021	122.63
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	9	09/09/21	WULM	Whittier/La Mirada	SEP 2021	58.46
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	9	09/14/21	WULM	Whittier/La Mirada	SEP 2021	105.56
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	9	09/16/21	WUSJ	San Jose	SEP 2021	303.39
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	9	09/21/21	WULM	Whittier/La Mirada	SEP 2021	644.96
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	9	09/21/21	WUSJ	San Jose	SEP 2021	58.81
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	9	09/30/21	WUSJ	San Jose	SEP 2021	143.46
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	10	10/01/21	WULM	Whittier/La Mirada	OCT 2021	97.43
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	10	10/01/21	WUSJ	San Jose	OCT 2021	113.71
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	10	10/11/21	WULM	Whittier/La Mirada	OCT 2021	120.59
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	10	10/15/21	WUSJ	San Jose	OCT 2021	217.00
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	10	10/18/21	WULM	Whittier/La Mirada	OCT 2021	4.01
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	10	10/18/21	WUSJ	San Jose	OCT 2021	113.93
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	10	10/26/21	WUSJ	San Jose	OCT 2021	88.62
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	11	11/01/21	WULM	Whittier/La Mirada	NOV 2021	242.41
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	11	11/01/21	WUSJ	San Jose	NOV 2021	262.76
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	11	11/10/21	WULM	Whittier/La Mirada	NOV 2021	265.93
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	11	11/11/21	WUSJ	San Jose	NOV 2021	88.30
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	11	11/23/21	WUSJ	San Jose	NOV 2021	33.77
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	12	12/13/21	WULM	Whittier/La Mirada	DEC 2021	468.46
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	12	12/13/21	WUSJ	San Jose	DEC 2021	257.39
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	12	12/14/21	WULM	Whittier/La Mirada	DEC 2021	95.37
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	12	12/14/21	WUSJ	San Jose	DEC 2021	231.81
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	12	12/15/21	WULM	Whittier/La Mirada	DEC 2021	504.10
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	12	12/16/21	WULM	Whittier/La Mirada	DEC 2021	236.20
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	12	12/29/21	WULM	Whittier/La Mirada	DEC 2021	83.34
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	2021	12	12/30/21	WULM	Whittier/La Mirada	DEC 2021	618.22

20,668.66

**Attachment 3-4: Suburban's Response
to Public Advocates Office DR KN3-07**



**Suburban
Water Systems**

1325 N. Grand Avenue
Suite 100
Covina, CA 91724-4044
Phone: 626.543.2500
Fax: 626.331.4848
www.swwc.com/suburban

February 21, 2023

To: Jeffrey Roberts
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Response to A.23-01-001, Public Advocates Office DR KN3-07 (Special Request
No. 6 II)

Dear Mr. Roberts et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

**Response to A.23-01-001, Public Advocates Office
DR KN3-07 (Special Request No. 6 II)**

1. Referring to Suburban’s response to data request KN3-04 (Special Request No. 6) question 1.a.ii:

- a. Please explain how Suburban estimates water loss for its customers that have leaks.

Please provide supporting evidence showing how Suburban estimates water loss for customers with leaks. This evidence includes but is not limited to any invoices, internal communications, or other documents.

Response:

Please see file titled “DR KN3-07 #1.a. Response - Leak Adjustment.pdf” for the explanation and supporting document as how Suburban estimates water loss for its customers that have leaks.

- b. Reference “DR KN3-04 #1.a.ii Response (2019-2021 Leak Adjustments).pdf”.

- i. Please provide the tabulated excel spreadsheet format.
ii. Please add and fill in columns for customer name, address, and whether customer is a LIRA participant.

Response i and ii:

Please see file titled “DR KN3-07 #1.b. Response - 2019-2021 Leak Adjustments Information (CONFIDENTIAL).xlsx” which include customer’s information and their LIRA status as of the end of the year.

- c. In data response document “DR KN3-04 #1.a.ii Response (2019-2021 Leak Adjustments).pdf”, columns labeled “Month” and “Amount”, does the Month Column and Amount Column translate to how much the customer was estimated to have water loss accumulated up to that amount since January 1st of the given year?

Response:

The file “DR KN3-04 #1.a.ii Response (2019-2021 Leak Adjustments).pdf represents the list of customers whom received billing adjustments for period January 1, 2019 – December 31, 2021. Column “Month” represents when the bill adjustment transpired.

Column “Amount” represents the actual dollar amount customer was credited by Suburban.

- d. Reference “DR KN3-04 #1.a.ii Response (2019-2-21 Leak Adjustments).pdf”, there were seven instances when the leak forgiveness exceeds \$1000 in the last 3 years (2019-2021).
- i. Please provide the reason and explanation for Suburban to justify each of the >\$1000 leak forgiveness amount.

Response:

Posting date	District	Contract Account	Amount	Explanation
5/20/19	WUSJ	6000004837	\$ 1,337.73	Customer, who was enrolled in Suburban's Lifeline program, had a large leak. Since the leak was repaired by Suburban, no proof of repair was required for the customer to receive a leak adjustment.
7/18/19	WUSJ	6000099304	\$ 1,050.30	The customer's gardener reported a leak in the customer's irrigation system to Suburban's technician. The customer was out of town at the time the leak occurred. Suburban provided a one-time leak adjustment. The customer's receipt proving the leak was repaired could not be located.
9/19/19	WUSJ	6000134750	\$ 1,011.18	Customer had a very high bill due to a severe leak problem. The customer's receipt proving the leak was repaired could not be located.
1/30/20	WULM	6000003244	\$ 2,321.11	Customer received a bill adjustment due to a malfunctioning meter. Since the increased bill was not related to an issue on the customer's side of the meter, no proof of repair was required for the customer to receive a leak adjustment.
10/5/20	WUSJ	6000156000	\$ 1,082.39	Customer received a very high bill, then provided proof of the leak repair. Suburban provided a leak adjustment after receiving the customer's proof.

12/11/20	WULM	6000159146	\$ 1,218.95	Customer received a bill adjustment due to a malfunctioning meter. Since the increased bill was not related to an issue on the customer's side of the meter, no proof of repair was required for the customer to receive a leak adjustment.
12/31/19	WULM	6000075146	\$ 4,026.79	The amount was erroneously coded to leak adjustment.
4/13/21	WULM	6000144129	\$ 3,164.78	The amount was erroneously coded to leak adjustment.

- ii. Please explain Suburban’s review process for leak forgiveness once Suburban received the customer’s invoices to confirm repair of the leak.

Response:

To confirm that customer has repaired the leak, a field service technician from Suburban will verify the customer’s site to make sure that there is no visible leak is detected. Suburban then proceed with the leak adjustment credit.

- iii. Please provide the customers’ monthly bill from when the customer incurred the bill due to leaks up to the date of leak forgiveness.

Response:

Please see file titled “DR KN3-07 #1.d.iii. Response – Bills (CONFIDENTIAL).pdf.”

- iv. Please provide the customer’s invoices to support repair of the leak.

Response:

Please see DR KN3-07 #1.d.iv. Response.pdf for supporting document related to the 10/5/20 posting pertaining to the \$1,082.39 adjustment. Refer to 1.d.i response for further explanation regarding customer's invoices.

- e. Reference page 2 of “DR KN3-04 #1.a.ii Response (2019-2-21 Leak Adjustments).pdf”, on December 12/31/2019 Suburban forgave \$4,026.79 for a residential customer.

- i. Please explain why the largest of the leak forgiveness was entered on the last day of the year.

Response:

Upon further investigation, the amount of \$4,026.79 was erroneously coded to leak adjustment.

2019 Leak Adjustments

CONFIDENTIAL

Company code	Company Name	Main Transaction	Sub-Transaction	GL Account	GL Account Name	Yes	Month	Posting date	District	District Name	Fiscal year/period	Amount	Contract Account	Customer Name	Customer Address	LIRA (Y/N)
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/2/2019	WULM	Whittier/La Mirada	OCT 2019	\$ 54.87				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/7/2019	WULM	Whittier/La Mirada	OCT 2019	\$ 488.03				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/7/2019	WUSJ	San Jose Hills	OCT 2019	\$ 906.02				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/14/2019	WUSJ	San Jose Hills	OCT 2019	\$ 16.10				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/17/2019	WULM	Whittier/La Mirada	OCT 2019	\$ 32.99				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/17/2019	WUSJ	San Jose Hills	OCT 2019	\$ 0.00				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/17/2019	WUSJ	San Jose Hills	OCT 2019	\$ 251.91				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/16/2019	WULM	Whittier/La Mirada	OCT 2019	\$ 44.84				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/24/2019	WULM	Whittier/La Mirada	OCT 2019	\$ 82.40				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/30/2019	WULM	Whittier/La Mirada	OCT 2019	\$ 445.07				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/30/2019	WULM	Whittier/La Mirada	OCT 2019	\$ 13.18				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/30/2019	WUSJ	San Jose Hills	OCT 2019	\$ 188.04				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/30/2019	WUSJ	San Jose Hills	OCT 2019	\$ 385.39				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/12/2019	WUSJ	San Jose Hills	NOV 2019	\$ 3.95				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/14/2019	WULM	Whittier/La Mirada	NOV 2019	\$ 138.43				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/19/2019	WUSJ	San Jose Hills	NOV 2019	\$ 254.91				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/19/2019	WUSJ	San Jose Hills	NOV 2019	\$ 5.03				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/9/2019	WUSJ	San Jose Hills	DEC 2019	\$ 461.24				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/12/2019	WUSJ	San Jose Hills	DEC 2019	\$ 554.68				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/12/2019	WUSJ	San Jose Hills	DEC 2019	\$ 50.36				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/18/2019	WULM	Whittier/La Mirada	DEC 2019	\$ 67.65				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/18/2019	WULM	Whittier/La Mirada	DEC 2019	\$ 126.86				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/18/2019	WULM	Whittier/La Mirada	DEC 2019	\$ 184.58				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/30/2019	WUSJ	San Jose Hills	DEC 2019	\$ 305.54				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/31/2019	WULM	Whittier/La Mirada	DEC 2019	\$ 4,026.75				N

CONFIDENTIAL: Submitted pursuant to General Order 66-D under

\$ 23,834.15 the protection of Govt. Code §§ 7922.000, 7927.410, 7927.700

2019 Leak Adjustments

CONFIDENTIAL

Company code	Company Name	Main Transaction	Sub-Transaction	GL Account	GL Account Name	Yes	Month	Posting date	District	District Name	Fiscal year/period	Amount	Contract Account	Customer Name	Customer Address	LIRA (Y/N)
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	7	7/29/2020	WULM	Whittier/La Mirada	JUL 2020	\$ 11.03				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	8	8/2/2020	WUSJ	San Jose Hills	AUG 2020	\$ 106.43				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	8	8/4/2020	WUSJ	San Jose Hills	AUG 2020	\$ 60.52				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	8	8/5/2020	WUSJ	San Jose Hills	AUG 2020	\$ 203.62				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	8	8/11/2020	WUSJ	San Jose Hills	AUG 2020	\$ 171.11				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	8	8/20/2020	WULM	Whittier/La Mirada	AUG 2020	\$ 277.42				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	8	8/25/2020	WUSJ	San Jose Hills	AUG 2020	\$ 81.31				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/9/2020	WULM	Whittier/La Mirada	SEP 2020	\$ 44.48				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/17/2020	WULM	Whittier/La Mirada	SEP 2020	\$ 229.74				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/17/2020	WUSJ	San Jose Hills	SEP 2020	\$ 101.80				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/23/2020	WULM	Whittier/La Mirada	SEP 2020	\$ 140.51				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/23/2020	WUSJ	San Jose Hills	SEP 2020	\$ 160.32				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/23/2020	WULM	Whittier/La Mirada	SEP 2020	\$ 125.58				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/5/2020	WUSJ	San Jose Hills	OCT 2020	\$ 1,082.39				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/7/2020	WUSJ	San Jose Hills	OCT 2020	\$ 203.91				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/16/2020	WUSJ	San Jose Hills	OCT 2020	\$ 43.04				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/20/2020	WULM	Whittier/La Mirada	OCT 2020	\$ 25.98				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/21/2020	WULM	Whittier/La Mirada	OCT 2020	\$ 145.12				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/21/2020	WUSJ	San Jose Hills	OCT 2020	\$ 436.56				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/21/2020	WUSJ	San Jose Hills	OCT 2020	\$ 800.73				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/21/2020	WUSJ	San Jose Hills	OCT 2020	\$ 72.69				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/22/2020	WUSJ	San Jose Hills	OCT 2020	\$ 138.01				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/27/2020	WUSJ	San Jose Hills	OCT 2020	\$ 290.74				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/29/2020	WUSJ	San Jose Hills	OCT 2020	\$ 491.69				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/29/2020	WUSJ	San Jose Hills	OCT 2020	\$ 89.88				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/2/2020	WULM	Whittier/La Mirada	NOV 2020	\$ 93.07				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/3/2020	WUSJ	San Jose Hills	NOV 2020	\$ 473.27				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/4/2020	WUSJ	San Jose Hills	NOV 2020	\$ 778.99				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/18/2020	WUSJ	San Jose Hills	NOV 2020	\$ 343.49				Y
6001	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/23/2020	WUSJ	San Jose Hills	NOV 2020	\$ 274.31				N
6002	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/23/2020	WUSJ	San Jose Hills	NOV 2020	\$ 161.64				N
6003	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/8/2020	WULM	Whittier/La Mirada	DEC 2020	\$ 12.94				N
6004	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/8/2020	WUSJ	San Jose Hills	DEC 2020	\$ 39.19				Y
6005	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/8/2020	WUSJ	San Jose Hills	DEC 2020	\$ 5.95				N
6006	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/11/2020	WULM	Whittier/La Mirada	DEC 2020	\$ 80.90				N
6007	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/11/2020	WULM	Whittier/La Mirada	DEC 2020	\$ 287.73				N
6008	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/11/2020	WULM	Whittier/La Mirada	DEC 2020	\$ 1,218.96				N
6009	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/11/2020	WUSJ	San Jose Hills	DEC 2020	\$ 252.56				N
6010	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/11/2020	WUSJ	San Jose Hills	DEC 2020	\$ 92.64				Y
6011	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/11/2020	WUSJ	San Jose Hills	DEC 2020	\$ 48.54				N
6012	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/14/2020	WULM	Whittier/La Mirada	DEC 2020	\$ 95.51				Y
6013	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/14/2020	WULM	Whittier/La Mirada	DEC 2020	\$ 854.50				N
6014	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/15/2020	WULM	Whittier/La Mirada	DEC 2020	\$ 138.75				N
6015	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/15/2020	WUSJ	San Jose Hills	DEC 2020	\$ 139.94				Y
6016	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/16/2020	WULM	Whittier/La Mirada	DEC 2020	\$ 73.27				N
6017	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/17/2020	WULM	Whittier/La Mirada	DEC 2020	\$ 97.38				N
6018	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/17/2020	WULM	Whittier/La Mirada	DEC 2020	\$ 64.26				N
6019	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/22/2020	WUSJ	San Jose Hills	DEC 2020	\$ 67.64				N
6020	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/30/2020	WULM	Whittier/La Mirada	DEC 2020	\$ 104.07				N

CONFIDENTIAL: Submitted pursuant to General Order 66-D under the protection of Govt. Code §§ 7922.000, 7927.410, 7927.700 \$ 23,749.56

2019 Leak Adjustments

CONFIDENTIAL

Company code	Company Name	Main Transaction	Sub-Transaction	GL Account	GL Account Name	Yes	Month	Posting date	District	District Name	Fiscal year/period	Amount	Contract Account	Customer Name	Customer Address	LIRA (Y/N)
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	8	8/24/2021	WUSJ	San Jose Hills	AUG 2021	\$ 156.03				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	8	8/25/2021	WULM	Whittier/La Mirada	AUG 2021	\$ 111.39				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/3/2021	WUSJ	San Jose Hills	SEP 2021	\$ 47.77				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/8/2021	WULM	Whittier/La Mirada	SEP 2021	\$ 122.63				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/9/2021	WULM	Whittier/La Mirada	SEP 2021	\$ 58.46				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/14/2021	WULM	Whittier/La Mirada	SEP 2021	\$ 11.96				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/14/2021	WULM	Whittier/La Mirada	SEP 2021	\$ 93.61				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/16/2021	WUSJ	San Jose Hills	SEP 2021	\$ 303.39				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/21/2021	WULM	Whittier/La Mirada	SEP 2021	\$ 684.98				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/21/2021	WUSJ	San Jose Hills	SEP 2021	\$ 38.81				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	9	9/30/2021	WUSJ	San Jose Hills	SEP 2021	\$ 143.46				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/1/2021	WULM	Whittier/La Mirada	OCT 2021	\$ 97.43				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/1/2021	WUSJ	San Jose Hills	OCT 2021	\$ 113.71				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/11/2021	WULM	Whittier/La Mirada	OCT 2021	\$ 120.59				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/15/2021	WUSJ	San Jose Hills	OCT 2021	\$ 217.00				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/18/2021	WULM	Whittier/La Mirada	OCT 2021	\$ 4.01				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/18/2021	WUSJ	San Jose Hills	OCT 2021	\$ 113.93				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	10	10/26/2021	WUSJ	San Jose Hills	OCT 2021	\$ 88.62				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/1/2021	WULM	Whittier/La Mirada	NOV 2021	\$ 242.41				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/1/2021	WUSJ	San Jose Hills	NOV 2021	\$ 262.76				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/10/2021	WULM	Whittier/La Mirada	NOV 2021	\$ 285.93				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/11/2021	WUSJ	San Jose Hills	NOV 2021	\$ 88.30				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	11	11/23/2021	WUSJ	San Jose Hills	NOV 2021	\$ 33.77				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/13/2021	WULM	Whittier/La Mirada	DEC 2021	\$ 291.44				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/13/2021	WULM	Whittier/La Mirada	DEC 2021	\$ 177.02				Y
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/13/2021	WUSJ	San Jose Hills	DEC 2021	\$ 297.39				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/14/2021	WULM	Whittier/La Mirada	DEC 2021	\$ 95.37				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/14/2021	WUSJ	San Jose Hills	DEC 2021	\$ 231.81				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/15/2021	WULM	Whittier/La Mirada	DEC 2021	\$ 395.12				N
6000	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/15/2021	WULM	Whittier/La Mirada	DEC 2021	\$ 108.98				N
6001	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/16/2021	WULM	Whittier/La Mirada	DEC 2021	\$ 236.20				N
6002	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/29/2021	WULM	Whittier/La Mirada	DEC 2021	\$ 83.34				N
6003	Suburban Water Systems	Miscellaneous	Water Usage Cr	440040	Resident Water Sales	#####	12	12/30/2021	WULM	Whittier/La Mirada	DEC 2021	\$ 618.22				N

CONFIDENTIAL: Submitted pursuant to General Order 66-D under the protection of Govt. Code §§ 7922.000, 7927.410, 7927.700

\$ 20,668.66

Attachment 3-5: Suburban's Response to Public Advocates Office DR KN3-15



**Suburban
Water Systems**

1325 N. Grand Avenue
Suite 100
Covina, CA 91724-4044
Phone: 626.543.2500
Fax: 626.331.4848
www.swwc.com/suburban

May 17, 2023

To: Suliman Ibrahim
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Response to A.23-01-001, Public Advocates Office DR KN3-15 (Special Request
No. 6 III)

Dear Mr. Ibrahim et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

**Response to A.23-01-001, Public Advocates Office
DR KN3-15 (Special Request No. 6 III)**

1. Reference “DR KN3-04 #1.a.ii Response (2019-2-21 Leak Adjustments).pdf.” This response shows that there were 312 incidents where the leak forgiveness adjustment falls under \$1000 in the last 3 years (2019-2021).
 - a. Please use the table below to provide an explanation for Suburban to justify each of the leak forgiveness adjustments under \$1000. Please note row 1 is an example of proof of repair receipt and explanation.

	Posting date	District	Contract Account	Amount	Explanation and Receipt
1	10/5/20	WUSJ	6000156000	\$ 1,082.39	Customer received a very high bill, then provided proof of the leak repair. Suburban provided a leak adjustment after receiving the customer's proof.
2					
3					
4					
5					

Response:

Please see file entitled “DR KN3-15 Response #1.a. – Explanation.pdf” for the explanation for Suburban to justify each of the leak forgiveness adjustments under \$1000.

- b. For each repair, provide the receipt(s) associated with the repair.

Response:

Please see file entitled “DRKN3-15 Response #1.b. – Receipts.pdf” for the receipts associated with the repair.

2019-2021 Leak Adjustments

No.	Posting date	District	Contract Account	Amount	Explanation and Receipt
1	1/15/2019	WUSJ	6000091169	\$97.19	THERE WAS AN ISSUE AFTER THE METER EXCHANGE WAS PERFORMED. ONE TIME LEAK ADJUSTMENT CARRIED OUT.
2	1/16/2019	WUSJ	6000014708	\$14.42	CUSTOMER HAD LIFELINE PLAN, IT TOOK FOUR DAYS FOR CONTRUCTION TO MAKE REPAIRS ONE TIME LEAK ADJUSTMENT CARRIED OUT.
3	1/16/2019	WUSJ	6000089660	\$2.66	CUSTOMERS ACCOUNT WAS OVER BILLED.
4	1/16/2019	WUSJ	6000095930	\$96.26	SPLIT WATER LOSS W/CST DUE TO A LEAK
5	1/16/2019	WUSJ	6000141947	\$0.30	ACCOUNT WAS OVER BILLED.
6	1/21/2019	WULM	6000137432	\$15.92	OVER READ METER PROVIDED ADJ FOR 6CCFS
7	1/21/2019	WUSJ	6000016982	\$50.86	ACCOUNT WAS OVER BILLED.
8	1/28/2019	WULM	6000037710	\$260.50	CST HAD AN IRRIGATION LEAK PROVIDED CREDIT
9	1/30/2019	WUSJ	6000017564	\$34.97	SMALL COUPLING LEAK ON OUR END
10	2/5/2019	WULM	6000116491	\$24.36	CUSTOMER SOLD PROPERTY, BUT NEVER CONTACTED SUB.
11	2/11/2019	WUSJ	6000022413	\$10.00	ADJ AS A RESULT TO SUB CREW SHUT DOWN AND LEAVING WATER ON
12	2/12/2019	WULM	6000113896	\$18.58	ADJUSTMENT, FOR USAGE ON LAST BILL.
13	2/13/2019	WULM	6000140438	\$231.66	ADJUSTMENT CARRIED OUT, CUSTOMER WAS HOSPITALIZED FOR THREE MONTHS.
14	2/19/2019	WUSJ	6000082761	\$161.77	ADJ CARRIED OUT, HIGH BILL COMPLAINT DUE TO IRRIGATION LEAK
15	3/4/2019	WULM	6000131521	\$13.27	ADJ AS A RESULT TO SUB CONTRUCTION SHUTDOWN
16	3/6/2019	WUSJ	6000016904	\$359.23	LEAK ON MAIN LINE
17	3/11/2019	WUSJ	6000076305	\$30.48	LEAK DUE TO BAD KEY STOP SHUTOFF ON OUR SIDE OF THE SERVICE. IT TOOK A FEW DAYS TO REPAIR.
18	3/13/2019	WUSJ	6000143098	\$57.43	METER READING ISSUE HIGH USAGE
19	3/18/2019	WULM	6000128527	\$251.72	ADJUSTMENT BY OFFICE MANAGER. METER TEST RESULTS WERE NOT RECEIVED.
20	3/28/2019	WULM	6000128527	\$228.31	METER SENT FOR TEST RESULTS, WAS LOST IN DELIVERY
21	4/4/2019	WULM	6000023403	\$377.58	HIGH USAGE ON METER CHANGE OUT.
22	4/8/2019	WULM	6000152301	\$26.20	ADJUSTMENT DUE TO TOILET LEAK
23	4/9/2019	WUSJ	6000081022	\$298.83	ADJUSTMENT DUE TO MIS-READ DURING METER EXCHANGE.
24	4/9/2019	WUSJ	6000141806	\$19.88	CST OVER CHARGED ON METER SERVICE/CHARGE
25	4/10/2019	WUSJ	6000143098	\$278.48	METER WAS MIS-READ.
26	4/16/2019	WUSJ	6000153815	\$311.10	NEW CST HAD TOILET LK OVER USAGE WAS SPLIT
27	4/29/2019	WUSJ	6000017608	\$8.65	ADJ CST OUT OF COUNTRY FOR 3 MONTHS
28	5/7/2019	WULM	6000046363	\$10.77	LIFELINE PLAN LEAK ADJ.
29	5/7/2019	WUSJ	6000062354	\$15.77	DUE TO METER RELOCATION.
30	5/7/2019	WUSJ	6000142561	\$635.83	LEAK ON CUSTOMER SIDE DUE TO REPAIR ON SWS SIDE.
31	5/20/2019	WULM	6000027898	\$18.58	LEAK ON CUSTOMER SIDE DUE TO REPAIR ON SWS SIDE.
32	5/20/2019	WUSJ	6000004837	\$1,337.73	NOT APPLICABLE
33	5/30/2019	WULM	6000111941	\$471.60	CST OVER CHARGED ON METER SIZE SERVICE/CHARGE
34	6/12/2019	WULM	6000117120	\$111.23	LEAK DUE TO METER EXCHAGE.
35	6/12/2019	WUSJ	6000049091	\$74.79	LEAK ON CUSTOMER SIDE DUE TO REPAIR ON SUB SIDE.
36	6/13/2019	WULM	6000153876	\$171.25	LIFELINE PLAN LEAK ADJ.
37	6/14/2019	WULM	6000002633	(\$8.95)	CUSTOMER OVER BILLED FOR 3 MONTHS
38	6/25/2019	WUSJ	6000004837	\$459.39	ADJ DUE CST IRRIGATION LEAK

No.	Posting date	District	Contract Account	Amount	Explanation and Receipt
39	7/11/2019	WUSJ	6000124415	\$167.99	ONE TIME LEAK ON IRRIGATION ADJUSTMENT.
40	7/15/2019	WULM	6000005634	\$273.18	CUSTOMER OVER CHARGED ON METER S/C.
41	7/15/2019	WULM	6000020352	\$342.85	ADJ CST IN THE HOSPITAL FOR A YEAR
42	7/15/2019	WULM	6000143515	\$273.18	CUSTOMER OVER CHARGED ON METER S/C.
43	7/18/2019	WUSJ	6000008135	\$241.60	GRANTED ADJUSTMENT DUE TO IRRIGATION LEAK
44	7/18/2019	WUSJ	6000099304	\$1,050.30	NOT APPLICABLE
45	7/23/2019	WULM	6000122906	\$30.56	IRRIGATIO LEAK RELIEF.
46	7/25/2019	WUSJ	6000027475	\$75.00	ONE TIME LEAK ADJUSTMENT FOR LIFELINE
47	7/25/2019	WUSJ	6000087228	\$247.00	LIFELINE LEAK ADJ.
48	7/29/2019	WULM	6000072055	\$74.31	CUSTOMER HAD A LEAK ON HER HOUSE LINE. SHE WAS AWAY FROM HER HOME DUE TO CAR ACCIDENT. HER GARDENER SAW LEAK AND DID THE NECESSARY REPAIRS
49	7/31/2019	WUSJ	6000155302	\$75.72	CUSTOMER WANTS SOME OF THE USAGE WRITTEN OFF, SHE CLAIMS THEY WERE NOT LIVING IN THE HOME UNTIL JUNE 26TH.
50	8/5/2019	WULM	6000027272	\$174.91	DEBBIE CALLED TO INQUIRE ON HB RESULTS, AND SHE MENTIONED THAT IT HAS BEEN A TOILET LEAK.
51	8/5/2019	WUSJ	6000156420	\$30.93	CUSTOMER BELEIVES METER WAS MISREAD AT TIME OF CLOSING- ADJUSTED 10CCFS PR
52	8/20/2019	WUSJ	6000052726	\$211.79	ONE TIME LEAK ADJ 31CCF FROM AUGUST 30 CCF FROM JULY DUE TO HLL AND HAS LIFELINE LEAK, WHICH WAS REPAIRED TODAY.
53	8/21/2019	WUSJ	6000059859	\$159.71	SHE HAD A LEAK AND CALLED A PLUMBER TO FIX IT AND IT WAS THEN SHE SIGNED UP WITH LLS WITH US, WHICH SHE WAS APPROVED, SHE IS EMAILING HER RECEIPT OF HOME DEPOT WHERE SHE MADE THE REPAIRS
54	8/22/2019	WULM	6000008316	\$131.72	PROBLEM WITH METER SECOND DIGIT ROLLED
55	8/22/2019	WULM	6000042077	\$617.60	CUSTOMER HAS A MAINLINE LEAK AND IS STILL HAVING IT REPAIRED. HER PLUMBER SAID TWO MORE WEEK UNTIL REPAIRS ARE COMPLETED. IS ASKING FOR ADJUSTMENT
56	8/27/2019	WULM	6000008621	\$49.44	ELDERLY CUSTOMER ASKING FOR ADJUSTMENT. SAID SHES ON FIXED INCOME AND CANT AFFORD THE INVOICE. SHE HAD A LEAK IN HER BACK YARD
57	8/29/2019	WULM	6000078935	\$13.18	REPAIRS ON WORK THAT WAS BEING DONE AND ONE OF HER SPRINKLER HEADS GOT BROKEN
58	9/3/2019	WULM	6000001304	\$14.95	PER IRENE PER TOM M GIVE CREDIT FOR 5 CCF
59	9/5/2019	WUSJ	6000093540	\$81.21	LEAK INVOLVED AUGUST AND SEPT INVOICE ALREADY ADJUSTED AUGUST INVOICE
60	9/11/2019	WUSJ	6000020461	\$99.34	110.23 ADJ PER PAT POOLER SPOKE TO SHARON ALSO MR HOLTZ ADDED HER AS AUTHORIZED
61	9/12/2019	WULM	6000054842	\$310.07	PROCESSING ADJUSTMENT FOR THE CUSTOMER IN THE AMOUNT OF 328.98 BACK TO LAST YEAR (JULY/AUG 67 CCF) TRIED TO CALL CUSTOMER BACK BUT PHONE NUMBER IS BAD
62	9/12/2019	WUSJ	6000136914	\$439.95	CUST HAS HIGH BILL - ADJUSTMENT ON BILL
63	9/16/2019	WULM	6000138554	\$131.84	LEAK ADJ - 40CCF
64	9/17/2019	WULM	6000116749	\$6.00	KM APPROVED P.R ADJUSTMENT FOR \$6.00. ADV CST METER GASKETS DON'T LEAK A LOT OF WATER.
65	9/18/2019	WULM	6000116749	\$57.77	REPLACE THE GASKET ON METER (CST SIDE) LEAK WAS REGISTERING ON METER
66	9/18/2019	WULM	6000119654	\$146.35	METER WAS INSTALLED BACKWARDS
67	9/19/2019	WUSJ	6000134750	\$1,011.18	NOT APPLICABLE
68	9/19/2019	WUSJ	6000148519	\$35.64	CUSTOMER SENT PROOF THAT THEY MOVED OUT 5/15/2019 REVERSING THE CHARGES OFF THE FINAL INVOICE \$36.12 PROOF ATTACHED.
69	9/24/2019	WULM	6000008948	\$26.37	CUSTOMER CLAIMED LEAK WAS CAUSED BY THE METER EXCHANGE TAKE BACK TO LAST YEAR CCFS PR FOR \$30.00 PER TOM M.
70	9/24/2019	WUSJ	6000082041	\$475.66	ADJ ACCT DUE TO MTR MALFUNCTION ACCORDING TO NOTES ON S/O

No.	Posting date	District	Contract Account	Amount	Explanation and Receipt
71	9/26/2019	WUSJ	6000081435	\$262.91	PROCESSED ADJUSTMENT DUE TO OVER READ OUT READ ADJ FILED
72	9/30/2019	WULM	6000141146	\$512.23	PROVIDED LEAK ADJ FOR IRRIGATION LK AND BROKEN ELECTRIC ADAPTER
73	9/30/2019	WUSJ	6000039036	\$243.04	ADJ ON OVER ESTIMATED METER READ
74	9/30/2019	WUSJ	6000093540	\$91.26	LIFELINE LEAK ADJ.
75	10/2/2019	WULM	6000063335	\$54.81	METER COUPLING THATS LEAKING
76	10/7/2019	WULM	6000154818	\$468.03	SECOND DIAL ON METER ROLLED
77	10/7/2019	WUSJ	6000019970	\$906.02	IRRIGATION LEAK RELIEF
78	10/14/2019	WUSJ	6000093947	\$16.10	CUSTOMER WAS OUT OF TOWN IN AUGUST AND SOMEONE TURNED ON HIS HOSE
79	10/17/2019	WULM	6000151267	\$32.99	CUST HAD LEAK AT GASKET
80	10/17/2019	WUSJ	6000020461	\$0.00	
81	10/17/2019	WUSJ	6000024194	\$251.91	HIGH BILL AND A LEAK ON THE HILL BEHIND HIS PROPERTY
82	10/18/2019	WULM	6000003992	\$44.84	DATA LOG NOT MATCHING READ
83	10/24/2019	WULM	6000068038	\$82.40	LEAK ADJ OF 25CCF DUE TO FACT THAT MR KELLY PASSED AWAY ON 090919 IN THE SHOWER AND WATER RAN FOR 3 DAYS
84	10/30/2019	WULM	6000005222	\$445.01	SENT OUT ON HIGH BILL. CUSTOMER MENTIONED SHE HAD SMALL SPRINKLER LEAK
85	10/30/2019	WULM	6000141146	\$13.18	PROVIDED 4 CCF ADJ FOR LK
86	10/30/2019	WUSJ	6000020042	\$188.04	LIFELINE LEAK ADJ.
87	10/30/2019	WUSJ	6000051052	\$385.39	ONE TIME LEAK ADJUSTMENT
88	11/12/2019	WUSJ	6000018953	\$3.95	CST WAS UNDERBILLED BACK IN AUG
89	11/14/2019	WULM	6000034389	\$138.43	ONE TIME LEAK ADJUSTMENT IN THE AMOUNT OF \$177.37
90	11/19/2019	WUSJ	6000100471	\$254.91	PER JOCELYN ON 111419 AFTER PUC COMPLAINT. PROVIDE CREDIT OF \$254.91 ON THIS ACCOUNT ADJUSTMENT COMPLETED BY SUE K
91	11/19/2019	WUSJ	6000156606	\$5.00	WE USED CUSTOMERS WATER HOSE FOR HALF HR TWO WEEKS AGO WHILE WORKING ON A FIRE HYDRANT.
92	12/9/2019	WUSJ	6000116614	\$461.24	PER METER TEST REPORT...ADJ WAS PROCESSED PER NOTES
93	12/12/2019	WUSJ	6000100471	\$554.68	METER EXCHANGE WAS DUE TO CONDENSATION AND CST WAS TOLD THAT HER METER WAS BROKEN; NOV INVOICE WAS ESTIMATED WITH 7231 READ. P POOLER & M JIMENEZ PULLED THE METER FROM THE DUMPSTER AND REPORTED OUTREAD OF 7196.
94	12/12/2019	WUSJ	6000144726	\$50.36	SWS WORK AT CST HOME THEY EXPERIENCE LEAK UNDERNEATH DRIVEWAY
95	12/18/2019	WULM	6000017777	\$67.65	CUSTOMER BEING BILLED FOR 1" METER IT IS A 3/4"
96	12/18/2019	WULM	6000045026	\$126.96	CUSTOMERS BILL FOR WHEN THE METER WAS SWITCHED OUT WAS VERY HIGH. THE METER READ WAS CORRECT. PER KM GOING TO ADJ BILL FOR CUSTOMER.
97	12/18/2019	WULM	6000057937	\$184.58	ONE TIME LEAK ADJUSTMENT 200.61
98	12/30/2019	WUSJ	6000030839	\$305.54	REQUESTED A ONE TIME LEAK ADJ. ADVISED TO SEND OVER PLUMBERS RECEIPT AND WE WILL WAIT FOR KATHY'S APPROVAL
99	12/31/2019	WULM	6000075146	\$4,026.79	NOT APPLICABLE
100	1/9/2020	WULM	6000071491	\$177.98	ADJ. FOR AUG, SEPT THE CUSTOMERS AVERAGE IS ONLY 11CCFS- GRANTED A ONE TIME LEAK ADJUSTMENT AS A LIFELINE CUST.
101	1/9/2020	WUSJ	6000118267	\$525.11	HOUSELINE LEAK ADJ
102	1/13/2020	WULM	6000156381	\$102.18	INVOICE FROM PLUMBING IS ATTACHED SHOWING TOTAL PRICE CHARGED FOR DOING REPAIRS.
103	1/15/2020	WUSJ	6000118267	\$381.70	HOUSELINE LEAK ADJ
104	1/15/2020	WUSJ	6000141047	\$84.07	ADJUSTMENT APPROVED BY JOCELYN FOR 84.07 ADJ PER PREV NOTES JULY-NOV DOES SEEM TO BE BILLED CORRECTLY NEW METER NOW NOT ABLE TO DO CANCEL REBILL

No.	Posting date	District	Contract Account	Amount	Explanation and Receipt
105	1/16/2020	WULM	6000151267	\$13.18	LEAK AT GASKET ON CUSTOMERS END AFTER METER EXCHANGE
106	1/20/2020	WUSJ	6000092282	\$165.00	HAS TOILET LEAK DUE TO WORN PART FOR TOILET WE PROVIDED
107	1/21/2020	WUSJ	6000145503	\$124.99	A ONE TIME LEAK ADJUSTMENT AND A PR ADJUSTMENT DONE TO THE ACCOUNT IT LOOKS LIKE THE 3RD DIGIT ON THE METER ROLLED..
108	1/22/2020	WUSJ	6000127746	\$184.50	WROTE UP ADJUSTMENT ONE TIME LEAK FOR NOVEMBER
109	1/23/2020	WUSJ	6000127746	\$106.44	WROTE UP ADJUSTMENT ONE TIME LEAK FOR NOVEMBER
110	1/30/2020	WULM	6000003244	\$2,321.11	NOT APPLICABLE
111	2/6/2020	WULM	6000053511	\$347.88	ADJ FOR TOTAL OF 346.18 CUST WAS OVERBILLED MOVED OUT AUG 16TH TOOK OWNERSHIP IN NOVEMBER.
112	2/7/2020	WUSJ	6000031846	\$142.35	THE LEAK WAS REPAIRED WITH NON INVENTORY PARTS AND THE NEW 4G ALLEGRO METER WAS INSTALLED.
113	2/10/2020	WULM	6000045026	\$0.00	
114	2/10/2020	WULM	6000057937	\$0.00	
115	2/10/2020	WULM	6000126794	\$7.89	MOVED OUT ON A DIFFERENT DAY
116	2/10/2020	WULM	6000156381	\$0.00	
117	2/10/2020	WUSJ	6000020461	\$0.00	
118	2/10/2020	WUSJ	6000030839	\$0.00	
119	2/11/2020	WUSJ	6000005106	\$80.00	THIS ACCT WAS CLOSED IN ERROR BACK IN JULY 2018.KATHY IS WORKING ON RE/OPENING ACT AND CLOSING ACT UNDER YAN ZHIQUIANG AND BACKING
120	2/11/2020	WUSJ	6000088021	\$1.68	ADJUSTED DUE TO CUSTOMER GOING INTO THE SECOND TIER BECAUSE OF MISS READ
121	2/13/2020	WULM	6000063427	\$79.10	ASKED ON LETTY NOTES IF MR C PROVIDES COPY OF REPAIR LEAK SHE OFFERED LEAK ADJ ALSO LAST PAYMENT HE MAILED HAS NOT COME IN YET HE WILL CHECK NEXT WEEK ALSO MENTIONED HE IS DISABLED
122	2/17/2020	WUSJ	6000127874	\$100.00	ADJ FOR 100.00 OFF THEIR WATER BILL DUE TO LIFELINE PROGRAM
123	2/20/2020	WUSJ	6000111131	\$88.70	ADJUSTMENT DUE TO METER EXCHANGE
124	2/25/2020	WULM	6000026648	\$125.25	LIFELINE ADJUSTMENT APPROVED BY TOM IT TOOK A COUPLE OF DAYS FOR US TO FIX ADJUSTED CUSTOMER BACK TO LAST YEAR
125	3/2/2020	WUSJ	6000093664	\$85.88	CUSTOMER GOT ANOTHER HIGH BILL AFTER WE ADJ LAST MONTHS FOR LIFELINE
126	3/3/2020	WULM	6000032694	\$52.53	ADJ 16CCF BASED ON KATHY AND JOCELYN APPROVAL ADJ DUE TO IN JANUARY 2020 WAS UNDER READ
127	3/4/2020	WUSJ	6000141768	\$100.00	PER PAT POOLER DID AN ADJ FOR 100.00 ON CUST ACCT, GIVEN TO PAM ON 030320 SK DUE TO LLS PROBLEM PER PAT P
128	3/6/2020	WUSJ	6000115756	\$72.82	I WAS SENT OUT ON A BILL INQ. AND REPAIRED A CUST SIDE COUPLING LEAK. IT WAS GOING AT 0.2 GALLONS PER MIN. I GOT A DATA LOG FROM ANGELA AND EMAILED IT TO THE CUST. THE DATA LOG SHOWS THIS LEAK HAS PROBABLY BEEN GOING ON FOR AT LEAST 60 DAYS. CUST FEELS HE SHOULD BE CREDITED.
129	3/12/2020	WULM	6000004705	\$6.13	2 UNITS ADJUSTMENT BECAUSE REPAIRS WILL NOT BE MADE UNTIL MAY TUESDAY PER TOM MEDINA
130	3/12/2020	WULM	6000054096	\$6.13	PROCESSED ADJUSTMENT FOR 3 DAYS OF SERVICE 2CCFS
131	3/17/2020	WUSJ	6000110162	\$78.39	ONE TIME IRRIGATION LEAK ADJ 22 CCF 89.61 APPROVED BY JOCELYN
132	4/6/2020	WULM	6000138738	\$164.09	CUSTOMER DOES NOT HAVE A METER AND IS GETTING SERVICE CHARGED- ADJUSTING FROM AUGUST TO MARCH. \$164.09 PER CPUC CUSTOMER SHOULD NOT BE CHARGED--PLACING A BILLING LOCK SO ACCOUNT DOES NOT GET SERVICE CHARGED
133	4/7/2020	WULM	6000004705	\$94.70	PER TOM M...TOOK OVER 10 DAYS TO FIX LIFELINE LEAK PROCESSED ADJ
134	4/8/2020	WUSJ	6000137783	\$790.99	ADV CST THAT PER FIELD TECH HE HAS A LEAK. ADV TO GET IN CONTACT WADV CST THAT PER FIELD TECH HE HAS A LEAK. ADV TO GET IN CONTACT WITH A PLUMBER.ITH A PLUMBER.
135	4/16/2020	WUSJ	6000010935	\$26.40	MET W/ MIKE RODRIGUEZ AND CUSTOMER. READ IS 804. ADJ INVOICE TO 8 CCF.

No.	Posting date	District	Contract Account	Amount	Explanation and Receipt
136	4/21/2020	WUSJ	6000071081	\$235.16	CUSTOMER HAS BEEN HAVING AN ONGOING LEAK. SHE IS AN ELDERLY CUSTOMER. SAID SHE FINALLY GOT SOMEONE WITH A LEAK DETECTOR AND WAS ABLE TO LOCATE LEAK. REPAIRS AND REPIPING CHARGE FOR HER IN TOTAL IS \$11522.00
137	4/23/2020	WUSJ	6000123862	\$83.74	ADJ. FOR SPRINKLER SYSTEM LEAK
138	4/29/2020	WUSJ	6000126382	\$68.54	SPOKE W/ MS HERNANDEZ. AGREED TO ADJUST 20 UNITS. ISSUE MAY HAVE BEEN WHEN METER MOVED PAST 999. WILL ASK MIKE TO CHECK ON METER AND LET ME KNOW THE METER READ NEXT MONTH BEFORE THE BILL IS SENT.
139	4/30/2020	WULM	6000076629	\$110.00	LIFELINE LEAK - PER PAT POOLER, PROVIDED THE 20CCF ADJ ON HIS ACCT
140	5/12/2020	WULM	6000030795	\$152.19	PER CST THEY HAVE A LEAK IN THE GUEST HOUSE RESTROOM. SHE ASKED IF WE CAN ADJS ACCOUNT, ADV WE WOULD NEED PROOF THAT LEAK WAS FIXED. ADV IF ADJ IS APPROVED, IS A 1TIME LEAK ADJ.
141	5/14/2020	WUSJ	6000129020	\$299.29	SEE ATTACHED APPROVED ON TIME LEAK ADJ CUSTOMER HAD TOILET LEAK ALSO SEE ATTACHED COPY OF PARTS INVOICE FROM CUSTOMER
142	5/18/2020	WULM	6000133834	\$71.68	HIGH USAGE AND SHOWS CREEPAGE HAD LEAK UNDER SLAB AND DID REPIPE ABOUT TWO DAYS
143	5/18/2020	WULM	6000148582	\$54.11	IRRIGATION LEAK ADJ WHICH WAS APPROVED BY JOCELYN
144	5/19/2020	WULM	6000144311	\$46.00	SWS UTILIZED CUST'S WATER TO CLEAN THE CUST'S NEIGHBOR
145	5/26/2020	WUSJ	6000161175	\$89.93	SPOKE W/ MR PROWS. M/I AND M/O OCCURRED WHEN METER WAS ESTIMATED DUE TO COVID-19.
146	5/28/2020	WUSJ	6000098301	\$109.23	ONE TIME LEAK ADJ ON IRRIGATION
147	6/2/2020	WUSJ	6000116918	\$334.92	PER CST THEY HAD A LEAK AND IT HAS BEEN FIXED. HE WILL SEND PROOF. ADV IF LEAK IS APPROVE, IT WILL ONLY BE A 1 TIME LEAK ADJ WHILE HE IS A SUBURBAN CST.
148	6/3/2020	WULM	6000015370	\$206.30	PROCESSED ONE TIME LEAK ADJUSTMENT DUE TO TOILET LEAK APPROVED BY JOCELYN
149	6/4/2020	WULM	6000002994	\$400.00	SENT JOCELYN PR ADJ FOR 400.00 FOR GARDENER/PLUMBER INVOICE FOR DIGGING UP YARD SEE ATTACHED EMAIL
150	6/4/2020	WUSJ	6000077259	\$45.15	CUSTOMER IS NOT SATISFIED WITH FIELD TECHNICIAN RESULTS
151	6/4/2020	WUSJ	6000134488	\$110.36	CST IS ASKING FOR ONE TIME LEAK ADJ. CST IS PROVIDING US WITH A PERSONAL CELL PHONE TO CALL THE PERSON THAT HE CONTRACTED TO DO HIS REPAIRS.
152	6/9/2020	WUSJ	6000082313	\$356.00	AFTER REVIEWING THE INFORNATION, AGREE THAT THE METER STUCK - ADJUST 100 UNITS.
153	6/10/2020	WUSJ	6000122532	\$52.84	CUSTOMER CALLED QUESTIONING HIGH USAGE FOR THE MONTH OF MAY.
154	6/17/2020	WULM	6000080657	\$81.17	ONE TIME LEAK ADJ GIVEN ON 61720/APRIL 2020 BILLING TOILET LK
155	6/17/2020	WULM	6000109407	\$47.35	CUSTOMER SAID SHE HAD A LEAK IN TOILET AND HAS BEEN FIXED.
156	6/17/2020	WUSJ	6000159488	\$141.99	SPOKE TO CUSTOMER FRIDAY ABOUT LEAK AT THE HOME AND IS STILL OUT OF THE COUNTRY
157	6/22/2020	WUSJ	6000029947	\$85.51	ONE TIME IRRIGATION LEAK ADJ
158	6/22/2020	WUSJ	6000048134	\$131.83	ADJ. FOR ONE TIME IRRIGATION LEAK
159	6/24/2020	WUSJ	6000029947	\$81.95	ONE TIME LEAK ADJ GIVEN DOING A ONE TIME LEAK ADJ OK PER JOCELYN
160	6/26/2020	WULM	6000037609	\$196.29	CST REPAIRED LEAK UNDERNEATH THE HOUSE.
161	6/26/2020	WUSJ	6000099696	\$905.74	ONE TIME LEAK ADJ APPROVED BY JOCELYN 230 CCF DUE TO IRRIGATION
162	7/6/2020	WUSJ	6000091394	\$3.32	ADJUSTMENT FROM HIGH RATE TO LOW RATE
163	7/7/2020	WUSJ	6000099795	\$6.89	METER LEAK
164	7/9/2020	WUSJ	6000023378	\$321.05	ADJ FOR MAIN HOUSELINE LK
165	7/9/2020	WUSJ	6000085333	\$110.45	ONE TIME LIFELINE LEAK ADJ
166	7/15/2020	WUSJ	6000138278	\$203.69	ONE TIME LIFELINE LEAK ADJ FOR \$203.69 HAS BEEN PROCESSED
167	7/22/2020	WUSJ	6000098128	\$35.44	CST HAD LEAK INSISTED ON ADJ
168	7/23/2020	WULM	6000002869	\$242.27	ONE TIME IRRIGATION LEAK ADJ.

No.	Posting date	District	Contract Account	Amount	Explanation and Receipt
169	7/23/2020	WUSJ	6000094835	\$421.76	ADJ FOR LIFELINE LEAK REPAIR
170	7/29/2020	WULM	6000066632	\$11.03	LIFELINE LEAK STILL LEAKING
171	8/2/2020	WUSJ	6000138278	\$106.43	PROCESSED ON TIME LIFELINE LEAK ADJ.
172	8/4/2020	WUSJ	6000039914	\$60.52	PROCESSED ON TIME LIFELINE LEAK ADJ.
173	8/5/2020	WUSJ	6000032498	\$203.62	EMAILED IRRIGATION LEAK ADJ TO JOCELYN ONE TIME LEAK ADJ 203.62 50 CCF
174	8/11/2020	WUSJ	6000098128	\$17.11	EMAIL RECEIPT OF BILL FOR REPAIRS ADV WILL GO OVER IT WITH SUP
175	8/20/2020	WULM	6000035576	\$277.42	ONE TIME LEAK ADJ FOR LEAK IN BACKYARD.
176	8/25/2020	WUSJ	6000121272	\$81.31	JOCELYN APPROVED 11 CCF CREDIT FOR SEPT BILL AS ONE TIME LEAK ADJ. DUE TO SPRINKLERS LEAK.
177	9/8/2020	WULM	6000076597	\$44.68	CST HAD LIFELINE LEAK. IT WENT FOR ABOUT A WEEK BEFORE WE COULD GET OUT THERE
178	9/17/2020	WULM	6000004678	\$229.74	ONE TIME LEAK ADJ. RELATED TO LEAK ON BACKYARD HILL
179	9/17/2020	WUSJ	6000117937	\$101.55	PROCESSED ONE TIME LEAK ADJ LIFELINE CST.
180	9/22/2020	WULM	6000000729	\$140.51	LEAK UNDER DWELLING
181	9/22/2020	WUSJ	6000090088	\$160.32	PROCESSED 1X SPRINKLER SYSTEM LEAK ADJ
182	9/23/2020	WULM	6000030535	\$125.58	PROCESSED 1X LEAK ADJUSTMENT HOSE BIB LK
183	10/5/2020	WUSJ	6000156000	\$1,082.39	NOT APPLICABLE
184	10/7/2020	WUSJ	6000004958	\$203.91	LEAK DETECTED WITH DATA LOG IRRIGATION LK
185	10/16/2020	WUSJ	6000121272	\$40.04	JOCELYN APPROVED 11 CCF CREDIT FOR IRRIGATION LK
186	10/20/2020	WULM	6000074729	\$25.56	ONE TIME LEAK ADJUSTMENT
187	10/21/2020	WULM	6000043738	\$145.12	TOILET LEAK
188	10/21/2020	WUSJ	6000005306	\$436.56	CUSTOMER WILL EMAIL ME PICS AND RECEIPTS OF LEAK HE FIXED ON HIS OWN. ASKING FOR ADJUSTMENT
189	10/21/2020	WUSJ	6000039371	\$890.73	SPRINKLER LEAK
190	10/21/2020	WUSJ	6000100601	\$72.69	ONE TIME LEAK ADJUSTMENT
191	10/22/2020	WUSJ	6000153264	\$138.01	TOILET LEAK
192	10/27/2020	WUSJ	6000129892	\$290.74	TOILET LEAK
193	10/29/2020	WUSJ	6000075125	\$491.69	LIFELINE ACCT. ADJ. THE LEAK LINGERED DUE TO NON TIMELY REPAIR.
194	10/29/2020	WUSJ	6000146251	\$99.88	MAIN LINE LEAK
195	11/2/2020	WULM	6000162055	\$92.07	ONE TIME LEAK ADJ. FOR SPRINKLERS LK
196	11/3/2020	WUSJ	6000147503	\$470.27	LEAK ADJ FOR TOILET LK
197	11/4/2020	WUSJ	6000019867	\$778.99	IRRIGATION LEAK
198	11/18/2020	WUSJ	6000145032	\$343.49	SPRINKLER LEAK
199	11/23/2020	WUSJ	6000088654	\$274.31	CUST SENT ME AN EMAIL ASKING ME FOR THE ONE TIME LEAK ADJ
200	11/23/2020	WUSJ	6000137867	\$161.64	MAIN LINE LEAK
201	12/8/2020	WULM	6000070411	\$12.94	LEAK ADJUSTMENT FOR CUST BECAUSE WE COULD NOT DETERMINE WHERE THE LEAK WAS LOCATED FROM 8/27-9/11
202	12/8/2020	WUSJ	6000059288	\$39.19	ADJ APPROVED BY JOCELYN FOR IRRIGATION
203	12/9/2020	WUSJ	6000126054	\$5.55	CUSTOMER BILLED OUTSIDE OF 27/33 WINDOW
204	12/11/2020	WULM	6000065095	\$80.94	IRRIGATION LEAK
205	12/11/2020	WULM	6000157348	\$287.73	ONE TIME LEAK ADJUSTMENT
206	12/11/2020	WULM	6000159146	\$1,218.95	NOT APPLICABLE
207	12/11/2020	WUSJ	6000043924	\$252.56	HOUSELINE LEAK
208	12/11/2020	WUSJ	6000070045	\$92.64	LIFELINE LEAK ADJ. FOR TWO MONTHS
209	12/11/2020	WUSJ	6000080833	\$46.54	CONTRACTOR BROKE HOUSE LINE

No.	Posting date	District	Contract Account	Amount	Explanation and Receipt
210	12/14/2020	WULM	6000049417	\$95.51	ADJUSTMENT DUE TO TRANSFER
211	12/14/2020	WULM	6000103792	\$854.50	TRANSFER ADJUSTMENT BILL REVERSAL
212	12/15/2020	WULM	6000150116	\$138.75	HOT WATER HEATER LINE BROKE
213	12/15/2020	WUSJ	6000007818	\$139.94	MAIN LINE REPLACED
214	12/16/2020	WULM	6000074088	\$73.27	IRRIGATION REPAIR ADJ.
215	12/17/2020	WULM	6000072013	\$97.36	LIFELINE ACCT. LK REPAIR ADJUSTMENT
216	12/17/2020	WULM	6000074088	\$64.26	IRRIGATION REPAIR ADJ.
217	12/22/2020	WUSJ	6000087260	\$67.64	SPRINKLERS SYSTEM REPAIR
218	12/30/2020	WULM	6000031473	\$104.07	HOUSELINE LEAK ADJ
219	1/7/2021	WUSJ	6000136641	\$75.69	HOT WATER HEATER LINE BROKE
220	1/8/2021	WUSJ	6000024187	\$195.08	ADJ DUE TO CONTRACTOR DID NOT REPORT LK DURING METER EXCHANGE
221	1/13/2021	WUSJ	6000077087	\$63.16	ONE TIME LEAK ADJUSTMENT
222	1/20/2021	WUSJ	6000026946	\$450.40	LEAK ADJ CST PROVIDED VIDEO OF REPAIR
223	1/20/2021	WUSJ	6000085745	\$38.14	MAIN LINE LEAK
224	1/20/2021	WUSJ	6000100817	\$152.56	ONETIME LEAK ADJUSTMENT
225	1/20/2021	WUSJ	6000163640	\$327.07	ONETIME LEAK ADJUSTMENT
226	2/1/2021	WULM	6000162205	\$236.30	ONETIME LEAK ADJUSTMENT
227	2/1/2021	WUSJ	6000117021	\$196.88	ONETIME LEAK ADJUSTMENT
228	2/1/2021	WUSJ	6000135234	\$229.49	ONETIME LEAK ADJUSTMENT
229	2/4/2021	WULM	6000073252	\$58.50	SWS CONTRACTOR CAUSED LEAK
230	2/10/2021	WULM	6000030283	\$21.03	ONETIME LEAK ADJUSTMENT
231	2/10/2021	WUSJ	6000100791	\$633.37	ONETIME LEAK ADJUSTMENT
232	2/15/2021	WUSJ	6000007010	\$40.37	ONETIME LEAK ADJUSTMENT
233	2/18/2021	WULM	6000139548	\$10.00	SWWC USED HIS WATER
234	2/24/2021	WUSJ	6000096080	\$134.36	MAIN HOUSELINE LEAK REPAIR
235	3/1/2021	WUSJ	6000066274	\$153.10	MAIN HOUSELINE GALVANIZED PIPE REPAIR
236	3/1/2021	WUSJ	6000110450	\$143.12	SPRINKLER HEAD REPAIR
237	3/3/2021	WULM	6000140437	\$208.40	REPAIRED SLAB LEAK
238	3/3/2021	WUSJ	6000162091	\$176.80	LK ADJ FOR TOILET LEAK
239	3/4/2021	WUSJ	6000137348	\$553.29	MAIN HOUSELINE LEAK
240	3/10/2021	WUSJ	6000080087	\$5.04	CONTRACTORS USED WATER
241	3/10/2021	WUSJ	6000152246	\$514.06	ONE TIME LEAK ADJUSTMENT
242	3/11/2021	WUSJ	6000128547	\$260.47	TOILET LEAK
243	3/18/2021	WULM	6000058945	\$52.72	LIFELINE CUSTOMER ADJ.
244	3/18/2021	WULM	6000156385	\$346.20	TOILET LEAK
245	3/22/2021	WUSJ	6000128415	\$132.55	ADJ FOR SPRINKLERS MALFUNCTION
246	3/25/2021	WUSJ	6000087443	\$3.85	CONTRACTOR LEFT WATER ON AFTER REPAIR FOR SWS
247	3/31/2021	WUSJ	6000058289	\$538.79	TOILET LEAK
248	4/7/2021	WULM	6000129470	\$205.52	TOILET LEAK
249	4/13/2021	WULM	6000010397	\$45.51	HOUSELINE LEAK ADJ
250	4/13/2021	WULM	6000144129	\$3,164.78	NOT APPLICABLE
251	4/15/2021	WUSJ	6000046342	\$153.15	HOUSELINE LEAK

No.	Posting date	District	Contract Account	Amount	Explanation and Receipt
252	4/19/2021	WUSJ	6000058814	\$391.38	HOUSELINE LEAK
253	4/20/2021	WUSJ	6000093895	\$470.80	TOILET LEAK
254	4/27/2021	WUSJ	6000018846	\$219.85	SPRINKLER LINE BROKE
255	5/14/2021	WUSJ	6000086543	\$221.22	HOUSELINE LEAK
256	5/18/2021	WULM	6000029890	\$45.42	ONE TIME LEAK ADJUSTMENT
257	5/24/2021	WUSJ	6000012152	\$100.22	HOUSELINE LEAK
258	6/3/2021	WULM	6000019311	\$169.26	METERS WERE SWITCHED
259	6/9/2021	WULM	6000078571	\$249.41	TOILET LEAK
260	6/10/2021	WUSJ	6000051797	\$221.22	TOILET LEAK
261	6/10/2021	WUSJ	6000108337	\$208.90	IRR REPAIR
262	6/14/2021	WUSJ	6000166788	\$82.49	CR FULL 22 DAYS OF FINAL INVOICE BILL DUE TO MISPLACED METER BY FIELD TECH. CST NEVER USED AS THEY COULDN'T LOCATE IT
263	6/15/2021	WULM	6000126495	\$11.52	LIFELINE LEAK ADJ.
264	6/17/2021	WULM	6000160521	\$7.15	Q/A ADJ CST HAD ORANGE WATER
265	6/17/2021	WUSJ	6000084699	\$165.91	TOILET LEAK
266	6/21/2021	WULM	6000126495	\$0.16	ADJ FOR BALL VALVE LK
267	6/23/2021	WUSJ	6000010617	\$216.71	ADJ FOR LIFELINE LK
268	6/23/2021	WUSJ	6000044004	\$127.62	ADJ FOR LIFELINE LK
269	6/24/2021	WULM	6000042008	\$4.11	WE LEFT WATER RUNNING AFTER REPAIR
270	7/9/2021	WUSJ	6000165357	\$128.56	ONE TIME LEAK ADJUSTMENT
271	7/13/2021	WULM	6000004527	\$27.28	SPRINKLER LK ADJ.
272	7/23/2021	WUSJ	6000167345	\$6.81	2ND TIER CHARGE ADJ FOR BACKBILL
273	8/11/2021	WULM	6000029976	\$80.77	REPLACED METER
274	8/16/2021	WULM	6000125819	\$526.63	HOUSELINE LEAK BY SWIMMING POOL
275	8/16/2021	WULM	6000168432	\$65.98	CUSTOMER REPAIRED COUPLING
276	8/16/2021	WUSJ	6000024038	\$162.85	TOILET LEAK
277	8/16/2021	WUSJ	6000100788	\$224.95	POOL LEAK
278	8/16/2021	WUSJ	6000166164	\$199.45	PIPE REPAIR
279	8/18/2021	WULM	6000166541	\$317.00	PER JOCLEYN ADJ FOR 70CCF DRIP SYSTEM LEFT ON BY PREVIOUS OWNER
280	8/18/2021	WUSJ	6000069301	\$150.00	CST WAS NOT NOTIFIED OF LEAK PRIOR TO KEYSTOP REPAIR
281	8/19/2021	WULM	6000083514	\$32.16	SWWC REPLACED METER CAUSED BRK IN HOUSELINE
282	8/23/2021	WULM	6000000671	\$29.28	ADJ HIGHER TIER CHARGE DUE TO DATALOG
283	8/23/2021	WUSJ	6000148890	\$95.07	MAIN LINE REPAIR
284	8/24/2021	WULM	6000018699	\$101.32	BROKEN PIPE
285	8/24/2021	WULM	6000059981	\$7.05	ADJ CONTRACTOR USED WTR TO CLEAN UP
286	8/24/2021	WULM	6000110620	\$136.92	LEAK ADJ PER ENGINEERING REQ
287	8/24/2021	WUSJ	6000096089	\$47.67	IRRIGATION LEAK ADJ APPROVED
288	8/24/2021	WUSJ	6000162126	\$156.03	TOILET LEAK
289	8/25/2021	WULM	6000020861	\$111.39	PER JOCELYN ADJ OFF 29CCF LIFELINE ACCT. LEAK REPAIR
290	9/3/2021	WUSJ	6000159319	\$47.77	TOILET LEAK
291	9/8/2021	WULM	6000155330	\$122.63	POOL LEAK
292	9/9/2021	WULM	6000051499	\$58.46	TOILET LEAK

No.	Posting date	District	Contract Account	Amount	Explanation and Receipt
293	9/14/2021	WULM	6000076071	\$11.95	ADJ HIGHER TIER CHARGES
294	9/14/2021	WULM	6000157038	\$93.61	PER ASHLEE , ADJ OFF 25 CCF CUST'S HAD A LEAK DUE TO METER EXCHANGE, COUPLING
295	9/16/2021	WUSJ	6000164214	\$303.39	IRRIGATION LEAK ADJ APPROVED
296	9/21/2021	WULM	6000137462	\$644.96	PIPE REPAIR IN YARD
297	9/21/2021	WUSJ	6000125068	\$58.81	CST HAD TOILET LK
298	9/30/2021	WUSJ	6000024194	\$143.46	MAIN HOUSELINE LK ADJ
299	10/1/2021	WULM	6000046537	\$97.43	ONE TIME LEAK ADJ PLUMBING ISSUE (bad copy of receipt could not copy)
300	10/1/2021	WUSJ	6000005506	\$113.71	ONE TIME LEAK ADJ SHE HAS LLS AND WE FIXED A LEAK FOR HER AND THERE WAS A LOT OF WATER WASTED
301	10/11/2021	WULM	6000040235	\$120.59	ONE TIME LEAK ADJ FOR TOILET LK
302	10/15/2021	WUSJ	6000090711	\$217.00	ADJ 54 CCF THIS CUSTOMER METER WAS SWITCHED WITH NEIGHBOR AT 16069
303	10/18/2021	WULM	6000027679	\$4.01	ADJ DUE TO LEAK CAUSED BY NEW MAIN TIE IN
304	10/18/2021	WUSJ	6000166275	\$113.93	ONE TIME LEAK ADJ 2 TOILET LKS
305	10/26/2021	WUSJ	6000135868	\$88.62	ONE TIME LK ADJ FOR TOILET LK
306	11/1/2021	WULM	6000076725	\$242.41	ONE TIME LK ADJ FOR TOILET LK
307	11/1/2021	WUSJ	6000166849	\$262.76	ONE TIME LEAK ADJ REPAIR TO BACKFLOW
308	11/10/2021	WULM	6000035635	\$265.93	METER EXCHANGE LEAK ADJ
309	11/11/2021	WUSJ	6000087856	\$88.30	ONE TIME LK ADJ HANDYMAN MADE PLUMBING REPAIR IN HER HOME
310	11/23/2021	WUSJ	6000094813	\$33.77	ADJ DUE TO WORK ON SWS SIDE
311	12/13/2021	WULM	6000003667	\$291.44	SPRINKLER LEAK ADJ
312	12/13/2021	WULM	6000019971	\$177.02	TOILET LEAK ADJ
313	12/13/2021	WUSJ	6000012952	\$257.39	ONE TIME LK ADJ FOR CST REPAIR LIFELINE LEAK
314	12/14/2021	WULM	6000167984	\$95.37	ONE TIME LK ADJ SPRINKLER LK
315	12/14/2021	WUSJ	6000131584	\$231.81	TOILET LEAK ADJ
316	12/15/2021	WULM	6000003242	\$395.12	1 X LEAK ADJUSTMENT. BREAK IN BACKYARD PIPE. WAS FIXED.
317	12/15/2021	WULM	6000031155	\$108.98	1X LEAK ADJUSTMENT. LEAK AT IRRIGATION DUE TO BROKEN SPRINKLER.
318	12/16/2021	WULM	6000126164	\$236.20	1X LEAK ADJUSTMENT. HAD IRRIGATION VALVE LEAK. WAS REPAIRED
319	12/29/2021	WULM	6000133508	\$83.34	ADJ FOR TOILET LK
320	12/30/2021	WULM	6000141353	\$618.22	ADJ FOR MAIN HOUSELINE LEAK

\$68,252.37

**Attachment 4-1: Suburban's Response
to Public Advocates Office DR KN3-08
(Fire Hydrant Replacement)**



**Suburban
Water Systems**

1325 N. Grand Avenue
Suite 100
Covina, CA 91724-4044
Phone: 626.543.2500
Fax: 626.331.4848
www.swwc.com/suburban

March 31, 2023

To: Suliman Ibrahim
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Response to A.23-01-001, Public Advocates Office DR KN3-08 (Fire Hydrant Replacement)

Dear Mr. Ibrahim et al.,

Attached is the information you requested in writing for Suburban's Total Company General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

Response to A.23-01-001, Public Advocates Office
DR KN3-08 (Fire Hydrant Replacement)

1. Please provide the historical replacement and average cost of Suburban’s fire hydrants in an Excel format as shown below:

Response:

Please see the Excel file entitled “DR KN3-08 Response #1 - Fire Hydrant Replacement.xlsx” for the historical replacement and average cost of Suburban’s fire hydrants.

	Fire Hydrant Replacement Historical Data									
	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
# of Fire Hydrants Replaced										
# Fire Hydrants Replaced Due to Accidental Damage										
# Fire hydrants Replaced After Inspection										
Avg. Cost Per Fire Hydrant Replaced										

- a. There were significant increases in fire hydrant replacement from 2018 to 2019 and from 2019 to 2021.¹
- i. Please provide a detailed explanation for the increase in cost of replacement.

Response:

Fire hydrant replacement cost increased due to an increase in the number of hydrants that were replaced and an increase in the average cost to replace each hydrant.

The number of hydrants replaced due to accidents is a function of the unpredictable actions of motorists. The number of hydrants replaced due to accidents decreased in 2019-2021 versus 2018-2019. The number of hydrants replaced after inspection is a function of increased inspection activity by Suburban’s personnel and the condition of aging and deteriorated hydrant assemblies observed. The number of hydrants replaced after inspections increased in 2019-2021 versus 2018-2019.

The cost to replace water infrastructure, including fire hydrants, has increased dramatically over the last five years due to increased contractor demand, supply chain

¹ Volume III-B Annual Projects Proposed, Chapter A-8, 33, 58.

challenges, and inflation in economy. In this period the demand for pipeline contractors has increased due to increased activity in the regions housing sector. Also, starting in 2020, material costs increased dramatically due to supply chain challenges resulting from the COVID-19 pandemic where manufacturing both in the United States and abroad were interrupted. Finally, starting early 2021, the economic recovery from global pandemic has resulted in rapid and sustained inflation that has increased the cost the labor and materials required to replace fire hydrants.

	Fire Hydrant Replacement Historical Data									
	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
# of Fire Hydrant Replaced	49	43	63	70	60	62	77	94	78	93
# of Fire Hydrant Replaced Due to Accidental Damage	0	3	1	8	13	16	15	9	7	10
# of Fire Hydrant Replaced After Inspection	49	40	62	62	47	46	62	85	71	83
Total Cost of Fire Hydrant Replacements	\$215,896	\$214,948	\$359,736	\$432,131	\$413,470	\$412,233	\$561,776	\$811,946	\$632,800	\$772,687
Avg. Cost Per Fire Hydrant Replaced	\$4,406	\$4,999	\$5,710	\$6,173	\$6,891	\$6,649	\$7,296	\$8,638	\$8,113	\$8,308

**Attachment 4-2: Suburban's Response
to Public Advocates Office DR KN3-09
and KN3-17 (Vehicle Replacement)**



**Suburban
Water Systems**

1325 N. Grand Avenue
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Phone: 626.543.2500
Fax: 626.331.4848
www.swwc.com/suburban

March 31, 2023

To: Suliman Ibrahim
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Response to A.23-01-001, Public Advocates Office DR KN3-09 (Vehicle
Replacement)

Dear Mr. Ibrahim et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

**Response to A.23-01-001, Public Advocates Office
DR KN3-09 (Vehicle Replacement)**

1. The following questions refer to the direct testimony of Jorge Lopez regarding Suburban’s requests for vehicle replacements and new cars for on-call personnel.
 - a. On page 87 line 13 to 15, “Estimated costs for replacement vehicles were determined from new vehicle prices published online.”
 - i. What trim level per model does Suburban use to determine the cost?

Response:

The table below includes the vehicle trim.

Department	Model	Current Mileage Replacement (ICE)	Cost (ICE)	Cost (ICE)	Trim
Mechanical Maintenance	Colorado	122,024	Ranger	\$51,107.70	XLT Super Cab
SJH Construction	F-350	107,300	F-150	\$61,392.98	XLT
SJH Construction	F-150	98,829	F-150	\$61,392.98	XLT
Water Quality	Ranger	118,611	Ranger	\$51,107.70	XLT Super Cab
WLM Construction	F-150	122,648	F-150	\$61,392.98	XLT

- ii. Will Suburban get a commercial/fleet discount from car vendors for its purchases? If so, what is the discount?

Response:

Yes, In the past Suburban received a \$2,500 discount, the discount may vary depending on the vehicle purchase quantity.

- iii. Does Suburban plan on receiving any tax credits/or rebates for its purchase of hybrid/electric vehicles? If so, what is the applicable tax credit or rebate?

Response:

Suburban may qualify for a credit of up to \$7,500 under Internal Revenue Code Section 30D for electric or plug-in hybrid vehicles.

- iv. Please provide all supporting documents such as vendor’s quotes, invoices, etc. from any vendor Suburban obtained prices from.

Response

Please see file titled, “DR KN3-09 Response #1.a.iv.pdf”

- v. Did Suburban obtain more than one vendor's quotes to get the direct cost for each of the proposed replaced and added vehicles? If so, provide all vendor quotes obtained.

Response:

Suburban did not obtain multiple quotes for its internal combustion engine (ICE) vehicles because, historically, Suburban intends to continue to sole source Ford trucks as it has done historically for its fleet. The vehicles are reliable, and readily available, and Suburban has standardized the upfits to maximize their utility. There are also local Ford dealers that can make maintenance and make repairs quickly to minimize vehicle downtime.

Suburban selected Ford's electric truck because, at the time of the filing, it was widely known that Ford would increase its production to meet demand. No other truck manufacturers had announced this type of plan.

Other company vehicles such as pool vehicles, will be Toyota Prius hybrid. Prius vehicles are dependable and are among the most fuel-efficient and least costly.

Quotes are included in the pdf file "DR KN3-09 Response #1.a.iv.pdf"

- vi. If not, explain why Suburban did not seek different vendors to obtain the best possible price.

Response:

See response to question #1.a.v. Suburban obtained vehicle quotes based on historical use, availability, best mileage, and dependability.

- b. Suburban plans to replace 6 cars in 2023, 9 in 2024, and 3 in 2025 as they will exceed the mileage threshold.
 - i. Please provide a full list of vehicles that Suburban requests to replace with information such as District Name, Vehicle ID #, Primary Use (existing vehicle), Year, Make, Model, and Gross Vehicle Weight Rating (GVWR), Primary Use (proposed vehicle) and Direct Cost of each vehicle. Provide the list in an Excel format as shown below:

Response:

Please note that Cal Advocates incorrectly indicates the number of vehicles in 2023. The statement above notes 6 vehicles in 2023, but Suburban is requesting 5, in 2023. Please see updated excel file "DR KN3-09 Response #1.b.i.xlsx."

- c. Please explain why Suburban will wait until 2024 to begin its hybrid/electrical vehicle purchases to begin the Environmental and Social Justice Goals initiative.¹

Response:

¹ Direct Testimony of Jorge Lopez, p. 296 to 300

Vehicle manufacturers are struggling to meet customer demands due to global supply chain issues caused by COVID-19 but Suburban anticipates that issues will be resolved by 2024, and hybrid and electric vehicles will be readily available and costs will stop increasing.

- d. As shown on page 189 and 302, Suburban plans to purchase/replace a variety of electrical and hybrid vehicles. Electrical vehicles are new to the market and are low in supply. While hybrid models have been in operation longer with lower purchase and maintenance costs. Please explain by providing a cost-benefit analysis comparing electric to hybrid vehicles.

Response:

Suburban updated the cost benefit analysis to include hybrids in lieu of electric vehicles. See the excel file “DR KN3-09 Response 1.d - 2024.xlsx” and “DR KN3-09 Response #1.d - 2025.xlsx.”

The cost benefit is greater for hybrids but the cost benefit does not take into consideration the CPUC’s ESJ goals of investing in clean energy resources and improving air quality and public health. Hybrid vehicles do not eliminate tailpipe emissions like EV’s. Continuing to use hybrids will add 44,226 lbs. and 55,041 lbs. of carbon dioxide emissions in 2024 and 2025, respectively.

- e. On page 182, Suburban discusses the purchase of new vehicles for on-call staff:
 - i. Please provide Suburban’s call response time record for emergency leak response during business and after hours.

Response:

Suburban does not track the time it takes to get to the site and perform a preliminary investigation. On average it takes on call staff the drive time from their homes to the site. No on call staff member lives a distance that will take longer than 2 hours to respond to an emergency.

- ii. As each on-call staff is assigned to an area during and after work hours, please provide the area that each on-call staff is assigned to after hours. Note: Name of employee maybe omitted for privacy.

Response:

Please see file entitled “DR KN3-09 Response #1.e.ii.xlsx”

- iii. Please provide emergency leak response operation records.

Response:

Please see the 2022 leak response operations records file titled, “DR KN3-09 Response #1.e.iii.xlsx”

- iv. Please explain why Suburban does not allow on-call staff to use his/her personal vehicle and reimburse the mileage during the after-hour calls.

Response:

When Suburban staff use their personal vehicles, they are required to make an additional stop at the yard to pick up a utility truck that has the required equipment to address the emergency. This can significantly delay their response time to arrive at the site and being addressing the emergency issue. Driving the company vehicle directly to the site improves response time and customer service.

- f. Please provide a list of new vehicles that Suburban is proposing to **add** in this GRC (not replacing existing vehicles), include District Name, Year, Make, Model, Gross Vehicle Weight Rating (GVWR), Primary Use and Direct Cost of each proposed vehicle. For each vehicle explain in detail why and how the on-call staff will be using the vehicle. Provide the list in Excel format.

Response:

Please see file entitled “DR KN3-09 Response #1.f.xlsx.”

- g. Regarding the proposed charging stations^{2,3}:

- i. Please explain how the “1st two years and after two years” - yearly fees will be incorporated into the rate base.

Response:

The annual expenses are not included in rate base nor in the expense account in A.23-01-001.

- ii. Please explain how shipping will be included in rate base since the EV Gateway quote does not include shipping.

Response:

\$200 per unit shipping costs (\$1,600 total) should be added to the cost of the project.

- iii. Please explain the special notes and instruction of the EV Gateway quote “Assumes all construction and electrical are completed.” Please explain the cost of the special note and how it will be applied to rate base.

Response:

The quote’s note indicates that all construction and electrical will be installed by others. Construction of the electrical infrastructure do not need to be included in rate

² Direct Testimony of Jorge Lopez p. 189, Line 16.

³ Volume III – B Annual Project Proposed p. 4 of EV GATEWAY Quote

base because Southern California Edison's (SCE) program pays for the infrastructure to encourage customer to use electric vehicles in place of ICE vehicles.

- iv. Please explain why Suburban did not seek different vendors to obtain the best possible price. If this is not the case, please provide all vendors quote.

Response:

Suburban obtain three quotes from vendors, EV Gateway, BTC Power and Blnk that met SCE's requirements and selected the lowest-cost option. Suburban did not pursue the other companies because their verbal quotes were higher than EV Gateway. Please see file entitled "DR KN3-09 Response #1.g.iv.pdf."

- v. Are the proposed charging stations design for electric vehicles or can they be used for hybrid vehicles?

Response:

The proposed charging station can provide a charge to both electric and "plug-in" hybrids. Suburban is not aware of any "plug-in" hybrid utility vehicles in the market at this time. Regular (non-plug-in) hybrids do not receive external electricity from chargers and cannot be powered by these charging stations.

- h. Please demonstrate the function of Suburban's smaller utility vehicles⁴ when it comes to being the first responder of an emergency response.

- i. Will the smaller utility vehicle carry equipment that could solve leaks?

Response:

Yes, utility trucks carry telescopic valve wrenches to shutoff valves. They also carry shovels for digging and a variety of equipment and fittings for repairing leaking service assemblies.

- ii. Does Suburban have any concerns of equipment theft when on-call staff takes home smaller utility vehicles that carries smaller equipment?

Response:

No, Suburban's truck bins are secured and have not had instances of theft.

⁴ Direct Testimony of Jorge Lopez p. 183, Line 9 to 12.

DR KN3-09 Response #1.b.i

District	Vehicle ID	Primary Use of Existing Vehicle	Year/ Make/ Model of Existing Vehicle to be Replaced	GVWR of Existing Vehicle to be Replaced	Year/ Make/ Model of Proposed Vehicle	GVWR of Proposed Vehicle	Date Existing Vehicle Purchased	Actual Mileage of Existing Vehicle	Date Actual Mileage Recorded	Primary Use of Proposed Vehicle	Direct Cost of Proposed Vehicle	Provide Explanation if Vehicle Has Not Met DGS Requirement by Response Date
WLM	18-313-6	Mechanical Maintenance	Chevrolet Colorado	5,800 – 6,250 lbs	2022 Ford Ranger	6,050 lbs	2018	122,024	Jun-22	Mechanical Maintenance	\$51,107.70	The vehicle met the DGS requirements (134,030) in February 2023
SIH	16-201-1	Construction	Ford F350	10,100 – 12,400 lbs	2022 Ford F150	6,010 – 7,350 lbs	2016	107,300	Jun-22	Construction	\$61,392.97	The vehicle did not meet DGS requirements (117,582) in February 2023 but it's expected to meet it by March 2023
SIH	18-142-1	Construction	Ford F150	6,010 – 7350 lbs	2022 Ford F150	6,010 – 7,350 lbs	2018	98,829	Jun-22	Construction	\$61,392.97	The vehicle did not meet DGS requirements (114,719) in February 2023 but it is expected to meet by May 2023
SIH	29-Nov	Water Quality	Ford Ranger	6,050 lbs	2022 Ford Ranger	6,050 lbs	2011	118,611	Jun-22	Water Quality	\$51,107.70	The Vehicles met the DGS requirements (126,314) for 2023
WLM	11-101-4	Construction	2011 Ford F150	6,010 – 7,350 lbs	2022 Ford F150	6,010 – 7,150 lbs	2011	122,648	Jun-22	Construction	\$61,392.97	Vehicles met the DGS requirements
SIH	16-218-4	Mechanical Maintenance	2016 Ford F350	10,100 – 12,400 lbs	2022 Ford F150 Hybrid	6,250 – 7,150 lbs	2016	83,338	Jun-22	Mechanical Maintenance	\$66,669.83	The vehicle did not meet DGS requirements (81,233), but it is expected to reach the mileage as planned in 2024.
SIH	18-217-1	Mechanical Maintenance	2018 Ford F350	10,100 – 12,400 lbs	2022 Ford F150 Hybrid	6,250 – 7,150 lbs	2018	64,869	Jun-22	Mechanical Maintenance	\$66,669.83	The vehicle did not meet DGS requirements (81,233), but it is expected to reach the mileage as planned in 2024.
WLM/SIH	11-004-6	Field Services	2011 Ford Ranger	6,050 lbs	2022 Ford F150 Lightning	8,250 lbs	2011	110,382	Jun-22	Field Services	\$75,686.63	The vehicle did not meet DGS requirements (116,783), but it is expected to reach the mileage as planned in 2024.
WLM/ SIH	11-004-7	Field Services	2011 Ford Ranger	6,050 lbs	2022 Ford F150 Lightning	8,250 lbs	2011	110,257	Jun-22	Field Services	\$75,686.63	The vehicle did not meet DGS requirements (114,747), but it is expected to reach the mileage as planned in 2024.
SIH	11-000-6	Construction	2011 Ford F150	6,010 – 7350 lbs	2022 Ford F150 Lightning	8,250 lbs	2010	108,007	Jun-22	Construction	\$75,686.63	The vehicle did not meet DGS requirements (109,725), but it is expected to reach the mileage as planned in 2024.
WLM	10-141-4	Construction	2010 Ford F150	6,010 – 7350 lbs	2022 Ford F150 Lightning	8,250 lbs	2010	117,351	Jun-22	Construction	\$75,686.63	Vehicles has met the DGS requirements (124,995) for 2024
WLM/ SIH	11-003-3	Field Services	2011 Ford Ranger	6,050 lbs	2022 Ford F150 Lightning	8,250 lbs	2011	102,640	Jun-22	Field Services	\$75,686.63	The vehicle did not meet DGS requirements (108,752), but it is expected to reach the mileage as planned in 2024.
WLM/ SIH	11-003-6	Field Services	2011 Ford Ranger	6,050 lbs	2022 Ford F150 Lightning	8,250 lbs	2011	98,638	Jun-22	Field Services	\$75,686.63	The vehicle did not meet DGS requirements (105,732), but it is expected to reach the mileage as planned in 2024.
SIH	Oct-94	Production	2010 Toyota Prius	3,358 lbs	Toyota Prius	8,250 lbs	2010	105,245	Jun-22	Production	\$75,686.63	The vehicle did not meet DGS requirements (110,000), but it is expected to reach the mileage as planned in 2024.
WLM	18-309-4	Water Quality	2018 Chevrolet Colorado	5,800 – 6,250 lbs	2022 Ford F150 Lightning	8,250 lbs	2018	98,975	Jun-22	Water Quality	\$79,470.96	The vehicle did not meet DGS requirements (106,609), but it is expected to reach the mileage as planned in 2025.
SIH	20-100-1	Construction	2020 Ford F150	6,010 – 7350 lbs	2022 Ford F150 Lightning	8,250 lbs	2020	43,608	Jun-22	Construction	\$79,470.96	The vehicle did not meet DGS requirements (61,087), but it is expected to reach the mileage as planned in 2025.
WLM/SIH	18-307-6	Engineering	2018 Chevrolet Colorado	5,800 – 6,250 lbs	2022 Ford F150 Lightning	8,250 lbs	2018	69,402	Jun-22	Engineering	\$79,470.96	The vehicle did not meet DGS requirements (82,010), but it is expected to reach the mileage as planned in 2025.

DR KN3-09 Response #1.d - 2025

Date	Year	Net Gross Multiplier	Fuel Cost (\$/yr)	Electric Charging Cost (\$/yr)	Cost Difference (\$/yr)	Total Savings (\$)	Annual Revenue Requirement	Years after EV purchase	Benefit (Cost) To Customers (annual)	Benefit (Cost) To Customers (cumulative)	NPV Benefit (Cost) To Customers (annual)	NPV Benefit to Customers (Cumulative)	2022	2023	2024	2025
Discount Rate 413009%																
NPV Of Future Benefits (Costs) To Customers <u>(0)</u>																
This is the internal rate of return for the project. As long as it is positive, cash flow benefits to customers is greater than had we NOT purchased the vehicles																
7/1/2025	2024/2025	1.00	45,312.18	19,215.94	-26,096.24	0	-	1	0	0	-	-	-	-	-	-
7/1/2026	2025/2026	1.00	45,312.18	19,215.94	-26,096.24	26,096	15,497	2	10,600	10,600	0	15,497	-	-	15,497	-
7/1/2027	2026/2027	1.00	45,312.18	19,215.94	-26,096.24	26,096	14,912	3	11,164	21,764	0	14,912	-	-	14,912	-
7/1/2028	2027/2028	1.00	45,312.18	19,215.94	-26,096.24	26,096	14,328	4	11,768	33,532	0	14,328	-	-	14,328	-
7/1/2029	2028/2029	1.00	45,312.18	19,215.94	-26,096.24	26,096	13,744	5	12,404	46,384	0	13,744	-	-	13,744	-
7/1/2030	2029/2030	1.00	45,312.18	19,215.94	-26,096.24	26,096	12,517	6	13,079	59,965	0	12,517	-	-	12,517	-
7/2/2031	2030/2031	1.00	45,312.18	19,215.94	-26,096.24	26,096	11,773	7	14,324	74,288	0	11,773	-	-	11,773	-
7/2/2031	2030/2032	1.00	45,312.18	19,215.94	-26,096.24	26,096	11,028	8	15,068	89,357	0	11,028	-	-	11,028	-
7/3/2031	2030/2033	1.00	45,312.18	19,215.94	-26,096.24	26,096	10,283	9	15,813	105,170	0	10,283	-	-	10,283	-
Description of Capital Improvement																
Cost Difference to purchase EV												-	-	61,827	-	
Total												0.00	61,827.33	0.00	0.00	
Fuel Savings												0	26,096	-	-	
Annual Revenue Requirement																
Authorized Rate of Return by asset																
	2025	2026	2027	2028	2029	2030	2031	2032	2033							
Electric Vehi	0	1	2	3	4	5	6	7	8							
Long Term D	2.21%	2.21%	2.21%	2.21%	2.21%	2.21%	2.21%	2.21%	2.21%							
Preferred Sh	0.10%	0.10%	0.10%	0.10%	0.10%	0.10%	0.10%	0.10%	0.10%							
Common Eq	5.55%	5.55%	5.55%	5.55%	5.55%	5.55%	5.55%	5.55%	5.55%							
Gross Return	7.85%	7.85%	7.85%	7.85%	7.85%	7.85%	7.85%	7.85%	7.85%							
Depreciation	0.00%	-0.95%	-1.89%	-2.84%	-3.78%	-4.73%	-5.67%	-6.62%	-7.56%							
Net Return c	7.85%	6.91%	5.96%	5.02%	4.07%	3.13%	2.18%	1.24%	0.29%							
Income Tax	2.16%	2.16%	2.16%	1.88%	1.12%	0.86%	0.60%	0.34%	0.08%							
Noncollectible	12.03%	12.03%	12.03%	12.03%	12.03%	12.03%	12.03%	12.03%	12.03%							
2019 Uf Surri	1.43%	1.43%	1.43%	1.43%	1.43%	1.43%	1.43%	1.43%	1.43%							
Uncollectible	0.45%	0.45%	0.45%	0.45%	0.45%	0.45%	0.45%	0.45%	0.45%							
Franchise fee	1.34%	1.34%	1.34%	1.34%	1.34%	1.34%	1.34%	1.34%	1.34%							
Authorized f	25.06%	24.12%	23.17%	21.45%	20.25%	19.04%	17.84%	16.63%	15.43%							

DR KN3-09 Response #1.f

#	District Name	Make/Model	Year	GVWR	Usage Explanation	Direct Cost of Proposed Vehicle
1	WLM	Ford F150 Hybrid	2024	6,250 – 7,150 lbs	Mechanical Maintenance	\$66,669.83
2	SJH	Ford F150 Lightning	2024	8,250 lbs	Construction	\$75,686.63
3	SJH	Ford F150 Lightning	2025	8,250 lbs	Construction	\$79,470.86
4	WLM	Ford F150 Lightning	2025	8,250 lbs	Water Quality	\$79,470.86
5	WLM	Ford F150 Hybrid	2025	6,250 – 7,150 lbs	Construction	\$70,003.32
6	SJH	Ford F150 Hybrid	2025	6,250 – 7,150 lbs	Construction	\$70,003.32
7	SJH	Ford F150 Hybrid	2025	6,250 – 7,150 lbs	Production	\$70,003.32
8	WLM	Ford F150 Lightning	2025	8,250 lbs	Construction	\$79,470.86
9	WLM	Ford F150 Lightning	2025	8,250 lbs	Construction	\$79,470.86
10	SJH	Ford F150 Lightning	2025	8,250 lbs	Water Quality	\$79,470.86
11	WLM	Ford F150 Lightning	2025	8,250 lbs	Construction	\$79,470.86



**Suburban
Water Systems**

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May 17, 2023

To: Suliman Ibrahim
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Response to A.23-01-001, Public Advocates Office DR KN3-17 (Vehicle
Replacement II)

Dear Mr. Ibrahim et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

Response to A.23-01-001, Public Advocates Office
DR KN3-17 (Vehicle Replacement II)

1. In response to DR KN3-09 #1.a.iv, Suburban provided vehicle quotes for the 2022 F-150 XLT, 2022 Range XLT, 2022 F-150 Lightning, 2022 F-150 XL Hybrid, and 2022 Prius L Eco. The quotes for these vehicles do not match the direct costs of the proposed vehicles in DR KN3-09 Response #1.b.i and DR KN3-09 Response #1.f.
 - a. Please explain the discrepancies between the quotes provided in DR KN3-09 #1.a.iv. and the direct cost provided in the same DR response #1.b.i and #1.f.

Response:

The quotes in DR KN3-09, file “DR KN3-09 #1.a.iv.pdf” are the vehicle’s MSRP. The Excel cells are mislabeled as direct costs and should be total costs. The total cost includes taxes, DMV costs, and upfits as noted on page 86 of Jorge Lopez’s testimony. A 5% escalation factor is included for the anticipated vehicle costs increase.

- b. Please provide the breakdown for how Suburban calculates the direct cost of the proposed new and replacement vehicles.

Response:

The enclosed file “DR KN3-17 Response #1.b.xlsx” shows the vehicle costs breakdown.

- c. Please provide supporting evidence of the calculations, including but not limited to, any vendor invoices, proposal, or internal communications.

Response:

The enclosed file “DR KN3-17 Response #1.c.pdf” provides the supporting documentation for the cost estimate.

DR KN3-17 Response #1.b

Type	Vehicle Costs	Upfit	Taxes	DMV	2023	2024	2025
Ranger	33,340	10,000	4,334	1,000	51,108	53,663	56,346
F150	42,245	10,000	5,225	1,000	61,393	64,463	67,686
F150 - Mechanic	42,245	20,000	6,225	1,000	72,943	76,590	80,420
Prius	26,525	0	2,653	1,000	31,686	33,271	34,934
F150 - Electric	51,500	10,000	6,150	1,000	72,083	75,687	79,471
F150 - Hybrid	44,065	10,000	5,407	1,000	63,495	66,670	70,003

2023

Department	Model	Current Mileage	Replacement	Cost
Mechanical Maintenance	Colorado	122024	Ranger	51,108
SJH Construction	F350	107300	F150	61,393
SJH Construction	F150	98829	F150	61,393
Water Quality	Ranger	118611	Ranger	51,108
WLM Construction	F150	122648	F150	61,393
Total Cost				286,394

2024

Department	Model	Current Mileage	Replacement	Cost
Mechanical Maintenance	F350	231996	F150 - Hybrid	66,670
SJH Construction	F150	162182	F150 - Hybrid	66,670
Field Services	Ranger	110382	F150 - Electric	75,687
Field Services	Ranger	110257	F150 - Electric	75,687
SJH Construction	F150	108007	F150 - Electric	75,687
WLM Construction	F150	117351	F150 - Electric	75,687
Field Services	Ranger	102640	F150 - Electric	75,687
Field Services	Ranger	98638	F150 - Electric	75,687
Mechanical Maintenance	F350	83338	F150 - Electric	75,687
Mechanical Maintenance	F350	64869	F150 - Hybrid	66,670
Production	Prius	105245	Prius	33,271
Total Cost				763,087

2025

DR KN3-17 Response #1.b

Department	Model	Current Mileage	Replacement	Cost
SJH Construction	F150	158819	F150 - Electric	79,471
Water Quality	Colorado	158702	F150 - Electric	79,471
WLM Construction	F150	135631	F150 - Electric	79,471
SJH Construction	F150	174894	F150 - Electric	79,471
Production	F150	145568	F150 - Electric	79,471
WLM Construction	F150	134735	F150 - Hybrid	70,003
WLM Construction	F150	138247	F150 - Hybrid	70,003
Water Quality	F150	129093	F150 - Hybrid	70,003
WLM Construction	F150	118322	F150 - Electric	79,471
Engineering	Colorado	69402	F150 - Electric	79,471
SJH Construction	F150	43608	F150 - Electric	79,471
Water Quality	Colorado	98975	F150 - Electric	79,471
Total Cost				925,249

**Attachment 4-3: Suburban's Response
to Public Advocates Office DR KN3-10
and KN3-16 (Security Upgrades)**



**Suburban
Water Systems**

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March 31, 2023

To: Suliman Ibrahim
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Response to A.23-01-001, Public Advocates Office DR KN3-10 (Security
Upgrades)

Dear Mr. Ibrahim et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

Response to A.23-01-001, Public Advocates Office
DR KN3-10 (Security Upgrades)

1. The following questions refer to the direct testimony of Jorge Lopez regarding security upgrades.

a. In 2023, a 7-foot tall fence is requested for Plant 132 due to vandalism and theft.

i. Please explain why vehicles are parked overnight at Plant 132 rather than Suburban's fleet yard.

Response:

Suburban does not have a single centralized site that is large enough to accommodate all of our vehicles.

Suburban uses Plant 132 as base of operations for the Field Services team that is responsible for reading meters and responding to customer inquiries in SJH, WLM, and Sativa service areas. Company vehicles are parked overnight at this location because the employees that use them are generally not required to respond to after hours emergencies. This team meets at the start of their shift at the Plant 132, and use the break and restroom facilities throughout the day. This team is dispatched from this site to any of Suburban's service areas for the day.

ii. Please provide the police report for the three break-in events.¹

Response:

Please see file entitled "DR KN3-10 Response #1.a.ii.pdf" for police reports for 2/28/2022 and 3/1/2022. Suburban did not file a police report for the initial break-in.

iii. Does Suburban currently have camera monitoring at this facility?

Response:

Yes, there are cameras at this facility.

iv. If Suburban does not have camera monitoring setup, explain why not.

Response:

See response to question 1.a.iii.

¹ Direct testimony of Jorge Lopez, p. 63, line 6 to 11.

- v. At Plant 132, Suburban currently has a 6-foot fence surrounding the whole facility that does not show signs of wear and tear. Please explain how Suburban will be able to utilize the existing fence following the dismantle.

Response:

The existing 5'5" to 5'8" tall chain link fence is being replaced because it is vulnerable to breach with simple tools and is being replaced with a tubular steel fence that is more resistant to breach. Wear or tear does not affect the vulnerability of the fence and is not a consideration in this project. The existing chainlink fence will be disposed of by the contractor.

This data request includes copies of Suburban's internal incident reports with photos. Please see file "DR KN3-10 Response #1.a.iv.pdf."

- vi. Please provide calculation/estimate for the cost of proposed fence. Please provide support to substantiate the cost, this includes but is not limited to any vendor invoices, as-built, bids, proposal, or internal communications.

Response:

Please see file entitled "DR KN3-10 Response #1.a.vi.pdf"

- b. During the field visit on March 7-8, 2023, it was mentioned that Suburban allows police officers to park at Plant 121. In turn this has kept vandalism and theft to a minimum. Does Suburban already have a similar plan in place at Plan 132 or a similar plan in the future as additional security?

Response:

Suburban's challenge at Plant 121 was unhoused people establishing camp inside the plant. They don't establish an encampment when City of West Covina police officers routinely park at Plant 121 to perform administrative tasks. Suburban has not had a problem with theft at Plant 121, however, Plant 121 is still vulnerable to breach when the officers are not there.

Suburban's challenge at Plant 132 is unauthorized entry, vandalism and theft. Plant 132 is located within the Los Angeles County Sheriff department's jurisdiction. The Sheriff Department does not use Plant 132 the way West Covina uses Plant 121. Even if they did it it would only deter criminals during the limited time they are there and does not solve the problem that the proposed fence is intended to solve.

- c. During the field visit, we visited Plant 109 which has newly installed black steel fencing. Will the fencing at Plant 132 have the same description? If so, please provide the timeline and breakdown of the cost that is associated with installing the fence.

Response:

Yes, the new fence will be black steel tubing fence similar to Plant 109. Fence design will take approximately 4 weeks to construct. LA County permits are estimated to take 4-6 months, and fence construction should take approximately 1-2 months. The fence will be completed by December 2023.

Please see vendor file entitled "DR KN3-10 Response #1.a.vi.pdf" for the cost.

- d. On page 156 to 157 and 269 to 270, Suburban requests for cameras and internet upgrades at Plants 408, 409, 410, and 201.
 - i. From the field visit, it was noted that Plant 201 currently has a camera and a motion sensor system to prevent theft. Please explain the need for W-4 cameras at this location.

Response:

On the tour you observed one monitoring station (camera) being located on the pad that was once the site for Plant 201 W-6. Suburban is using this equipment temporarily on an emergency subscription basis to address the immediate risk to the critical electrical panels located on the former well 6 pad. The Plant 201 site is very large (90 acres) and line of site is obscured by protected vegetation. This single monitoring system is woefully insufficient to monitor all of the critical production facilities at Plant 201 that have been subject to previous incidents.

For example, the Plant 201 W-4 equipment that is located at the other end of the Plant 201 site has is the source of power for Plant 201 W-4 and W-9. Thieves have attempted to steal electrical wire and copper tubing as described in the incident reports "DR KN3-10 #1.d.i.pdf" enclosed with this data request.

Permanent monitoring equipment is required at multiple locations at Plant 201.

- ii. Please explain the calculation and estimate for the cost of Plant 201 W-4 internet upgrade, Plants 408, 409, and 410 cameras. If possible, please provide this information in Excel format.

Response:

See attached Excel Workbook "DR KN3-10 Response 1.d.ii.xlsx"

- iii. During the field visit Suburban mentioned that the cameras at Plant 408 is not monitored in real-time, will the new cameras have the function to be connected to Wi-Fi to send a live signal when there is theft/vandalism or intruders on site?

Response:

The new cameras at Plant 408 will be connected to the internet and accessible for live monitoring if motion occurs.

- iv. For all cameras and internet upgrade systems mentioned in Q1.b.i to Q1.b.iii, please provide support to justify Suburban's calculation and cost estimates, this includes but is not limited to any vendor invoices, bids, proposal, or internal communications.

Response:

See attached file entitled "DR KN3-10 Response 1.d.iv.pdf"

- v. For all cameras and internet upgrade systems mentioned in Q1.b.i to Q1.b.iii, please provide in detail the make/model, functionality, and infrastructure needed for installation.

Response:

Site	Make/Model	Functionality	Infrastructure
Plant 408	Dahua N45EFNZ 4MP Bullet Cameras	24 hour recording and live-streaming capabilities	Conduit, wire, poles, cameras, sensor, and internet connection.
Plant 409	Dahua 4MP Night Color Cameras	24 hour recording and live-streaming capabilities	Conduit, wire, poles, cameras, sensor.
Plant 410	FLIR SAROS Cameras	24 hour recording and live-streaming capabilities	Conduit, wire, poles, cameras, sensor.
Plant 201	Dahua 4MP Night Color Cameras	24 hour recording and live-streaming capabilities	Conduit, wire, poles, cameras, sensor, and internet connection.

- e. As mentioned on page 62 to 63, line 8 to 9, "Thieves stole catalytic converters, broke windows and stole tools from several vehicles." For vandalism and theft purposes, does Suburban currently have an insurance policy that covers the loss? Please provide the full policy. Please provide the loss amount in dollars for each item in each incident in excel format and include whether each loss was covered by insurance. Please provide support that substantiates the values provided in Suburban's response.

Response:

Due to the rising cost of insurance premiums and increasing deductibles Suburban self-insures auto property damage and does not have an insurance policy that covers this loss.

Enclosed is the list of damages, in Excel, DR KN3-10 Response #1.e.xlsx and supporting documents are in the pdf format, DR KN3-10 Response #1.e.pdf

- f. On page 157, Suburban requests a new fence and gate at Plant 216. However, there is already an automatic wooden gate and steel fencing.
 - i. Please provide full details regarding functionality and purpose of the proposed gate and fence.

Response:

Plant 216 is located on Whittier Boulevard, a very busy state highway (State Route 72) in the City of Whittier. Traffic lanes cover the entire width of the street. The gate is necessary to allow vehicles to pull all the way out of traffic lanes while the gate opens. It is dangerous and disruptive for Suburban's drivers to stop their vehicles in the traffic lane to wait for existing gate to open.

The proposed gate and fence will be constructed in between the existing fence and the reservoir for added protection of the site.

- ii. Please provide the calculation/estimate to arrive at the cost of the proposed gate and fence.

Response:

See attached "DR KN3-10 Response 1.f.ii.pdf"

- iii. Please provide support to Q.1.f.i and Q.1.f.ii, this includes but is not limited to any vendor invoices, bids, proposal, or internal communications.

Response:

See response to question 1.f.ii.

DR KN3-10 Response #1.a.ii

INCIDENT REPORT

ACTION: INACTIVE ACTIVE PENDING NON-CRIMINAL # OF ADULT ARRESTS 0 # OF SUBJECT DETENTIONS 0 URN# 9 22 02241 RETENTION YEAR SEQUENTIAL 1473 REPORTING DISTRICT 072 STAT CODE TAG# 3

CLASSIFICATION 1 / LEVEL / STAT CODE
BURGLARY (OFFICE), 459 P.C / F / 073

CLASSIFICATION 2 / LEVEL / STAT CODE

CLASSIFICATION 3 / LEVEL / STAT CODE

CLASSIFICATION 4 / LEVEL / STAT CODE

ADDITIONAL STAT CODES ASAP / 83 FIREARM RELATED / 830 GANG RELATED / 860 CYBER - RELATED CRIME / 552 CYBER - RELATED INCIDENT (NON - CRIMINAL) / 559 OTHER

DATE / TIME / DAY OF OCCURRENCE
02/28/22, 2238 HOURS, SUNDAY

LOCATION OF OCCURRENCE
16215 HALLIBURTON ROAD, HACIENDA HEIGHTS

BUSINESS NAME
"DBA SUBURBAN WATER SUPPLY SYSTEM"

CODE: V - VICTIM • W - WITNESS • I - INFORMANT • R - REPORTING PARTY • P - PARTY

CODE	# of	LAST NAME	FIRST NAME	MIDDLE NAME	SEX	RACE	DOB	AGE	DRIVER'S LICENSE / STATE ID
V	1	DBA	SUBURBAN	WATER SUPPLY SYSTEM					
RESIDENCE ADDRESS		CITY			STATE	ZIP	RESIDENCE PHONE (Area Code)		
BUSINESS / SCHOOL (GRADE) ADDRESS		CITY			STATE	ZIP	BUSINESS PHONE (Area Code)		
ETHNIC ORIGIN		EMAIL ADDRESS			SOCIAL NETWORKING ACCOUNT				
VICTIM OF OFFENSE(S) (CLASSIFICATION) #:		VICTIM DESIROUS OF PROSECUTION?			VICTIM OF SEX CRIME DESIROUS OF CONFIDENTIALITY?			ENGLISH SPEAKING? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
#	#	#	#	#	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			LANGUAGE
CODE	# of	LAST NAME	FIRST NAME	MIDDLE NAME	SEX	RACE	DOB	AGE	DRIVER'S LICENSE / STATE ID
1	1	LUEVANO	DOMINIC	DANIEL	M	H	09/06/83	38	D4345249/CA
RESIDENCE ADDRESS		CITY			STATE	ZIP	RESIDENCE PHONE (Area Code)		
BUSINESS / SCHOOL (GRADE) ADDRESS		CITY			STATE	ZIP	BUSINESS PHONE (Area Code)		
ETHNIC ORIGIN		EMAIL ADDRESS			SOCIAL NETWORKING ACCOUNT				
VICTIM OF OFFENSE(S) (CLASSIFICATION) #:		VICTIM DESIROUS OF PROSECUTION?			VICTIM OF SEX CRIME DESIROUS OF CONFIDENTIALITY?			ENGLISH SPEAKING? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
#	#	#	#	#	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO			LANGUAGE

CODE	# of	LAST NAME	FIRST NAME	MIDDLE NAME	DOB	AGE	DRIVER'S LICENSE / STATE ID
S	1	UNKNOWN					
SEX	RACE	ETHNIC ORIGIN	HAIR	EYES	HEIGHT	WEIGHT	CELL PHONE (Area Code)
RESIDENCE ADDRESS		CITY			STATE	ZIP	RESIDENCE PHONE (Area Code)
BUSINESS / SCHOOL (GRADE) ADDRESS		CITY			STATE	ZIP	BUSINESS PHONE (Area Code)
AKA	EMAIL ADDRESS		SOCIAL NETWORKING ACCOUNT				ENGLISH SPEAKING? <input type="checkbox"/> YES <input type="checkbox"/> NO
MONIKER	CHARGE		BOOKING NUMBER				LANGUAGE
WHERE DETAINED OR CITE NUMBER							
CODE	# of	LAST NAME	FIRST NAME	MIDDLE NAME	DOB	AGE	DRIVER'S LICENSE / STATE ID
SEX	RACE	ETHNIC ORIGIN	HAIR	EYES	HEIGHT	WEIGHT	CELL PHONE (Area Code)
RESIDENCE ADDRESS		CITY			STATE	ZIP	RESIDENCE PHONE (Area Code)
BUSINESS / SCHOOL (GRADE) ADDRESS		CITY			STATE	ZIP	BUSINESS PHONE (Area Code)
AKA	EMAIL ADDRESS		SOCIAL NETWORKING ACCOUNT				ENGLISH SPEAKING? <input type="checkbox"/> YES <input type="checkbox"/> NO
MONIKER	CHARGE		BOOKING NUMBER				LANGUAGE
WHERE DETAINED OR CITE NUMBER							

BY DEPUTY	EMPLOYEE #	SWORN EXP IN YRS	DEPUTY	EMPLOYEE #	SWORN EXP IN YRS	VACATION DATES
OLIVARES, B.	604231	7	RODRIGUEZ, V.	547361	10	
STATION	UNIT / CAR #	SHIFT	APPROVED	EMPLOYEE #	DATE / TIME	
10T	147B	E.M	Sgt. DUBUSKEY	472726	2/28/22, 2234	
PCD SUBMITTED?	VACATION DATES	DATE / TIME	ASSIGNMENT	SPECIAL REQUEST DISTRIBUTION		
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			D.B.			
HQ NOTIFICATION REQUESTED?	DEPUTY	DATE / TIME	CRIME BROADCAST BY.			
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO						
SUSPECT / SUBJECT FIELD RELEASE APPROVED BY		DATE / TIME	DATE / TIME			
			SECRETARY			

We responded to 16215 Halliburton Road, Hacienda Heights (V/Suburban Water Supply System) in regard to a Burglary report call (T-3).

Upon our arrival, we contacted I/ Luevano, Dominic who introduced himself as a mechanic 3 for V/Suburban Supply System and provided employee identification. I/Luevano stated he received a phone call from his co-worker Chris Arrighi at approximately 2238 hours who stated a generator alarm was triggered at the above location.

When he arrived to the location he observed the main office window was wide open and the office lights were on (non-sensored lights). I/Luevano stated he drove around the water reservoir which took approximately two minutes. When he arrived back at the main office, he noticed the lights were turned off. I/Luevano immediately called Police.

We observed the ramp which leads to the main office had miscellaneous papers and a laptop on the floor. The entry doors were secured however, the right side window was wide opened, and the window screen was removed. Upon entry into the office, we observed broken glass from a shattered window which leads into a small office. Inside the small office the desk drawers were opened and appeared to be ransacked. We took digital photographs of the location, and uploaded them into DEMS.

I/Luevano stated miscellaneous equipment made of metal was missing. I/Luevano was unable to provide us with exact items stolen and stated he will ask his co-workers if they have any missing items. We provided him with a LASD supplementary loss form (SH-R-391) and advised him to contact Industry station upon completion.

We asked I/Luevano if he had access to the surveillance cameras. I/Luevano stated he does not have access to the video cameras. However, a supervisor could be contacted during normal business hours to retrieve any video surveillance footage captured.

It should be noted, I have not been issued a body worn camera,

We issued I/Luevano a report memo.

COUNTY OF LOS ANGELES SHERIFF'S DEPARTMENT

A TRADITION OF SERVICE

INCIDENT REPORT

DATE 03-02-22 PAGE 1 OF 5

ACTION: ACTIVE INACTIVE NON-CRIMINAL PENDING # OF ADULT ARRESTS 0 # OF SUBJECT DETENTIONS 0 URM# 22 02335 1473 071 TAG# 16

CLASSIFICATION 1 / LEVEL / STAT CODE: BURGLARY 459 PC 1F / 071

CLASSIFICATION 2 / LEVEL / STAT CODE:

CLASSIFICATION 3 / LEVEL / STAT CODE:

CLASSIFICATION 4 / LEVEL / STAT CODE:

ADDITIONAL STAT CODES: ASAP / 83 FIREARM RELATED / 830 GANG RELATED / 860 CYBER - RELATED CRIME / 552 CYBER - RELATED INCIDENT (NON - CRIMINAL) / 559 OTHER

DATE / TIME / DAY OF OCCURRENCE: 03-02-2022 / 0300 HRS / WEDNESDAY

LOCATION OF OCCURRENCE: 16215 HALIBURTON ROAD, HACIENDA HEIGHTS, 91745

BUSINESS NAME: SUBURBAN WATER SYSTEMS

CODE: V - VICTIM • W - WITNESS • I - INFORMANT • R - REPORTING PARTY • P - PARTY

CODE # of LAST NAME	FIRST NAME	MIDDLE NAME	SEX	RACE	DOB	AGE	DRIVER'S LICENSE / STATE ID
V 1/1 DBA	SUBURBAN WATER SYSTEMS						
RESIDENCE ADDRESS	CITY	STATE	ZIP	RESIDENCE PHONE (Area Code)			
16215 HALIBURTON ROAD	HACIENDA HEIGHTS	CA	91745	626-602-4476			
BUSINESS / SCHOOL (GRADE) ADDRESS	CITY	STATE	ZIP	BUSINESS PHONE (Area Code)			
16215 HALIBURTON ROAD	HACIENDA HEIGHTS	CA	91745	626-602-4476			
ETHNIC ORIGIN	EMAIL ADDRESS	SOCIAL NETWORKING ACCOUNT	CELL PHONE (Area Code)				
	MIRRODRIGUEZ@SWWC.COM		909-270-7417				
VICTIM OF OFFENSE(S) (CLASSIFICATION) #	VICTIM DESIROUS OF PROSECUTION?	VICTIM OF SEX CRIME DESIROUS OF CONFIDENTIALITY?	ENGLISH SPEAKING?				
# 1	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO N/A	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO				

CODE # of LAST NAME	FIRST NAME	MIDDLE NAME	SEX	RACE	DOB	AGE	DRIVER'S LICENSE / STATE ID
I 1/1 RODRIGUEZ	MICHAEL	DANIEL	M	H	07-11-80	41	D3809151/CA
RESIDENCE ADDRESS	CITY	STATE	ZIP	RESIDENCE PHONE (Area Code)			
451 EAST ROWLAND STREET #16	COVINA	CA	91723				
BUSINESS / SCHOOL (GRADE) ADDRESS	CITY	STATE	ZIP	BUSINESS PHONE (Area Code)			
ETHNIC ORIGIN	EMAIL ADDRESS	SOCIAL NETWORKING ACCOUNT	CELL PHONE (Area Code)				
	MIRRODRIGUEZ@SWWC.COM		909-270-7417				
VICTIM OF OFFENSE(S) (CLASSIFICATION) #	VICTIM DESIROUS OF PROSECUTION?	VICTIM OF SEX CRIME DESIROUS OF CONFIDENTIALITY?	ENGLISH SPEAKING?				
#	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO N/A	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO N/A	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO				

CODE: S - SUSPECT • SJ - SUBJECT • M - PATIENT • SV - SUSPECT / VICTIM • SJ / V - SUBJECT / VICTIM

CODE # of LAST NAME	FIRST NAME	MIDDLE NAME	DOB	AGE	DRIVER'S LICENSE / STATE ID
S 1/1 UNK					
SEX RACE ETHNIC ORIGIN	HAIR	EYES	HEIGHT	WEIGHT	CELL PHONE (Area Code)
RESIDENCE ADDRESS	CITY	STATE	ZIP	RESIDENCE PHONE (Area Code)	
BUSINESS / SCHOOL (GRADE) ADDRESS	CITY	STATE	ZIP	BUSINESS PHONE (Area Code)	
AKA	EMAIL ADDRESS	SOCIAL NETWORKING ACCOUNT	ENGLISH SPEAKING?		
			<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
MONIKER	CHARGE	BOOKING NUMBER	LANGUAGE	WHERE DETAINED OR CITE NUMBER	
				N/C	

CODE # of LAST NAME	FIRST NAME	MIDDLE NAME	DOB	AGE	DRIVER'S LICENSE / STATE ID
SEX RACE ETHNIC ORIGIN	HAIR	EYES	HEIGHT	WEIGHT	CELL PHONE (Area Code)
RESIDENCE ADDRESS	CITY	STATE	ZIP	RESIDENCE PHONE (Area Code)	
BUSINESS / SCHOOL (GRADE) ADDRESS	CITY	STATE	ZIP	BUSINESS PHONE (Area Code)	
AKA	EMAIL ADDRESS	SOCIAL NETWORKING ACCOUNT	ENGLISH SPEAKING?		
			<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
MONIKER	CHARGE	BOOKING NUMBER	LANGUAGE	WHERE DETAINED OR CITE NUMBER	

BY DEPUTY: RAMOS, O.	EMPLOYEE #: 636467	SWORN EXP IN YRS: 4	DEPUTY: JORDAN	EMPLOYEE #: 636382	SWORN EXP IN YRS: 4	VACATION DATES: 0
STATION: INDUSTRY	UNIT / CAR #: 1473	SHIFT: EM	APPROVED: SGT JORDAN	EMPLOYEE #: 4846889	DATE / TIME: 3/2/22	DATE / TIME: 1959
PCD SUBMITTED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	VACATION DATES: 0	DATE / TIME:	ASSIGNMENT: DS	DATE / TIME:	DATE / TIME:	DATE / TIME:
HQ NOTIFICATION REQUESTED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	DEPUTY:	DATE / TIME:	SPECIAL REQUEST DISTRIBUTION:	DATE / TIME:	DATE / TIME:	DATE / TIME:
SUSPECT SUBJECT FIELD RELEASE APPROVED BY:	DATE / TIME:	DATE / TIME:	CRIME BROADCAST BY:	DATE / TIME:	DATE / TIME:	DATE / TIME:

LARCIS: 030322
 Entered by: [Signature] Date: 030322
 SCAN: 030322
 SECRETARY: [Signature] Date: 030322

COUNTY OF LOS ANGELES SHERIFF'S DEPARTMENT
INCIDENT REPORT

URN# **922-02335-1473-071**
 TAG# **16**
 DATE **03-02-77** PAGE **2** OF **5**

A TRADITION OF SERVICE

VEHICLE 1	LICENSE/STATE & NUMBER 6323963/CA REGISTERED OWNER	YEAR -	MAKE FORD	MODEL RANGER	BODY TYPE 2 DOOR	COLOR WHT
STATUS	STOLEN [] DAMAGED [] EMBEZZLED [] CHP 180 SUBMITTED? YES [] NO []	IDENTIFYING FEATURES -	GARAGE NAME & PHONE -			
NOTE SHATTERED FRONT PASSENGER WINDOW						
VEHICLE 1	LICENSE/STATE & NUMBER 6323663/CA REGISTERED OWNER	YEAR -	MAKE FORD	MODEL RANGER	BODY TYPE 2 DOOR	COLOR WHT
STATUS	STOLEN [] DAMAGED [] EMBEZZLED [] CHP 180 SUBMITTED? YES [] NO []	IDENTIFYING FEATURES -	GARAGE NAME & PHONE -			
NOTE SHATTERED DRIVERS SIDE WINDOW.						

SCREENING FACTORS

- | | | |
|--------------------------|-------------------------------|-------------------------------|
| 1. SUSPECT IN CUSTODY | 3. UNIQUE SUSPECT IDENTIFIERS | 5. UNIQUE VEHICLE IDENTIFIERS |
| 2. SUSPECT NAMED / KNOWN | 4. VEHICLE IN CUSTODY | 6. WRITER/REVIEWER DISCRETION |

PROPERTY CODE:

S - STOLEN • R - RECOVERED • L - LOST • F - FOUND • E - EMBEZZLED • D - DAMAGED • K - SAFEKEEPING
 Use applicable codes, for example, if property is both Stolen and Recovered, Code is S/R

RELEASED TO

CODE	ITEM #	QUAN	DESCRIPTION (Include kind of article, trade name, identifying numbers, physical description, material, color condition, age and present market value)	SERIAL #	VALUE
D	1	1	OFFICE GLASS WINDOW SHATTERED	-	\$200
D	2	1	SHATTERED FRONT PASSENGER WINDOW	-	\$200
D	3	1	SHATTERED DRIVERS SIDE WINDOW	-	\$200
D	4	1	SHATTERED FRONT PASSENGER WINDOW	-	\$200

COUNTY OF LOS ANGELES SHERIFF'S DEPARTMENT
INCIDENT REPORT CONTINUATION

URN: 922-02335-1473-071

PAGE 3 OF 5

CLASSIFICATION #	/ LEVEL / STAT CODE	
CLASSIFICATION #	/ LEVEL / STAT CODE	
CLASSIFICATION #	/ LEVEL / STAT CODE	

VEHICLE #	SUSPECT	STATUS	<input type="checkbox"/> IMPOUNDED	LICENSE (STATE & No.)	YEAR	MAKE	MODEL	BODY TYPE	COLOR
#	VICTIM	<input type="checkbox"/> STORED	<input type="checkbox"/> OUTSTANDING			CHEVROLET	SILVERADO	ZD	WHT
REGISTERED OWNER		IDENTIFYING FEATURES			CHP 180 SUBMITTED:		GARAGE NAME & PH.		
						<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			

CODE: V - VICTIM • W - WITNESS • I - INFORMANT • R - REPORTING PARTY • P - PARTY

CODE	# of	LNAME	FNAME	MNAME	SEX	RACE	ETHNIC ORIGIN	DOB	Age
/									
RES. ADDR.		CITY		ZIP	VICTIM OF OFFENSE(S) (CLASSIFICATION) #:			RES. PHONE (Area Code)	
BUS. ADDR.		CITY		ZIP	ENGLISH SPEAKING <input type="checkbox"/> YES <input type="checkbox"/> NO			BUS. PHONE (Area Code)	
								Day Phone →	
								Day Phone →	
								Day Phone →	

CODE: S - SUSPECT • SJ - SUBJECT • M - PATIENT • S/V - SUSPECT / VICTIM • SJ / V - SUBJECT / VICTIM

CODE	# of	LNAME	FNAME	MNAME	DRIVER'S LICENSE (STATE & No.)
/					
RES. ADDR.		CITY		ZIP	RES. PHONE (Area Code)
BUS. ADDR.		CITY		ZIP	BUS. PHONE (Area Code)
SEX	RACE	ETHNIC ORIGIN	HAIR	EYES	HGT.
					WGT.
CHARGE					DOB
					Age
WHERE DETAINED OR CITE #					
AKA				MONIKER	BOOKING #
RES. ADDR.		CITY		ZIP	RES. PHONE (Area Code)
BUS. ADDR.		CITY		ZIP	BUS. PHONE (Area Code)
SEX	RACE	ETHNIC ORIGIN	HAIR	EYES	HGT.
					WGT.
CHARGE					DOB
					Age
WHERE DETAINED OR CITE #					
AKA				MONIKER	BOOKING #

COUNTY OF LOS ANGELES SHERIFF'S DEPARTMENT EVIDENCE AND PROPERTY PAGE

Industry Station
 URN FILE#: 922-02335-1473-071

Page 1 of 1 of Listed Evidence



EV = Evidence F = Found F250 = Found greater than \$250 S = Surrendered K = Safekeeping P = Inmate Property

CAT	ITEM #	CSI #	QUAN	DESCRIPTION	VALUE	BOOKED BY	BOOKING DATE	BARCODE #
EV	1		1	Other - bolt cutters believed to be used to cut through the rear chain link fence and make entry into the property. Serial Number: Not Applicable Booked At: PATROL STATION		Oscar Ramos #636467	03/02/2022	

We responded to 16215 Halliburton Road (DBA "Suburban Water systems") in the City of Hacienda Heights regarding a burglary alarm call for service (Tag-16). The call stated the Informant (Michael Rodriguez MH/07-11-80) was on his way to the above location to provide us access into the property.

Upon our arrival, we observed the front gate properly secured and untampered with. The informant arrived at the location and informed us that there had been a burglary at the same location two days prior on Monday 02-28-22 (URN# 922-02241-1473-071).

The informant opened the gate and allowed us into the property. Deputy Aleman (Unit 141k1) responded to the above location to assist us in clearing the property for any potential burglary suspects. While conducting a sweep of the property, we noticed a trailer converted into an office with a broken glass window (D-1). We also noticed several company vehicles had been burglarized and ransacked. We did not locate any suspects on the property. The informant stated the damage to the window of the trailer as well as the ransacked and burglarized vehicles were not related to the previous incident.

We conducted a walkthrough of the location with the informant and observed the following vehicles had exterior tool sheds that had been ransacked:

- The rear toolbox and truck bed of a white Ford pickup truck (LIC#44924J1)
- The rear toolbox and truck bed of a white Ford pickup truck (LIC#44923J1)

We also observed the following vehicles had been burglarized:

- White Ford pickup truck (LIC#63239G3) with a shattered front passenger window and a ransacked interior(D-2)
- White Ford pickup truck (LIC#63236G3) with a shattered driver's side window and a ransacked interior(D-3)
- White Chevrolet pickup truck (LIC#29459k2) with a shattered front passenger window and a ransacked interior(D-4)

Due to the fact each truck is assigned to different drivers, the informant was unable to determine whether any items were taken.

We observed a hole in the North/West perimeter chain link fence of the property. We observed one black set of bolt cutters and one set of grey bolt cutters (EV-1) on the ground next to the hole in the chain link fence. The informant stated the black bolt cutters belonged to the business, however the gray bolt cutters did not. Based on the above we formed the opinion that the hole in the rear chain link fence was the unknown person(s) point of entry and exit.

The informant stated there were security cameras at the location in the area of the incident, however he was unable to access the cameras until a later date.

We provided the informant a supplemental loss form as well as a report memo under the above file number.

I took digital photographs of the damage and uploaded them to Digital Evidence Management System.

Our body worn cameras were activated for during the above incident. I did not review my video footage prior to writing this report.

DR KN3-10 Response #1.a.iv



Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
February 28, 2022

Report Conducted By:

Name: Denelle Rozell, Safety and Security Manager

Incident Report Date: February 27, 2022

Introduction

On February 27, 2022, at 10:35 pm, Chris Arighi reported an alarm at Suburban Water’s Plant 132. An intruder broke the emergency stop on the generator, triggering the alarm. Dominic Luevano responded to the plant to investigate, finding intrusion to the office trailer and truck utility bins.

The intruder stole little from the property (e.g., gas card, pliers, mallet, master locks, and fire extinguisher) and broke the interior window to Mike Rodriguez’s office.

Attachment I contains a comprehensive list of action items for this incident.

Investigation

Initial call out

On February 27, 2022, at 10:35 pm, an intruder triggered a SCADA alarm on the generator at plant 132 by breaking the emergency stop glass and tampering with the emergency stop button. Table I contains the timeline at discovery.

Table 1 – Discovery timeline

TIME	EVENT
10:35PM	C. Arighi received SCADA alarm
10:38PM	C. Arighi called Dominic Luevano
11:59PM	D. Luevano entered plant 132
12:XX	D. Luevano call law enforcement
12:03AM	C. Arighi called Dominic for status. Spoke with Dominic.
12:11AM	F. Garcia notified D. Rozell of break in and the call for law enforcement
12:XX	Law enforcement arrived (see gate records- attachment II)
12:45AM	C. Arighi called Dominic for status. No response.
12:50AM	C. Arighi called Dominic for status. D. Luevano responded that he was with law enforcement.
1:05AM	D. Luevano secured the site and left

Chris Arighi from Production notified Dominic Luevano from Mechanical Maintenance. Upon arriving, D. Luevano thought an intruder might still be on site as the trailer light was on. He proceeded to call the Sheriff’s department for assistance. The Sheriffs cleared the area and took a report of the incident. They provided D. Luevano with a report number and document to report stolen property.

Sheriff’s report

Station: Industry

Report Number: 922-02241-1473-071

Classification of Incident: Burglary

Date: 2-28-2022

Deputy’s names: Olivares/Rodriguez



Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
February 28, 2022

Ingress/Egress

The intruder accessed the facility behind the north reservoir at the top of the hill. D. Rozell and M. Rodriguez found a chair outside the site's fence. The intruder used a chair to help climb the fence. They most likely climbed down the tree on Suburban's property across from the chair on the other side of the fence. The grass was pressed down by the chair and to the east leading to bushes. A trail of pressed grass leads up the hill to a bent fence in which the intruder might have climbed. Attachment III shows the point of entry.

Actions:

1. Remove chair from fence line.

Perimeter Check

The fence/barbed wire around the perimeter is approximately 5 feet 5 inches to 5 feet 8 inches tall. The condition of the barbed wire is poor, with several sections not in place. A locked rod iron gate is located on the facility's north side.

Vegetation and trees are overgrown. Landscaping needs attention to ensure that trees and shrubbery are removed from the area by the fence.

Along the northeast side of the facility are the remains of a homeless encampment. This section needs maintenance to remove bottles, cans, a blanket, and clearance of vegetation.

On the Southwest side of the perimeter along the fence perpendicular to Haliburton Rd. a XXXXL vest from the trailer was found on the ground just before you descend the hill to Haliburton Rd. It does not appear that the intruder jumped the fence to the west as the grass was not disturbed or south (Haliburton Rd). Note that there is a retaining wall several feet up from the sidewalk.

The protective metal cover button from the emergency generator was found by the ingress/egress point, indicating that the intruder returned to the area.

On the south side of the facility, the intruder left a hand trowel between the fence and reservoir. The hand trowel was most likely from one of the trucks.

Two motion lights and one powered light are on the trailer. The lighting is inadequate and needs improvement.

Actions:

1. Trim landscaping, vegetation and trees along the perimeter of the facility
2. Clear homeless encampment (e.g., bottles, cans, and blanket)
3. Assess perimeter fence – new barbed wire, etc.
4. Improve site lighting.



Security Incident Report

Exterior Activity

The intruder opened several of the truck utility tool bins and vehicles. D. Luvano reported that seven of the bins were open. Table 2 contains a list of trucks and utility tool bins opened by the intruder.

Table 2 - Opened trucks/utility tool bins

NAME	TRUCK NUMBER	MISSING ITEMS
102081	Zalen Jones	
110032	Rey Garcia	*
110036	Mike Rodriguez	
110040	Carlos Mendoza	*
110044	Ricky Gonzales	*
110047	Phillip Velasquez	* Missing Gas Card
190321	Pat Bravo	* Work ID, Pliers, and mallet
193014	Henry Alfaro	
203064	Leonard Gaskin	
213161	Emiliano de Santiago	
213174	Danny Hernandez	*
	Caleb Ayon	* Master locks

* Open tool bins

The intruder threw several items on the ground. The intruder discarded MDTs outside of the trucks, on the walkway ramp leading to the office, and on the rock dust.

A ripped bag was on the ground along the walkway ramp to the office. It appeared that items contained in the bag might have fallen out. Items included documents, badges, old gas cards, and keys (one vehicle, misc).

The intruder tried to break Patricio Bravo's driver's side window with a 3 inch T-bar. The intruder stole P. Bravo's work ID and it was found by a customer at 16169 Sunny View Terrace on March 1, 2022.

Employee interviews regarding trucks

Most employees reported they did not lock their utility tool bins, and most did not have a key. Leonard Gaskin's vehicle/tool bin was reported as locked. However, the intruder accessed the contents of the bin. Other employees reported previous damage to the tool bins not allowing them to lock the tool bin. The intruder did not damage any of the tool bin locks.

The intruder broke the generator cover and removed the twist on cap. The electrical cabinet is slightly open



Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
February 28, 2022

Actions:

1. Ensure that employees lock their tool bins
2. Provide bin keys to employees
3. Repair tool bins that are not functioning correctly
4. Repair generator emergency stop
5. Close electrical cabinet

Trailer

The intruder broke into the office through the front window north of the doors by tearing the screen and prying open the sliding window. The intruder tried to burn the glass using a torch obtained from Daniel Hernandez's truck.

D. Luevano secured the trailer as the window did not sustain damage.

The intruder did not trigger the office alarm. In interviews with employees and SOLA, employees never set the alarm for this location.

Once in the trailer, the intruder tried to access Michaels Rodriguez's locked office. The intruder broke the window between the trailer's main room and M. Rodriguez's office with a flooding meter.

The intruder opened drawers and cabinets throughout the office, passing by \$130 in Starbuck gift cards and \$20 in Chick Fillet gift cards. The only item missing from the office was the fire extinguisher. (Note: The intruder removed a vest and the bag of items found on the ramp from the office).

An unlocked key box is located in the main room in trailer office. Unsure what key are missing. There is no written inventory.

The SOLA equipment located in M. Rodriguez's Office had the key in the panel.

Actions:

1. Place a stick in the window to prevent entry.
2. Look into securing the windows and door (e.g., bars, steel screen, changing doors).
3. Instruct employees on setting the alarm.
4. Contact Steve Bennett, cleaning services to ensure that the alarm is set after cleaning.
5. Contact SOLA for instruction placard for setting the alarm.
6. Remove the key in the SOLA panel.
7. Inventory site keys.
8. Lock key box.

Site Surveillance

D. Rozell contacted SOLA to extract surveillance video from the NVR. SOLA reported that not all cameras were online. A small amount of footage was available from Camera 1. Footage showed one person onsite waking from the south corner of the trailer towards the emergency generator.



Security Incident Report

Plant 132

16215 Haliburton Rd., Hacienda Heights, CA

February 28, 2022

SOLA reestablished the connection with all cameras and ensured the system was operational. M. Rodriguez will take USB flash drive with the video to the Sheriff's Department.

Actions:

- | |
|---|
| 1. M. Rodriguez to take surveillance footage to the Sheriff's Department. |
|---|

Pictures are located in Attachment IV.



Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
February 28, 2022

Attachment I – Action items

ITEM NO	TASK	RESPONSIBLE PERSON(S)	STATUS
1.	Remove chair from fence line.	D.Rozell/M. Rodriguez	Complete
2.	Trim landscaping, vegetation and trees along the perimeter of the facility	F. Garcia	
3.	Clear homeless encampment (e.g., bottles, cans, and blanket)	F. Garcia	
4.	Assess perimeter fence – new barbed wire, etc.	D.Rozell / F. Garcia	
5.	Improve site lighting	D.Rozell / F. Garcia	
6.	Ensure that employees lock their tool bins	M. Rodriguez	
7.	Provide bin keys to employees	M. Rodriguez	
8.	Repair tool bins that are not functioning correctly	M. Rodriguez	
9.	Place a stick in the window to prevent entry.	F. Garcia	
10.	Look into securing the windows and door (e.g., bars, steel screen, changing doors).	D.Rozell / F. Garcia	
11.	Instruct employees on setting the alarm.	D. Rozell	Complete
12.	Contact Steve Bennett, cleaning services to ensure that the alarm is set after cleaning.	D.Rozell/M. Rodriguez	Complete
13.	Contact SOLA for instruction placard for setting the alarm.	D. Rozell	Temp
		Temp. in place	Complete
14.	Remove the key in the SOLA panel in M. Rodriguez's office.	M. Rodriguez	Complete
15.	M. Rodriguez to take surveillance footage to the Sheriff's Department.	M. Rodriguez	Complete
16.	Inventory site keys	M. Rodriguez	Complete
17.	Lock key box	M. Rodriguez	Complete
18.	Repair generator emergency stop	F. Garcia	Complete
19.	Close electrical cabinet in front of SOLA NVR	F. Garcia	

Security Incident Report

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16215 Haliburton Rd., Hacienda Heights, CA
February 28, 2022

Attachment II – Gate/Building Access Records – D. Luevano

Gate access records

0A:46022	<i>LUEVANO, DOMINIC</i>
	2/27/2022 11:59:57 PM
	2/28/2022 12:08:53 AM
	2/28/2022 12:10:35 AM
	2/28/2022 12:19:48 AM
	2/28/2022 12:29:52 AM
	2/28/2022 12:31:50 AM
	2/28/2022 12:33:24 AM
	2/28/2022 12:33:36 AM
	2/28/2022 1:05:31 AM

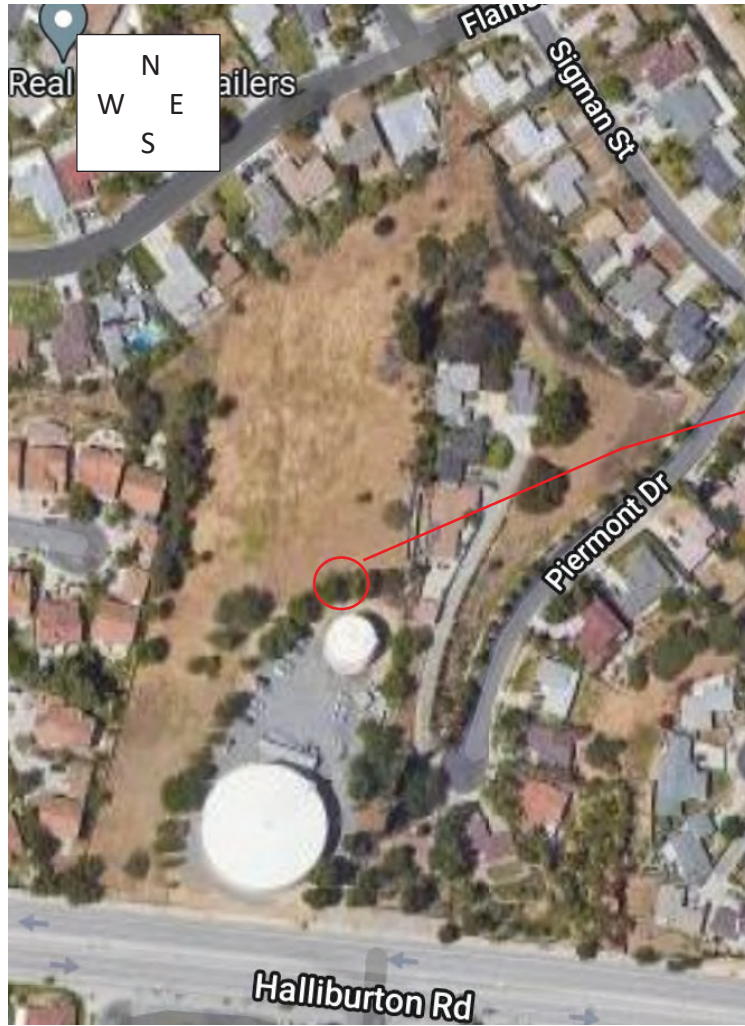
Building access records

80:55035	<i>LUEVANO, DOMINIC</i>
	2/28/2022 12:36:18 AM
	3/1/2022 9:12:37 AM
	3/1/2022 9:38:51 AM

Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
February 28, 2022

Attachment III – Map



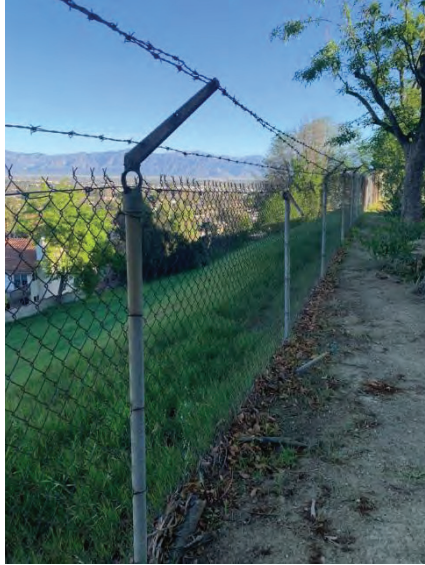
Ingress/Egress



Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
February 28, 2022

Attachment IV – Pictures





**Suburban
Water Systems**

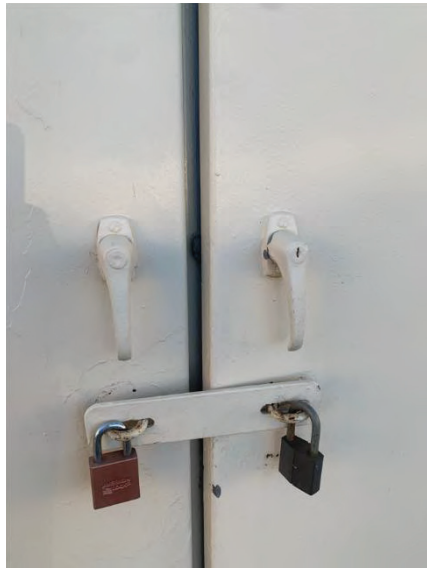
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Security Incident Report

Plant 132

16215 Haliburton Rd., Hacienda Heights, CA

February 28, 2022





Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
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**Suburban
Water Systems**

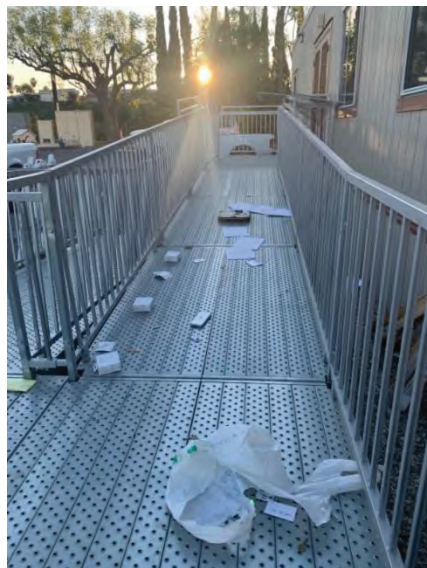
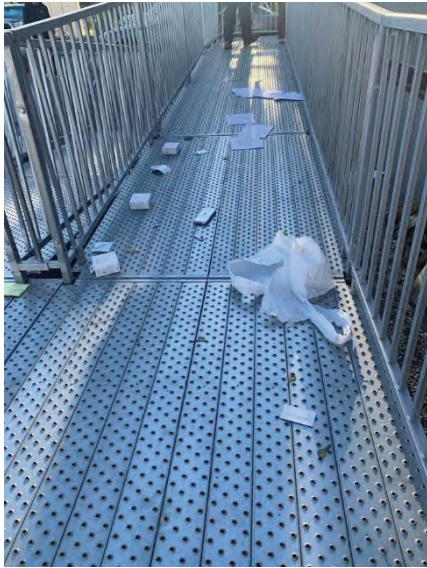
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Security Incident Report

Plant 132

16215 Haliburton Rd., Hacienda Heights, CA

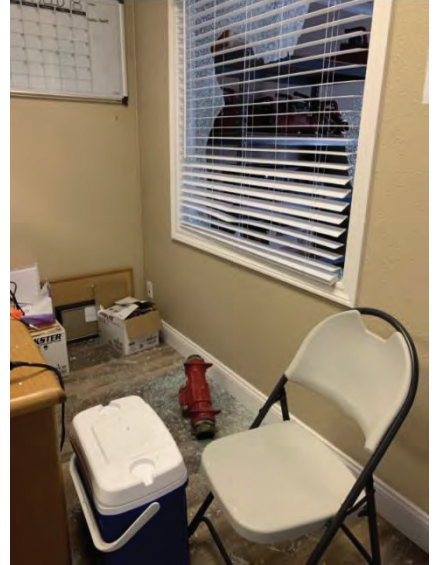
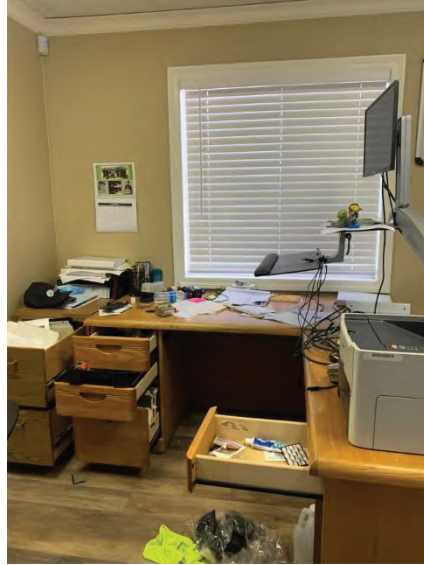
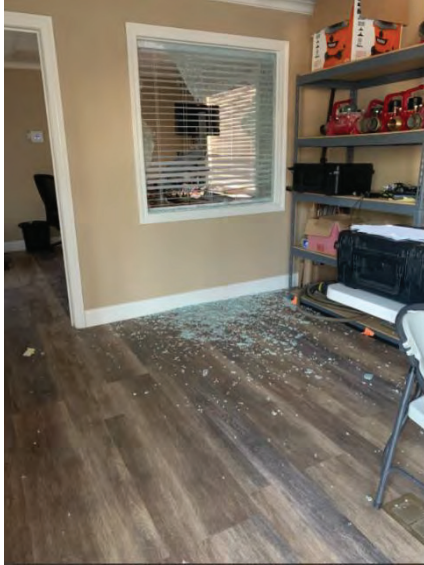
February 28, 2022





Security Incident Report

Plant 132
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Security Incident Report

Plant 132
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Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
March 1, 2022

Report Conducted By:

Name: Denelle Rozell, Safety and Security Manager

Incident Report Date: March 3, 2022

Introduction

On March 1, 2022, at 2:46 am, an intruder triggered the trailer motion alarm at Plant 132. SOLA called Michael Rodriguez and the Sheriff’s Department to respond to the incident. M. Rodriguez arrived on site to find the front left office window broken, three broken truck windows, and several truck bins open.

A site survey conducted at the beginning of the business day found items missing, included tools, tool bags, and phone accessories.

Attachment I contains a comprehensive list of action items for this incident.

Investigation

Initial call out

On March 1, 2022, at 2:45 am, an intruder triggered a motion detector in the manager's office in the trailer in Plant 132. SOLA notified M. Rodriguez.

Table 1 – Discovery timeline

TIME	EVENT
2:45AM	SOLA reported plant 132 trailer alarm
2:50AM	SOLA contacted M. Rodriguez
3:23AM	M. Rodriguez arrived on site. Sheriffs waiting in driveway. Second car arrived
3:25AM	Trainer door opened
3:35AM	F.Garcia call D. Rozell informing of break in
4:10AM (APPROX)	Sheriff’s Department completed investigation
4:15AM	D. Rozell contact M. Rodriguez about the break in
4:28AM	Site secured

SOLA notified the Sheriff's Department. The Sheriff's Department was at Plant 132 gate when M. Rodriguez arrived. The Sheriff's Department cleared the area and took a report of the incident. They provided M. Rodriguez with a report number and a document to report stolen property.

Sheriff’s report

Station: Industry

Report Number: 922-02335-1473-071

Classification of Incident: Burglary

Date: 3-2-2022

Deputy’s names: Jordan/Ramos



Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
March 1, 2022

Ingress/Egress

The intruder(s) accessed the facility by cutting the fence to the left of the rod iron gate. M. Rodriguez and the Sheriff's Officers found two pairs of bolt cutters in that location. One bolt cutter belonged to Field Services; the other did not. The Sheriff's Officers took the intruder's bolt cutters.

Actions:

1. Repair the fence.

Perimeter Check

The fence/barbed wire around the perimeter is approximately 5 feet 5 inches to 5 feet 8 inches tall. The condition of the barbed wire is poor, with several sections not in place. The perimeter has a locked rod iron gate on the facility's north side.

D. Rozell and M. Rodriguez observed a pushed-down grass path leading down the easement to the bushes by the neighbor's property/fence. A crescent wrench and MDT without the battery were found in the bushes. The intruder likely crossed the grass easement and jumped the bent chain link fence past the bushes. They next climbed a second fence to an A-framed ladder to the next property.

Landscaping such as vegetation and trees are overgrown. Landscaping needs attention to ensure that trees and shrubbery are removed from the area by the fence.

Along the northeast side of the facility are the remains of a homeless encampment. This section needs maintenance to remove bottles, cans, a blanket, and vegetation clearance.

The front man gate has a chain and lock outside of the protective box.

The intruder left a pair of pliers (/wire cutters) on the south side of the facility by Haliburton Rd.

Two motion lights and one powered light are on the trailer. The lighting is inadequate and needs improvement.

Actions:

1. Trim landscaping, vegetation and trees along the perimeter of the facility
2. Clear homeless encampment (e.g., bottles, cans, and blanket)
3. Assess perimeter fence – new barbed wire, etc.
4. Improve site lighting.
5. Remove lock/chain from outside of protective box



Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
March 1, 2022

Exterior Activity

The intruder opened several truck utility tool bins and broke one passenger and two drivers' side windows on the newer trucks. Table 2 contains a list of trucks, damages, and stolen items.

Table 2 - Opened trucks/utility tool bins

TRUCK NO.	EMPLOYEE NAME	DAMAGE	MISSING ITEMS
102081	Zalen Jones		
110032	Pat Bravo		- Normal truck -110046. Using pool vehicle.
110036	Rey Garcia		- Crescent wrench - Speed wrench - Screwdrivers
183141	Mike Rodriguez	Broken Passenger Window	
110040	Carlos Mendoza		
110044	Ricky Gonzales	Tool bin open	
110047	Phillip Velasquez	Tool bin open	- New tool bag and tools (except a screwdriver)
183141	Mike Rodriguez	Broken Passenger Window	-
190321	Caleb Ayon		
193014	Henry Alfaro		
203064	Leonard Gaskin		- Tool bag - Big crescent wrench (found in bushes north hillside)
213161	Emiliano de Santiago	Broken Drivers Window	- Earbuds (two sets) - Laptop (found on the hill, battery is missing) - Android phone charger - Gas Card
213174	Danny Hernandez	Broken Drivers Window	- Small tool bag - (Left flushing equipment)

The intruder threw several items on the ground.

Employee interviews regarding trucks

Employees reported that they locked their tool bins unless they were broken or did not have the key. The intruder did not damage any of the tool bin locks.

The electrical cabinet is locked but is not completely latched

Contacted Alex and Paul about the missing gas card as truck only has 25 miles of gas remaining.



Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
March 1, 2022

Actions:

1. Ensure that employees lock their tool bins
2. Provide bin keys to employees
3. Repair tool bins that are not functioning correctly
4. Repair generator emergency stop
5. Close electrical cabinet

Trailer

The intruder(s) broke into the office through the manager's office (M. Rodriguez) front window to the left of the doors. Mechanical Maintenance placed wooden sticks in the window sills to prevent intruders from opening the window.

The intruder(s) stood on the back of a truck bed parked against the building and broke the window. The office alarm triggered when motion was detected.

The SOLA equipment located in M. Rodriguez's Office had the key in the panel.

M. Rodriguez closed the blind on the broken window and set the alarm.

Actions:

1. Mechanical Maintenance to broken window
2. Look into securing the windows and door (e.g., bars, steel screen, changing doors).
3. Remove the key in the SOLA panel.
4. Instruct employees not to park against the building.

Site Surveillance

D. Rozell contacted SOLA to extract surveillance video from the NVR. SOLA reported to the site and found that the transformer from the outlet to the NVR was not providing power to the NVR, and it is not clear if the NVR recorded data. The outlet had measured power. SOLA is ordering the transformer and will check for camera coverage.

Actions:

1. SOLA to source transformer and schedule repair.

Attachment IV contains pictures of the intrusion.

Sheriff's Department

D. Rozell contacted the sheriff's department for extra patrol. D. Rozell is working with F. Garcia to install a keypad to allow law enforcement facility access.



**Suburban
Water Systems**

A SouthWest Water Company

Security Incident Report

Plant 132

16215 Haliburton Rd., Hacienda Heights, CA

March 1, 2022

D. Rozell spoke to the Sheriff's Department about how the intruders entered the property through a couple of neighbors' property. The Sheriffs visited neighbors to make them aware and to get them to remove the ladder from the fence line.

Assess relocation

Trucks were moved to plant 139 and 224. Valuable and critical assets were moved to plant 139, well 5.



Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
March 1, 2022

Attachment I – Action items – Includes items from 2/27/2020

ITEM NO	TASK	RESPONSIBLE PERSON(S)	STATUS
1.	Remove chair from fence line.	D.Rozell/M. Rodriguez	Complete
2.	Trim landscaping, vegetation and trees along the perimeter of the facility	F. Garcia	
3.	Clear homeless encampment (e.g., bottles, cans, and blanket)	F. Garcia	
4.	Assess perimeter fence – new barbed wire, etc.	D.Rozell / F. Garcia	
5.	Improve site lighting	D.Rozell / F. Garcia	
6.	Ensure that employees lock their tool bins	M. Rodriguez	
7.	Provide bin keys to employees	M. Rodriguez	
8.	Repair tool bins that are not functioning correctly	M. Rodriguez	
9.	Place a stick in the window to prevent entry.	F. Garcia	
10.	Look into securing the windows and door (e.g., bars, steel screen, changing doors).	D.Rozell / F. Garcia	
11.	Instruct employees on setting the alarm.	D. Rozell	Complete
12.	Contact Steve Bennett, cleaning services to ensure that the alarm is set after cleaning.	D.Rozell/M. Rodriguez	Complete
13.	Contact SOLA for instruction placard for setting the alarm.	D. Rozell Temp. in place	Temp Complete
14.	Remove the key in the SOLA panel in M. Rodriguez's office.	M. Rodriguez	Complete
15.	M. Rodriguez to take surveillance footage to the Sheriff's Department.	M. Rodriguez	Complete
16.	Inventory site keys	M. Rodriguez	Complete
17.	Lock key box	M. Rodriguez	Complete
18.	Repair generator emergency stop	F. Garcia	Complete
19.	Close electrical cabinet in front of SOLA NVR	F. Garcia	
20.	SOLA to order transformer and schedule repair	D. Rozell/SOLA	



Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
March 1, 2022

Attachment II – Gate/Building Access Records – M. Rodriguez

Building access records

RODRIGUEZ, MICHAEL

3/2/2022 3:34:59 AM	Card traced			1
PLANT 132 Customer Service Entry Door		76:48935	RODRIGUEZ, MICHAEL	
3/2/2022 3:34:59 AM	Access - door opened			2
PLANT 132 Customer Service Entry Door		76:48935	RODRIGUEZ, MICHAEL	
3/2/2022 3:34:59 AM	In/Out Entry			3
PLANT 132 Customer Service Entry Door		76:48935	RODRIGUEZ, MICHAEL	
3/2/2022 4:14:50 AM	Card traced			4
PLANT 132 Customer Service Entry Door		76:48935	RODRIGUEZ, MICHAEL	
3/2/2022 4:14:50 AM	Access - door opened			5
PLANT 132 Customer Service Entry Door		76:48935	RODRIGUEZ, MICHAEL	
3/2/2022 4:14:50 AM	In/Out Entry			6
PLANT 132 Customer Service Entry Door		76:48935	RODRIGUEZ, MICHAEL	



Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
March 1, 2022

Gate access records

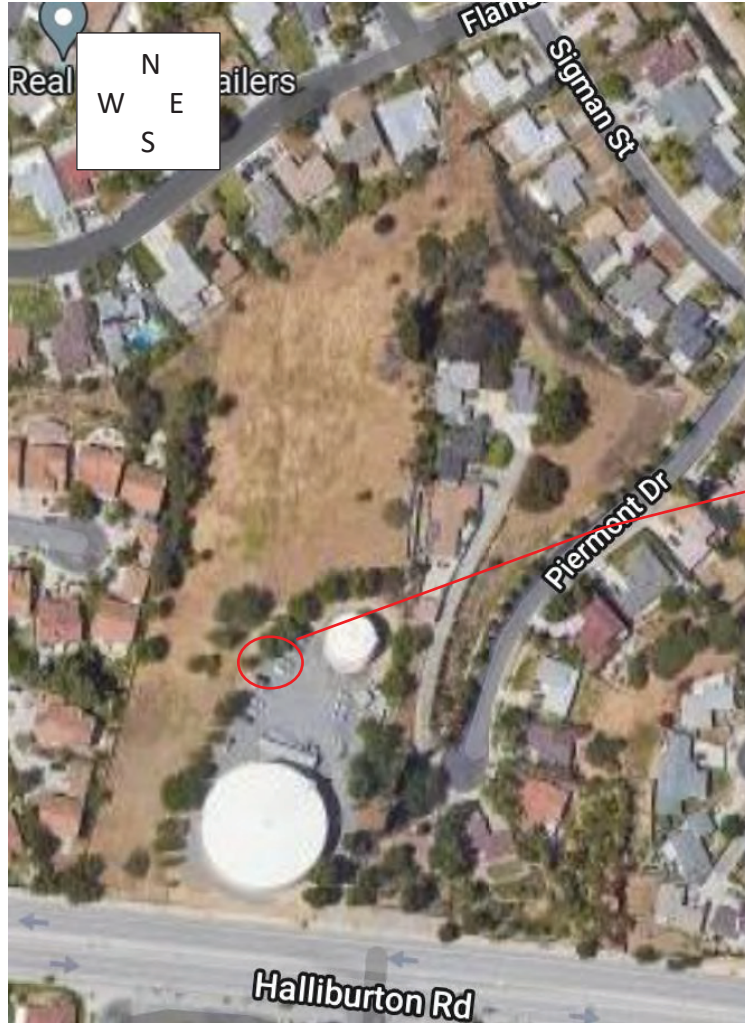
RODRIGUEZ, MICHAEL

3/2/2022 3:23:47 AM PLANT 132 Gate	Access granted	0A:45800	RODRIGUEZ, MICHAEL	1
3/2/2022 3:23:49 AM PLANT 132 Gate	In/Out Entry	0A:45800	RODRIGUEZ, MICHAEL	2
3/2/2022 3:23:50 AM PLANT 132 Gate	Access - door opened	0A:45800	RODRIGUEZ, MICHAEL	3
3/2/2022 3:23:50 AM PLANT 132 Gate	In/Out Entry	0A:45800	RODRIGUEZ, MICHAEL	4
3/2/2022 3:27:57 AM PLANT 132 Gate	Access granted	0A:45800	RODRIGUEZ, MICHAEL	5
3/2/2022 3:27:58 AM PLANT 132 Gate	In/Out Entry	0A:45800	RODRIGUEZ, MICHAEL	6
3/2/2022 3:30:00 AM PLANT 132 Gate	Access granted	0A:45800	RODRIGUEZ, MICHAEL	7
3/2/2022 3:30:02 AM PLANT 132 Gate	In/Out Entry	0A:45800	RODRIGUEZ, MICHAEL	8
3/2/2022 3:31:10 AM PLANT 132 Gate	Access granted	0A:45800	RODRIGUEZ, MICHAEL	9
3/2/2022 3:31:11 AM PLANT 132 Gate	In/Out Entry	0A:45800	RODRIGUEZ, MICHAEL	10
3/2/2022 3:53:54 AM PLANT 132 Gate	Access granted	0A:45800	RODRIGUEZ, MICHAEL	11
3/2/2022 3:53:56 AM PLANT 132 Gate	In/Out Entry	0A:45800	RODRIGUEZ, MICHAEL	12
3/2/2022 3:58:11 AM PLANT 132 Gate	Access granted	0A:45800	RODRIGUEZ, MICHAEL	13
3/2/2022 3:58:12 AM PLANT 132 Gate	In/Out Entry	0A:45800	RODRIGUEZ, MICHAEL	14
3/2/2022 3:58:13 AM PLANT 132 Gate	Access - door opened	0A:45800	RODRIGUEZ, MICHAEL	15
3/2/2022 3:58:13 AM PLANT 132 Gate	In/Out Entry	0A:45800	RODRIGUEZ, MICHAEL	16
3/2/2022 4:00:14 AM PLANT 132 Gate	Access granted	0A:45800	RODRIGUEZ, MICHAEL	17
3/2/2022 4:00:15 AM PLANT 132 Gate	In/Out Entry	0A:45800	RODRIGUEZ, MICHAEL	18
3/2/2022 4:09:25 AM PLANT 132 Gate	Access granted	0A:45800	RODRIGUEZ, MICHAEL	19
3/2/2022 4:09:26 AM PLANT 132 Gate	In/Out Entry	0A:45800	RODRIGUEZ, MICHAEL	20
3/2/2022 4:13:51 AM PLANT 132 Gate	Access granted	0A:45800	RODRIGUEZ, MICHAEL	21
3/2/2022 4:13:52 AM PLANT 132 Gate	In/Out Entry	0A:45800	RODRIGUEZ, MICHAEL	22
3/2/2022 4:28:03 AM PLANT 132 Gate	Access granted	0A:45800	RODRIGUEZ, MICHAEL	23
3/2/2022 4:28:04 AM	In/Out Entry			24

Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
March 1, 2022

Attachment III – Map



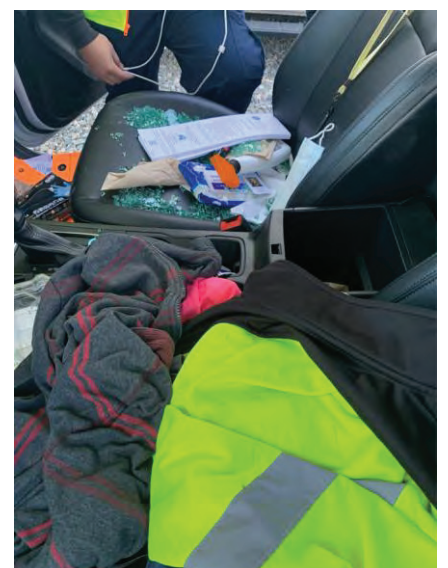
Ingress/Egress



Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
March 1, 2022

Attachment IV – Pictures





**Suburban
Water Systems**

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Security Incident Report

Plant 132

16215 Haliburton Rd., Hacienda Heights, CA

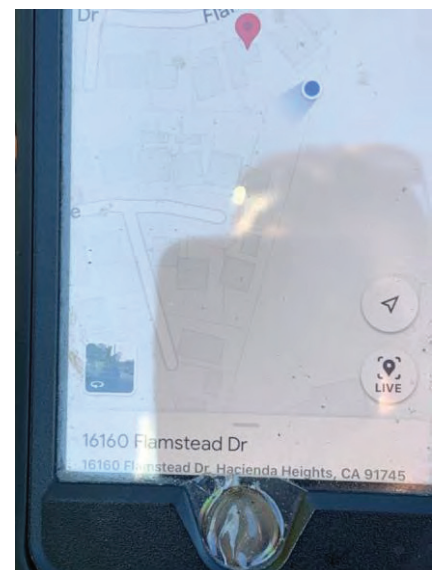
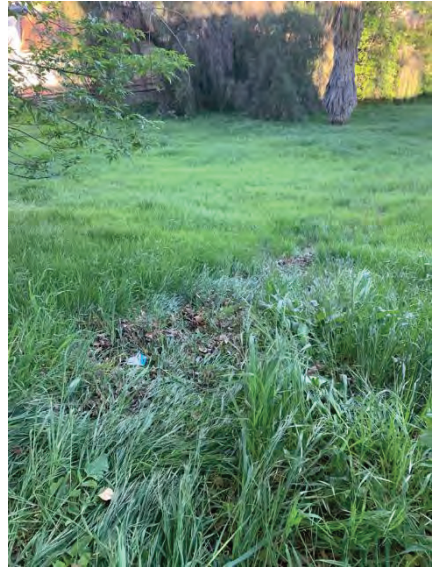
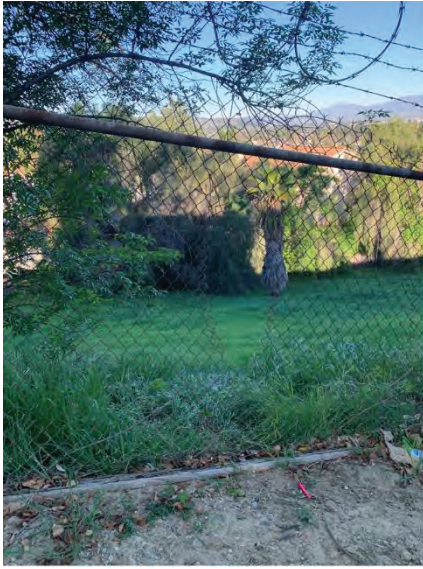
March 1, 2022





Security Incident Report

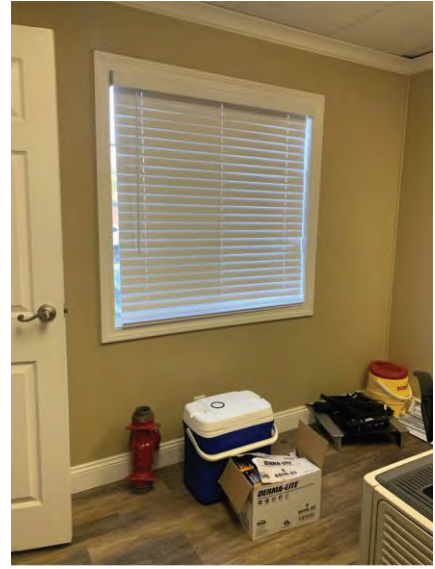
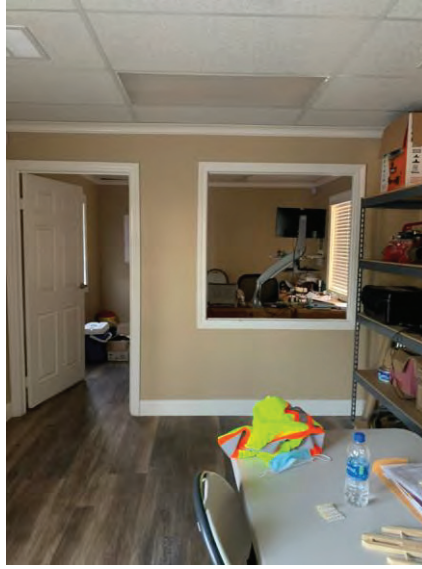
Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
March 1, 2022





Security Incident Report

Plant 132
16215 Haliburton Rd., Hacienda Heights, CA
March 1, 2022



DR KN3-10 Response #1.a.vi

**PROPOSAL
AND
CONTRACT**



9110 Rose Street
Bellflower, CA 90706
Phone (562) 804-4828
(800) 990-1933
FAX (562) 920-3929
State License #341514

DATE 9/20/22
PAGE
NO. 1 OF 1

SUBMITTED TO: SUBURBAN WATER

JOB NAME: PLANT #132

STREET:

LOCATION: HACIENDA HEIGHTS, CA

CITY, STATE and ZIP CODE: CA

PHONE

FAX

CONTACT: JACQUELINE O

PHONE:

WE HEREBY SUBMIT A PRICE QUOTE TO FURNISH LABOR, MATERIALS AND EQUIPMENT TO:

REMOVE 1,084 L/F OF EXISTING FENCE AND SWING GATES
-REMOVAL AND NEW INSTALLATION DONE IN SECTIONS. USE TEMP FENCE AS NEEDED
INSTALL 1,084 L/F OF NEW 7'H TUBE STEEL FENCE WITH STRAIGHT SPEAR POINT PICKET (
(1) NEW 15'x7' SINGLE SLIDE GATE AT ENTRANCE
(1) NEW 18'x7' DOUBLE SWING GATE AT REAR OF PROPERTY
(1) NEW 4'x7' MAN GATE AT ENTRANCE
-OTHERS TO CLEAN EXCESS DIRT ALONG FENCE AT FRONT OF PROPERTY
-USE EXISTING GATE OPERATOR AND EXISTING GATE TRACK
-SLEEVE OVER EXISTING POSTS WHERE EMBEDDED IN RETAINING WALL ALONG HALIBURTON
-PANELS WILL BE STEPPED ALONG SECTIONS WITH UNEVEN GRADE
-INCLUDES CALCS/ENGINEERING
MATERIALS: 3"x3" CORNER POSTS, 2.5"x2.5" LINE POSTS, 2"x2" FRAMES, 1"x1" SPEAR POINT PICKET
6"O.C., 12"x36" FOOTINGS W/2500PSI CONCRETE. NON-GALVANIZED WITH BLACK POWDERCOAT FINISH

NOTES:

NON-PREVALING/NON-UNION WAGES.

PERMITS EXCLUDED. CALCS/ENGINEERING INCLUDED

EXCESS DIRT ALONG FENCE AT FRONT OF PROPERTY CLEARED.GRADED BY OTHERS

ONLY ITEMS LISTED ABOVE ARE INCLUDED IN BID. SEE EXCLUSIONS. **QUOTE VALID UNTIL 10/7/22**

EXCLUSIONS: PREVALING WAGE, BONDING, DRAWINGS, PERMITS, DEMO, CORE DRILLING, SAW CUTTING, CONCRETE FLATWORK, CONCRETE BASE FOR GATE OPERATORS, MOW STRIPS, CLEARING, REMOVAL OF SPOILS, GRUBBING, GRADING, ENGINEERING, ELECTRICAL, HIGH/LOW VOLTAGE LINES, CONDUIT LINES, GROUNDING, ACCESS CONTROLS, GATE OPERATORS, KNOX BOX, PANIC HARDWARE, SURVEYING, FABRIC ON FENCE, GROUND TRACK, AND ANY UNKNOWN UNDERGROUND, **UNLESS NOTED OTHERWISE.**

ONE HUNDRED FIFTY ONE THOUSAND NINE HUNDRED FORTY SEVEN dollars **\$151,947.00**

Payment to be made as follows: ON COMPLETION

All work to be completed in a workmanlike manner according to standard industry practices. Last minute cancellations, delays, alterations or deviations will result in additional charges to customer at Built Rite Fence Company's standard time and material rates. Customer assumes responsibility for property lines, fence location, obstructions in fence line, grade of fence line, underground lines and clearing of old fence and/or debris unless otherwise noted in this proposal. In the event it becomes necessary to take legal measures to collect payment, customer will be responsible for all costs in the effort to do so.

Authorized
Signature

M ALVAREZ

Contractors are required by law to be licensed and regulated by the Contractor's State Board. Any questions concerning a contractor may be referred to the register of the Board, Contractors State License Board, P.O. Box 26000, Sacramento, CA 95826.

Acceptance of Proposal - The above price, specifications and conditions are satisfactory and are hereby accepted. You authorized to do the work as specified. Payment will be made as outlined above.

Signature
Date

DR KN3-10 Response #1.d.i

View results

Respondent

32 Brian Inman

00:51

Time to complete

1. Date of report:

4/22/2022



2. Incident date:

4/20/2022



3. Incident time:

7:20 AM

4. Name of the person reporting the incident:

Brian Inman

5. Phone number:

5625056829

6. Location:

201 W4

More options for Responses

7. Person discovering issue:

Brian Inman

8. Police notification:

Yes

No

View results

Respondent
25 Curtis Hansen

07:51
Time to complete

1. Date of report:

1/28/2022



2. Incident date:

1/28/2022



3. Incident time:

2:30 PM

4. Name of the person reporting the incident:

Curtis Hansen

5. Phone number:

626-926-1728

6. Location:

201W4

More options for Responses

7. Person discovering issue:

Curtis Hansen

8. Police notification:

Yes

No

9. Police report number:

N/A

10. How was the site accessed (e.g., cut fence, jumped fence, other):

Over the fence

11. Method of detection (e.g., alarms, visual, etc.)

ALARM

12. Is the site secure:

- Yes
- No
- Other

13. Description of the incident:

The Homeless stole the copper pressure line that serves the 201 well field at 201 W4.

14. List of assets damaged:

copper line

15. List of assets tampered with:

Fence and the copper line

16. Corrective actions:

We need to add no climb fencing with razor wire.

17. Please upload information (e.g., documents, pictures) associated with the file.

9. Police report number:

10. How was the site accessed (e.g., cut fence, jumped fence, other):

11. Method of detection (e.g., alarms, visual, etc.)

12. Is the site secure:

- Yes
- No
- Other

13. Description of the incident:

14. List of assets damaged:

15. List of assets tampered with:

16. Corrective actions:

17. Please upload information (e.g., documents, pictures) associated with the file.

 [201A_Brian Inman.jpg](#)

 [201_Brian Inman.jpg](#)

View results

Respondent
38 Mike Chiraulo

17:08
Time to complete

1. Date of report:

8/15/2022



2. Incident date:

8/15/2022



3. Incident time:

3:30AM

4. Name of the person reporting the incident:

Mike Chiraulo

5. Phone number:

626-945-0741

6. Location:

201 W4

More options for Responses

7. Person discovering issue:

Mike Chiraulo and Omar Ochoa

8. Police notification:

Yes

No

9. Police report number:

10. How was the site accessed (e.g., cut fence, jumped fence, other):

11. Method of detection (e.g., alarms, visual, etc.)

12. Is the site secure:

- Yes
- No
- Other

13. Description of the incident:

14. List of assets damaged:

15. List of assets tampered with:

16. Corrective actions:

17. Please upload information (e.g., documents, pictures) associated with the file.

View results

Respondent
40 Frank Reyes

01:57
Time to complete

1. Date of report:

9/1/2022



2. Incident date:

9/1/2022



3. Incident time:

10:00 AM

4. Name of the person reporting the incident:

Frank Reyes

5. Phone number:

(626) 430-1491

6. Location:

201 W4 , 201 W9 Bartola Well Field, Pico Rivera

More options for Responses

7. Person discovering issue:

Frank Reyes

8. Police notification:

Yes

No

9. Police report number:

922-05411-1511-261

10. How was the site accessed (e.g., cut fence, jumped fence, other):

Cut Locks, Cut Chain

11. Method of detection (e.g., alarms, visual, etc.)

Visual

12. Is the site secure:

- Yes
- No
- Other

13. Description of the incident:

Upon Arrival at 201 W4 i noticed the walk through gate open, i saw that the lock and chain was missing to the gate. I then entered and noticed the locks to the access gate to our electrical switch gear, on the stair case had been cut. I then inspected the switch gear and found the locks missing from 2 of the panels. i opened the door to the panel with our electrical switch gear and found the covers to the buss bar section of the panels had been removed. the other panel had not been further tampered with. After further inspection , i found the chain and lock to 210 W9 had been removed. no further forced entry at 201 W9.

14. List of assets damaged:

Damaged covers to the buss bar section of our main switch gear for 201 W9 and 201 W4, cut , broken , missing locks

15. List of assets tampered with:

201 W4 , 201 W9 Main Switch Gear Panel, 201 W4 VFD Panel, All entry ways 201 W4 and Entrance gate 201W9, Rear Entrance to 201 Well Field

16. Corrective actions:

All entrances to our sites at 201 Well Field have been secured with 3/8" thick, hardened steel, cut resistant chain, and Master locks shrouded protected, hardened 3/8" shank, Model # M50XKAD

17. Please upload information (e.g., documents, pictures) associated with the file.

 [201 w4 2 Frank Reyes.jpg](#)

 [201w4 1 Frank Reyes.jpg](#)

 [w4 3 Frank Reyes.jpg](#)

 [w4 4 Frank Reyes.jpg](#)

 [w4 5 Frank Reyes.jpg](#)

 [w4 6 Frank Reyes.jpg](#)

 [w4 7 Frank Reyes.jpg](#)

 [w4 8 Frank Reyes.jpg](#)

 [w4 9 Frank Reyes.jpg](#)

 [w4 10 Frank Reyes.jpg](#)



**Suburban
Water Systems**

1325 N. Grand Avenue
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Phone: 626.543.2500
Fax: 626.331.4848
www.swwc.com/suburban

May 17, 2023

To: Suliman Ibrahim
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Response to A.23-01-001, Public Advocates Office DR KN3-16 (Security
Upgrades II)

Dear Mr. Ibrahim et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

**Response to A.23-01-001, Public Advocates Office
DR KN3-16 (Security Upgrades II)**

1. Per DR KN3-10 Response #1.d.ii, Suburban provided a Frontier cost estimate email quote from Frank Ferdowsian for approximately \$100,000 for Plant 201 W-4 internet upgrade.

a. The email quote suggests that additional conduit is needed as Frontier may not be able to run fiber along the power line. If this is the case, how much additional cost to the estimated \$100,000 would be associated with installing internet service at Plant 201.

Response:

No additional cost will be needed for the additional conduit.

b. Please provide the breakdown in detail that corresponds to the \$100,000 in construction cost that is needed to contribute upfront for Frontier to provide fiber internet.

Response:

Frontier could not provide a cost breakdown for the quote provided.

c. Please provide the time frame to get internet fiber service to Plant 201 using Frontier services.

Response:

Frontier’s representatives provided the following typical schedule shown in the table below:

Task Description	Duration
Initial Project Review	2-5 Days
Preliminary Site Planning and Cost Breakdown	28 Days
Plan Design	28-42 days
Construction (Build-Out)	120 days

d. Please provide supporting evidence of the calculations, including but not limited to, any vendor invoices, proposal, or internal communications.

Response:

See attached email correspondence from Frontier “DR KN3-16 Response #1.d.pdf” showing the cost for internet upgrade.

Jacqueline Olivares

From: Frank Ferdowsian <frank.ferdowsian@ideacommgroup.com>

Sent: Monday, May 8, 2023 4:25 PM

To: Jacqueline Olivares <jolivares@swwc.com>

Subject: FW: WFM-73665658: Frontier Fiber Quote/Serviceability- Suburban Water Systems - Whittier CA

This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. **Please forward spam and suspicious messages to spam@swwc.com**

From: [Partner Support Team@ftr.com](mailto:Partner_Support_Team@ftr.com) <[Partner Support Team@ftr.com](mailto:Partner_Support_Team@ftr.com)>

Sent: Friday, September 23, 2022 11:20 AM

Cc: sara.feeny@upstack.com; Frank Ferdowsian <frank.ferdowsian@ideacommgroup.com>

Subject: RE: WFM-73665658: Frontier Fiber Quote/Serviceability- Suburban Water Systems - Whittier CA

Product: 200M 500M DIA

Location Address: 34.023808, -118.051154

DSAT: 3727093

Eng. Summary:

Engineering has reviewed the location and this solution will require a fiber build of nearly 1 mile or more to provide service.

Additionally, the site may require a large conduit from the well location back to the right of way on Rooks Rd. The customer will be responsible for providing this.

ICB Rates:

The fiber build required is just over a mile and a build of that size typically costs \$100K or more.

Due to the high build cost the customer would be required to pay that up front. The customer will need to pay for most of that build up front for us to provide services.

ICB Conditions:

- 1.) ICB Processing takes 4 weeks(min)
- 2.) ICB can't be escalated until week 4.

PARTNER NEXT STEPS:

- 1.) The Partner must review the budgetary rates with the customer to determine if they are in scope.
- 2.) The Partner must agree to and reply to the PST that they accept the ICB timing and conditions, and you want to move forward.
- 3.) The Partner must review and provide written confirmation that the customer has at least \$20K to put down on a build (customer email is fine).
- 4.) PLEASE PROVIDE THE HEADQUARTERS ADDRESS FOR THE CUSTOMER THAT WOULD BE BILLED FOR THE SERVICE.

Until a reply is sent back, the ICB process will NOT begin.

Thank you,

Lisa | Partner Support Team
877-500-9855 | Partner_Support_Team@ftr.com

Want faster pricing? Use the Partner Portal for DIA pricing! <https://frontiercommunications.force.com/Fronti>

From: Partner_Support_Team@ftr.com
Sent: 9/23/2022 9:34:00 AM
To: kate.garrabrant@appsmart.com
CC: sara.feeny@upstack.com; frank.ferdowsian@ideacommgroup.com
Subject: RE: WFM-73665658: Frontier Fiber Quote/Serviceability- Suburban Water Systems

Kate,

The request for DIA does not qualify for our standard pricing, so I have sent the request to Solution Engineers for a preliminary review.

The initial review process can take 2-5 business days depending on the complexity. I will follow up with their findings and next steps. If the feedback determines that we must follow our ICB pricing process, then the request will take an additional 4 weeks (minimum) to determine final ICB pricing.

Thank you,

Lisa | Partner Support Team
877-500-9855 | Partner_Support_Team@ftr.com

Want faster pricing? Use the Partner Portal for DIA pricing! <https://frontiercommunications.force.com/Fronti>

Jacqueline Olivares

From: Frank Ferdowsian <frank.ferdowsian@ideacommgroup.com>
Sent: Tuesday, May 9, 2023 6:08 AM
To: Jacqueline Olivares
Subject: FW: WFM-73665658: Frontier Fiber Quote/Serviceability- Suburban Water Systems - Whittier CA

This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. [Please forward spam and suspicious messages to spam@swwc.com](mailto:spam@swwc.com)

Good morning Jacqueline,
Please see update below that I received this morning from Frontier. We can review at your convenience. I am at 303-929-4415
Thank you

From: Partner_Support_Team@ftr.com <Partner_Support_Team@ftr.com>
Sent: Tuesday, May 9, 2023 6:23 AM
To: Frank Ferdowsian <frank.ferdowsian@ideacommgroup.com>
Cc: sara.feeny@upstack.com
Subject: RE: WFM-73665658: Frontier Fiber Quote/Serviceability- Suburban Water Systems - Whittier CA

Hello,

We sent the below back in Sept 2022 and did not hear back if you wanted to proceed with the ICB. There is a build cost of \$100k or more , which \$20k would need to be paid upfront due to high build cost, please see below. To proceed with the ICB please see partner next steps, which the ICB will provide firm monthly rates and the ICB is a minimum 4 week process.

Product: 200M 500M DIA
Location Address: 34.023808, -118.051154
DSAT: 3727093

Eng. Summary:

Engineering has reviewed the location and this solution will require a fiber build of nearly 1 mile or more to provide service.

Additionally, the site may require a large conduit from the well location back to the right of way on Rooks Rd. The customer will be responsible for providing this.

ICB Rates:

The fiber build required is just over a mile and a build of that size typically costs \$100K or more.

Due to the high build cost the customer would be required to pay part of that up front (\$20K min). The customer will need to pay for most of that build up front for us to provide services.

ICB Conditions:

1.) ICB Processing takes 4 weeks(min)

2.) ICB can't be escalated until week 4.

PARTNER NEXT STEPS:

- 1.) The Partner must review the budgetary rates with the customer to determine if they are in scope.
- 2.) The Partner must agree to and reply to the PST that they accept the ICB timing and conditions, and you want to move forward.
- 3.) The Partner must review and provide written confirmation that the customer has at least \$20K to put down on a build (customer email is fine).
- 4.) PLEASE PROVIDE THE HEADQUARTERS ADDRESS FOR THE CUSTOMER THAT WOULD BE BILLED FOR THE SERVICE.

Until a reply is sent back, the ICB process will NOT begin.

Thank you,

Rich C

Want faster pricing? Use the Partner Portal for DIA pricing!

<https://frontiercommunications.force.com/FrontierPartnerPortalLightningOne>

**Attachment 4-4: Suburban's Response to
Public Advocates Office DR KN3-11 and
Email Response (Service Replacement)**



**Suburban
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www.swwc.com/suburban

March 31, 2023

To: Suliman Ibrahim
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Response to A.23-01-001, Public Advocates Office DR KN3-11 (Service Laterals
Repair and Replacement)

Dear Mr. Ibrahim et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

Response to A.23-01-001, Public Advocates Office
DR KN3-11 (Service Laterals Repair and Replacement)

1. The direct testimony of Jorge Lopez (p. 143) states that “Service Line Replacements is an ongoing annual program that replaces service laterals that have reached the end of their useful life and failed.”
 - a. Please explain in detail all factors that are used to determine when a service lateral has reached the end of its useful life or failed.

Response:

Leaks are the most important factor in determining when a service has reached the end of its useful life. Service line materials deteriorate over time, fail, and begin to leak. Typically a leak is an indication that the service line material has failed. Repairing a leaking service line with a clamp does not address the remaining failed service line material, and will likely result in a repeat visit to repair subsequent leaks on the deteriorated service line. Repeated visits to repair the same service line results in repeated service interruptions, poor customer service, and cumulated repair costs.

Services are sometimes proactively replaced due to the frequency of leaks on adjacent services that were installed with the same material, by the same contractor, at the same time. Proactive replacement prevents unnecessary, unplanned and extended interruptions of service to customers when shutdowns are required to address leaking service lines. By proactively replacing services, the work is planned, customers are notified ahead of the work, and unplanned water service disruptions are minimized.

2. Page 144, line 24 to 26 of Jorge Lopez’s direct testimony states that “Suburban has experienced... failures on Orangeburg SP Polyethylene and Grey Plastic pipe.” Please confirm that Suburban is replacing these service laterals as it fails/reach the end of its useful life. If Suburban is replacing these service laterals based on its material, please explain the necessity.

Response:

Orangeburg and Grey plastic services are replaced when they fail and begin to leak. Typically the failure on these materials is catastrophic and repairs not possible.

Suburban proactively replaces services with poor performing material as part of pipeline projects. The 2023 La Pluma and Patranan pipeline, Workpaper III-C, W-1, includes the replacement of 335 grey plastic services. The grey plastic pipes installed in Suburban’s distribution system have thin walls that do not comply with today’s standards. Grey plastic services frequently fail by splitting longitudinally from joint to joint requiring complete replacement.

Grey plastic pipes often rely on the surrounding soil to hold them together. Consequently, the line is susceptible to breaking when the soil is disturbed. Suburban’s contractors have encountered such issues when excavating near grey plastic pipes. To avoid conflicts when installing the new water pipeline, the contractor must dig to locate the existing underground

utilities. A handful of breaks occurred due to the disruption of the soil. Emergency shutdowns to repair the lines took customers out of water service. The recent breaks due to nearby soil disturbance are a testament to the poor condition of the existing facilities.

Suburban also plans to replace services in 2025 as part of Kimberly and Jacqueline service replacement project. Details for this project are included on page 514, line 8 of Jorge Lopez’s testimony.

3. Jorge Lopez’s direct testimony (p. 145 line 11 to 12) states that “Service line failure also occur when municipal agencies grind and repave streets.” Of the services replaced from 2013 to 2022, list each instance of a service line failure caused by municipal agencies grinding and/or re-paving streets.

Response:

Suburban’s last occurrence where a municipal agency paving project led to a failure was on February 2, 2012 at 13851 Hoback, St. in La Mirada.

4. Please provide the historical replacement and cost of Suburban’s approximate 76,000 service lateral in an Excel format as shown below:

	Service Lateral Replacement Historical Data									
	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
# of Services Replaced/Repaired										
Avg. Cost Per Service Replaced										

Response:

See the Excel file entitled “DR KN3-11 Response #4 - Service Line Replacement AWO.xlsx” for the historical replacement and cost of Suburban’s service lateral.

5. Please provide the breakdown of the average cost of service lateral replacement and repair in 2021 and 2022. This breakdown includes cost of material, labor, and equipment. Please also provide evidence to support the breakdown. This includes but is not limited to any vendor invoices, as-built, bids, proposal, or internal communications.

Response:

- For cost breakdown, see Excel files entitled “DR KN3-11 Response #5 - 2021 Service Replacement Summary.xlsx” and “DR KN3-11 Response #5 - 2022 Service Replacement Summary.xlsx.”

- For invoices, see files entitled "DR KN3-11 Response #5 - 2021 Invoices.pdf" and "DR KN3-11 Response #5 - 2022 Invoices.pdf"

6. Per the linear regression analysis¹ graph, there is a significant increase in the cost of lateral repair/replacement in the year 2020 and 2021.
 - a. Please provide a detailed explanation for the increase in cost of replacement.

Response:

Service replacement costs increased due to an increase in the number of service replacements and an increase in the average cost to replace each service.

The number of services replaced is due to continued aging and increasing deterioration of the service lines in Suburban's service area.

The cost to replace water infrastructure, including services, has increased dramatically over the last five years due to increased contractor demand, supply chain challenges, and economic inflation. In this period, the demand for pipeline contractors has increased due to increased activity in the region's housing sector. Also, starting in 2020, material costs increased dramatically due to supply chain challenges resulting from the COVID-19 pandemic where manufacturing both in the United States and abroad were interrupted. Finally, starting in early 2021, the economic recovery from the global pandemic has resulted in rapid and sustained inflation that has increased the cost of the labor and materials required to replace services.

¹ Volume III-B Annual Projects Proposed, P. 2 of 3

	Service Lateral Replacement Historical Data									
	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
# of Services Replaced/Repaired	423	555	307	500	411	424	422	710	548	536
Total Cost of Service Replacements	\$1,279,022	\$1,830,192	\$1,059,731	\$1,980,424	\$1,743,503	\$1,961,051	\$1,923,295	\$2,260,316	\$2,594,531	\$2,874,307
Avg. Cost Per Service Replaced	\$3,024	\$3,298	\$3,452	\$3,961	\$4,242	\$4,625	\$4,558	\$3,184	\$4,735	\$5,363

**Attachment 4-5: Suburban's Response to
Public Advocates Office DR KN3-12 and
KN3-18 (Computer Hardware)**



**Suburban
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April 3, 2023

To: Suliman Ibrahim
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Response to A.23-01-001, Public Advocates Office DR KN3-12 (Personal
Computer Hardware)

Dear Mr. Ibrahim et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

Response to A.23-01-001, Public Advocates Office
DR KN3-12 (Personal Computer Hardware)

1. The following questions refer to the direct testimony of Jorge Lopez regarding the replacement schedule for personal computer hardware.
- a. As mentioned on page 291, “Computers are replaced every four years to ensure productivity.”

- i. Provide a cost-benefit analysis that shows a four-year replacement cycle is optimum.

Response:

A cost benefit analysis cannot be prepared because it is not feasible to predict the processing power requirements of increasingly demanding software, forecast the cost impacts of lost productivity, determine the cost and availability of obsolete replacements parts required to maintain failing aging equipment, or put a financial value on improved safety features required to protect the company against harmful computer viruses that reduce computer processing speeds.

- ii. Provide support that substantiates any assumptions, numbers, or calculations provided in the above requested cost-benefit analysis.

Response:

A cost benefit analysis was not performed for replacing computers.

- iii. Manufacturers usually have a minimum one-year warranty on electronic products. Does Suburban purchase additional warranty or device protection insurance? If so, can the warranty and/or insurance extend the four years replacement schedule?

Response:

Suburban purchases additional warranty and accidental damage protection insurance that covers the computers for 3 years. Computers are operated out of warranty for one year. Insurance extending beyond three years costs more than the value of the computer and not prudent to purchase.

- b. Please provide a complete list of company owned personal computer hardware that is in schedule for replacement for the year 2023, 2024, and 2025. Include the month and year the device was purchased and the original price for each device. Include the year the device is planned to be replaced. Include the full specification of the hardware. Also include the employee position that is assigned to each computer. Please provide the information in an Excel format.

Response:

See the attached excel file entitled “DR KN3-12 Response #1.b.xlsx”

- c. Please provide the vendor quotes for all personal computer hardware that is in schedule for replacement.

Response:

See the vendor quotes “DR KN3-12 Response #1.c.pdf”

- i. Did Suburban explore other vendors for the best possible price. If not, please explain.

Response:

Formal quotes were not requested from other vendors because we are satisfied with the cost vs value provided by the Dell computers. Suburban has standardized using Dell because IT staff can fix problems quickly because they are familiar with the equipment and reduces staff downtime.

- d. Suburban is requesting to replace several Precision 3561 and RGLLaptop 5430.
 - i. Has Suburban explored using alternative, lower-cost options from competing manufacturers such as Lenovo?

Response:

Alternative options are periodically monitored in the marketplace for computing equipment including model and cost. Dell’s computers are used because of high performance, security, and reasonable cost.

- ii. If Suburban has explored alternatives, please explain why the lower-cost options were not chosen.

Response:

We have not considered moving to Lenovo due to reported cybersecurity concerns with their products. Please see file entitled “DR KN3-12 Response 1.d.ii.pdf” for the reported concerns.

- iii. If Suburban has not explored alternatives, please explain why not.

Response:

See response to question 1.d.i.

- e. What happens to old computer equipment once it is replaced? For example, can old computer hardware be traded in securely for a discount on replacement? Please explain.

Response:

Computers are retired and picked up by an E-waste company. Suburban is not aware of trading in equipment for a discount.

- f. Given that monitors do not contain any hardware critical to cybersecurity or computer processing powers, why do monitors need to be replaced on a four-year basis?

Response:

New computers are equipped with new connection ports and new monitors are needed for them to work properly. For example, new Dell docks have Display Ports and no VGA ports. Converters are available but at times experience technical problems or faults and need IT software support that may take several days to resolve.

- g. Does Suburban receive a discount on bulk purchases from vendors? If so, please provide the discount in dollar value for the hardware in schedule for replacement.

Response:

Suburban does not receive “bulk discounts” but receives what is referred to as price considerations that vary from order to order.

DR KN3-12 Response #1.b

DOCK	PORT REPLICATOR WD19	06/02/19	06/02/22	05/12/23	166.00		D		ACTIVE
DOCK	PORT REPLICATOR WD19	06/02/19	06/02/22	05/12/23	166.00		D		ACTIVE
DOCK	PORT REPLICATOR WD19	06/02/19	06/02/22	05/12/23	166.00		D		ACTIVE
DOCK	PORT REPLICATOR WD19	06/02/19	06/02/22	05/12/23	166.00		D		ACTIVE
DOCK	PORT REPLICATOR WD19	06/06/19	06/06/22	05/16/23	166.00		D		ACTIVE
DOCK	PORT REPLICATOR WD19	06/06/19	06/06/22	05/16/23	166.00		D		ACTIVE
DOCK	PORT REPLICATOR WD19	05/14/20	05/14/23	04/23/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	05/14/20	05/14/23	04/23/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	05/14/20	05/14/23	04/23/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	05/14/20	05/14/23	04/23/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	06/08/20	06/08/23	05/18/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	06/08/20	06/08/23	05/18/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	06/08/20	06/08/23	05/18/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	06/08/20	06/08/23	05/18/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	06/08/20	06/08/23	05/18/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	06/08/20	06/08/23	05/18/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	06/08/20	06/08/23	05/18/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	10/15/20	10/15/23	09/24/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	10/15/20	10/15/23	09/24/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	10/15/20	10/15/23	09/24/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	10/15/20	10/15/23	09/24/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	10/15/20	10/15/23	09/24/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	10/15/20	10/15/23	09/24/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	10/15/20	10/15/23	09/24/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	10/28/20	10/28/23	10/07/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19	11/10/21	11/10/24	10/20/25	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19TB	11/16/20	11/16/23	10/26/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19TB	11/18/20	11/18/23	10/28/24	220.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19TB	08/12/21	08/12/24	07/22/25	243.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19TB	08/12/21	08/12/24	07/22/25	243.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19TB	10/27/21	10/27/24	10/06/25	243.00			D	ACTIVE
DOCK	PORT REPLICATOR WD19TB	02/02/22	02/02/25	01/12/26	253.00			D	ACTIVE
LAPTOP	LATITUDE 5300	05/21/20	05/21/23	04/30/24	1500.00			F	ACTIVE
LAPTOP	LATITUDE 5310	05/14/20	05/07/23	04/23/24	1500.00			F	ACTIVE
LAPTOP	LATITUDE 5310	05/15/20	05/15/23	04/24/24	1500.00			F	ACTIVE
LAPTOP	LATITUDE 5310	05/15/20	05/15/23	04/24/24	1500.00			F	ACTIVE
LAPTOP	LATITUDE 5310	05/15/20	05/15/23	04/24/24	1500.00			F	ACTIVE
LAPTOP	LATITUDE 5310	10/28/20	10/28/23	10/07/24	1500.00			F	ACTIVE
LAPTOP	LATITUDE 5310	11/18/20	11/18/23	10/28/24	1500.00			F	ACTIVE
LAPTOP	LATITUDE 5320	10/27/21	10/27/24	10/06/25	1930.00		E		ACTIVE
LAPTOP	LATITUDE 5400	11/01/19	06/22/22	10/11/23	1930.00	F			ACTIVE
LAPTOP	LATITUDE 5490	09/25/18	09/25/21	09/04/22	1930.00	E			ACTIVE
LAPTOP	LATITUDE 5490	09/25/18	09/25/21	09/04/22	1930.00	E			ACTIVE
LAPTOP	LATITUDE 5490	09/25/18	09/25/21	09/04/22	1930.00	E			ACTIVE
LAPTOP	LATITUDE 5490	09/25/18	09/25/21	09/04/22	1930.00	E			ACTIVE

LAPTOP	LATITUDE RUGGED 7214	06/06/19	06/06/22	05/16/23	3500.00		J	ACTIVE
LAPTOP	LATITUDE RUGGED 7214	06/06/19	06/06/22	05/16/23	3500.00		J	ACTIVE
LAPTOP	LATITUDE RUGGED 7214	02/18/20	02/18/23	01/28/24	3500.00		J	ACTIVE
LAPTOP	LATITUDE RUGGED TABLET 7202	10/27/17	10/27/20	10/06/21	2200.00		J	ACTIVE
LAPTOP	LATITUDE RUGGED TABLET 7202	10/27/17	10/27/20	10/06/21	2200.00		J	ACTIVE
LAPTOP	LATITUDE RUGGED TABLET 7202	10/27/17	10/27/20	10/06/21	2200.00		J	ACTIVE
LAPTOP	LATITUDE RUGGED TABLET 7202	10/27/17	10/27/20	10/06/21	2200.00		J	ACTIVE
LAPTOP	LATITUDE RUGGED TABLET 7202	10/27/17	10/27/20	10/06/21	2200.00		J	ACTIVE
LAPTOP	LATITUDE RUGGED TABLET 7202	10/27/17	10/27/20	10/06/21	2200.00			ACTIVE
LAPTOP	PRECISION 3541	05/14/20	05/14/23	04/23/24	1643.00		E	ACTIVE
LAPTOP	PRECISION 3541	05/15/20	05/15/23	04/24/24	1643.00		E	ACTIVE
LAPTOP	PRECISION 3541	05/15/20	05/15/23	04/24/24	1643.00		E	ACTIVE
LAPTOP	PRECISION 3541	05/15/20	05/15/23	04/24/24	1643.00		E	ACTIVE
LAPTOP	PRECISION 3541	05/15/20	05/15/23	04/24/24	1643.00		E	ACTIVE
LAPTOP	PRECISION 3541	05/15/20	05/15/23	04/24/24	1643.00		E	ACTIVE
LAPTOP	PRECISION 3541	05/15/20	05/15/23	04/24/24	1643.00		E	ACTIVE
LAPTOP	PRECISION 3541	05/15/20	05/15/23	04/24/24	1643.00		E	ACTIVE
LAPTOP	PRECISION 3541	05/15/20	05/15/23	04/24/24	1643.00		E	ACTIVE
LAPTOP	PRECISION 3551	12/01/20	12/01/23	11/10/24	1765.00		E	ACTIVE
LAPTOP	PRECISION 3551	12/01/20	12/01/23	11/10/24	1765.00		E	ACTIVE
LAPTOP	PRECISION 3551	12/01/20	12/01/23	11/10/24	1765.00		E	ACTIVE
LAPTOP	PRECISION 3551	12/01/20	12/01/23	11/10/24	1765.00		E	ACTIVE
LAPTOP	PRECISION 3551	12/01/20	12/01/23	11/10/24	1765.00		E	ACTIVE
LAPTOP	PRECISION 3551	12/01/20	12/01/23	11/10/24	1765.00		E	ACTIVE
LAPTOP	PRECISION 3551	12/01/20	12/01/23	11/10/24	1765.00		E	ACTIVE
LAPTOP	PRECISION 3551	12/01/20	12/01/23	11/10/24	1765.00		E	ACTIVE
LAPTOP	PRECISION 3561	09/14/21	09/14/24	08/24/25	2530.00			ACTIVE
LAPTOP	PRECISION 3561	09/14/21	09/14/24	08/24/25	2530.00			ACTIVE
LAPTOP	PRECISION 3561	09/14/21	09/14/24	08/24/25	2530.00			ACTIVE
LAPTOP	PRECISION 3561	09/14/21	09/14/24	08/24/25	2530.00			ACTIVE
LAPTOP	PRECISION 3561	11/10/21	11/10/24	10/20/25	2530.00			ACTIVE
LAPTOP	PRECISION 3561	11/10/21	11/10/24	10/20/25	2530.00			ACTIVE
LAPTOP	PRECISION 3561	11/10/21	11/10/24	10/20/25	2530.00			IN-CUSTODY
LAPTOP	PRECISION 3561	11/10/21	11/10/24	10/20/25	2530.00			ACTIVE
LAPTOP	WINDOWS SURFACE PRO 7	01/15/21	01/15/24	12/25/24	1582.00			IN-CUSTODY
LAPTOP	WINDOWS SURFACE PRO 7	01/15/21	01/15/24	12/25/24	1582.00			ACTIVE
LAPTOP	WINDOWS SURFACE PRO 7	01/15/21	01/15/24	12/25/24	1582.00			ACTIVE
LAPTOP	WINDOWS SURFACE PRO 7	01/15/21	01/15/24	12/25/24	1582.00			ACTIVE
LAPTOP	WINDOWS SURFACE PRO 7	01/15/21	01/15/24	12/25/24	1582.00			ACTIVE
LAPTOP	WINDOWS SURFACE PRO 7	06/03/21	06/03/24	05/13/25	1582.00			ACTIVE
LAPTOP	WINDOWS SURFACE PRO 7	06/30/21	06/30/24	06/09/25	1582.00			ACTIVE
LAPTOP	WINDOWS SURFACE PRO 7	06/30/21	06/30/24	06/09/25	1582.00			ACTIVE
LAPTOP	WINDOWS SURFACE PRO 7	06/30/21	06/30/24	06/09/25	1582.00			ACTIVE
LAPTOP	WINDOWS SURFACE PRO 7	06/30/21	06/30/24	06/09/25	1582.00			ACTIVE
LAPTOP	WINDOWS SURFACE PRO 7	10/01/21	10/01/24	09/10/25	1582.00			ACTIVE
LAPTOP	WINDOWS SURFACE PRO 7	10/01/21	10/01/24	09/10/25	1582.00			ACTIVE
LAPTOP	WINDOWS SURFACE PRO 7	10/01/21	10/01/24	09/10/25	1582.00			ACTIVE

PRINTER	HP LASERJET 1320			12/10/03				ACTIVE
PRINTER	HP LASERJET 1320			12/10/03				ACTIVE
PRINTER	HP LASERJET 1505	03/25/10	03/25/13	03/04/14				ACTIVE
PRINTER	HP LASERJET 1606DN			12/10/03				ACTIVE
PRINTER	HP LASERJET 4000			12/10/03				ACTIVE
PRINTER	HP LASERJET 4000			12/10/03				ACTIVE
PRINTER	HP LASERJET 4050 SE			12/10/03				ACTIVE
PRINTER	HP LASERJET 4250			12/10/03				ACTIVE
PRINTER	HP LASERJET M806X	01/23/17	01/23/20	01/02/21	9000.00			ACTIVE
PRINTER	HP LASERJET P2055DN	06/01/10	06/01/11	05/11/14				ACTIVE
PRINTER	HP LASERJET P3015	06/16/14		05/26/18				ACTIVE
PRINTER	HP LASERJET P3015	04/25/15		04/04/19				ACTIVE
PRINTER	HP LASERJET PRO M402DW	01/22/16	01/22/19	01/01/20				ACTIVE
PRINTER	HP LASERJET PRO M402DW	11/18/16	11/18/19	10/28/20				ACTIVE
PRINTER	HP LASERJET PRO M402DW	02/10/17	02/10/20	01/20/21				ACTIVE
PRINTER	HP LASERJET PRO M404DN	02/03/20		01/13/24				ACTIVE
PRINTER	HP LASERJET PRO M404DN	02/03/20		01/13/24				ACTIVE
PRINTER	HP LASERJET PRO MFP M479fdw	09/10/19	09/10/22	08/20/23				ACTIVE
PRINTER	HP LASERJET M806X	10/22/14	10/22/18	10/01/18	9000.00			ACTIVE
PRINTER	STAR RECEIPT PRINTER	05/05/10	05/05/13	04/14/14				ACTIVE
PRINTER	STAR RECEIPT PRINTER	05/05/10	05/05/13	04/14/14				ACTIVE
PRINTER	STAR RECEIPT PRINTER	05/05/10	05/05/13	04/14/14				ACTIVE
PRINTER	STAR RECEIPT PRINTER	05/05/10	05/05/13	04/14/14				ACTIVE
SCANNER	CANNON SCANNER			12/10/03				ACTIVE
SCANNER	CANNON SCANNER			12/10/03				ACTIVE
SERVER	CISCO UCS C210 M2	02/20/12	02/20/15	01/30/16				ACTIVE
SERVER	CISCO UCS C220 M3S	03/06/13	03/06/16	02/13/17				ACTIVE
SERVER	CISCO UCS C220 M3S	04/04/13	04/04/16	03/14/17				ACTIVE
SERVER	CISCO UCS C220 M4	08/13/15	08/13/18	07/23/19				ACTIVE

TOTALS	52	58	72
	2023	2024	2025

- have tax included for the price
- A - 27 inch monitor with 3yr warranty
- B- 24 inch monitor with 3yr warranty
- C- Optiplex 7090 with 3yr warranty
- D- 7214 DOCK/WD19 DOCK
- E- Precision 3561
- F- Precision 5320 Road Warrior
- G- Server
- H- Printer
- I- UPS

J- RGLaptop 5430
 K-Windows Surface Pro 7

21	Precision 3561	#REF!
1	Precision 5320	#REF!
0	Desktop 7090	#REF!
0	24 Inch Monitors	#REF!
10	27 Inch Monitors	#REF!
17	E Port Plus Repl	#REF!
3	Printer	#REF!
0	UPS	#REF!
1	LM Server	#REF!
12	RGLaptop 5430	#REF!
0	SurfacePro7	#REF!
	Remittance PC Software Upgrades	2,000.00
2023 Total		#REF!

17	Precision 3561	#REF!
0	Precision 5320	#REF!
1	Desktop 7090	#REF!
0	24 Inch Monitors	#REF!
10	27 Inch Monitors	#REF!
16	E Port Plus Repl	#REF!
1	Billing Printer	9,000.00
0	UPS	0.00
0	Server	#REF!
24	RGLaptop 5430	#REF!
0	SurfacePro7	#REF!
	Software Upgrades	2,000.00
2024 Total		#REF!

15	Precision 3561	#REF!
7	Precision 5320	#REF!
0	Desktop 7090	#REF!
0	24 Inch Monitors	#REF!
10	27 Inch Monitors	#REF!
29	E Port Plus Repl	#REF!
0	Printer	#REF!
1	UPS	#REF!
1	Server	#REF!
24	RGLaptop 5430	#REF!
0	SurfacePro7	#REF!
	Software Upgrades	2,000.00



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June 13, 2023

To: Suliman Ibrahim
Project Coordinator

Katherine Nguyen
Utilities Engineer/Regulatory Analyst

Shanna Foley
Attorney for Public Advocates Office

Re.: Response to A.23-01-001, Public Advocates Office DR KN3-18 (Computer
Hardware Update II)

Dear Mr. Ibrahim et al.,

Attached is the information you requested in writing for Suburban's Total Company
General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Director of Regulatory Affairs

Response to A.23-01-001, Public Advocates Office
DR KN3-18 (Computer Hardware Update II)

Please provide all tables and lists in excel formats for all questions 1 through 6.

1. Per DR KN3-12 Response to #1.b.xlsx, Suburban provided a list of company owned personal computer hardware that is scheduled to be replaced between the years of 2023 and 2025.

a. In the 2020 Suburban GRC (A. 20-03-001), Suburban requested the purchase of 137 computer hardware replacements. However, Suburban only purchased 131 computer hardware per the replacement schedule excel file. Please provide a detailed explanation.

Response:

Suburban forecasted the replacement of 137 pieces of various computer hardware at \$225,980 in the previous GRC. Suburban purchased 214 pieces of computer hardware for \$257,448 in the last GRC period to meet business needs and the replacement schedule. This period included the transition to remote work necessitated by COVID-19, that among other things, required a shift from desktop computers to laptops with docking stations and monitors.

It is not clear how Cal Advocates determined that 131 pieces were replaced in the previous rate case period. The table below compares equipment forecasted in the last GRC and a summary of “recorded” equipment purchased from 2020-2022.

Description	Authorized	Recorded	Variance
COMPUTERS	56	88	32
MONITORS	36	65	29
PRINTERS	16	3	(13)
SERVER	4	1	(3)
DOCKING STATION	22	51	29
UPS	3	1	(2)
Other	0	5	5
Total	137	214	

b. Please provide supporting evidence to substantiate Suburban’s response to question 1.a, including but not limited to, any vendor invoices, proposal, or internal communications.

Response:

Please see file entitled “DR KN3-18 Response #1.b – 2020-2022 Computer Invoices.pdf” for computer hardware purchased from 2020-2022.

2. What is the average lifetime expectancy of Suburban’s keyboards, docking stations, and ports? Please provide supporting evidence to substantiate Suburban’s response including but not limited to, any manufacturer documentation, trade publications, vendor invoices, proposal, or internal communications.

Response:

As is the case for computers, the life expectancy of peripherals is four years. As noted in response to DR KN3-12 Question #1.f, computer technology continues to evolve and new computers are equipped with updated connection ports that are not compatible with previous generation peripherals.

3. During the field visit in March 2023, Suburban mentioned that employees worked from home during the Covid-19 pandemic and some employees are currently on a hybrid work schedule.
 - a. During the Covid-19 pandemic, did Suburban purchase more laptop computers to accommodate remote working?

Response:

To accommodate remote working necessitated by the Covid-19 pandemic Suburban replaced desktop computers that were scheduled for replacement with laptop computers and additional monitors and docking stations were required.

- b. During the Covid-19 pandemic, when Suburban employees worked from home or had a hybrid schedule, did employees use company computer hardware (monitors, keyboard, docking stations, desktop computers) full time?

Response:

During the Covid-19 pandemic, Suburban employees used company computer equipment.

4. Regarding Suburban employee schedules:
 - a. How many Suburban employees require a personal computer to complete their job duties?

Response:

All staff needs personal computers to complete their job duties.

- b. Of the Suburban employees that require a personal computer to complete their job duties, how many work on a hybrid schedule?

Response:

47 employees are on a hybrid schedule.

- c. Does Suburban have a hotel cubical program where employees share docking stations, monitors, desktop computers, and or ports on days that they are in the office?

Response:

Suburban employees have assigned workstations when working in the office.

- d. When an employee works remotely but is assigned to a desktop computer, does the employee use a personal or company computer?

Response:

Employees working remotely are assigned company laptops.

5. Please provide a full list of invoices for all computer hardware (monitors, laptops, desktop computers, docking stations, port replicators, tablets, printers) that Suburban proposes to replace between the years 2023-2025. Please provide a list of invoices organized by the year Suburban plans to purchase.

This list should include, but is not limited to, any vendor invoices, proposal, or internal communications.

Response:

Invoices are not available for years 2023-2025. Vendor quotes were provided in DR KN3-12 Response #1.c

6. Suburban has positions that are not currently filled, does Suburban account for this when purchasing replacements of computer hardware for the 2023 GRC? If so, explain how Suburban accounts for this. Also please provide a list of all Suburban positions that are currently not filled.

Response:

Yes. When an employee leaves the company, their computer hardware is reimaged and reissued. This hardware is replaced after four years. The following list shows the positions that are currently not filled:

No.	Vacant Position
1.	Field Services Technician I
2.	Field Services Technician I
3.	Field Services Technician I
4.	Administrative Assistant
5.	Environmental Specialist
6.	General Counsel
7.	Water Quality Technician I
8.	Utility Operator III