

Rule No. 21

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MILITARY FAMILY RELIEF PROGRAM

A. General

The purpose of this Program is to implement the California Military Families Relief Act of 2005 by providing water utility service shutoff protection for a 180 day period to families of service members who are called to active duty.

B. Definitions

1. "Service member" means both of the following:
  - A. Members of the militia called or ordoered into active state service by the Governor pursuant to Section 143 or 146 or into active federal service by the President of the United States pursuant to Title 10 or 32 of the United States Code.
  - B. Reservist of the United States Military Reserve who have been called to full-time active duty.
2. "Military service" means full-time active state service or full-time active federal service, as defined in paragraph A above, or full-time active duty of a reservist, as defined in paragraph B above, or a period of 30 consecutive days. .
3. "Qualified customer" means the customer of record of a qualified household.
4. "Qualified household" is a residential household for which the income is reduced because the customer of record, the spouse of the customer of record, or the registered domestic partner of the customer of record, as defined by Section 297.5 of the Family Code, is a service member called to full-time active military service by the President of the United States or the Governor of this state during a time of declared national or state of emergency or war.

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**C. Application for Protection**

Application for shutoff protection shall be submitted in writing to the utility at its regular business office and accompanied by a copy of the activation or deployment order of a service member that specifies the duration of the active service. The Application shall include: "I understand that the protection afforded by the Act only defers the time of payment of all water charges and does not waive or cancel them".

A qualified customer receiving assistance under this rule shall notify the Company if the active duty status of the service member is either shortened or extended. If the qualified customer moves out of the residence that is receiving shutoff protections, he/she shall provide the company a written notice that includes the date of service termination and a valid forwarding address.

**D. Shutoff Protection**

Shutoff protection provided by this rule is for a period of 180 days. The Company may but is not required to grant extensions after the initial 180-day period.

**E. Payment for Utility Services**

The shutoff protection provided under this section shall not void or limit the obligation of the qualified customer to pay for utility services received during the time of assistance.

The Company and its qualified customer shall establish a repayment plan requiring minimum monthly payments that allows the qualified customer to pay any past due amounts over a reasonable time period not to exceed one year after the service member's release from active military duty.

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**E. Payment for Utility Services (continued)**

The utility will not charge late payment fees or interest to the qualified customer during the period of military service or the repayment period.

**F. General Provisions Applicable to This Rate**

This tariff shall not affect or amend any rules or orders of the Public Utilities Commission pertaining to billing standards.

If the terms and conditions under this section are not followed by the qualified customer, the Company may follow its procedures and rules on customer standards and billing practices for providing residential water services.

**G. Notification of Customers**

The Company will notify all customers of the availability of the program two times a year using an insert in the water bill.

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J. MILITARY FAMILY RELIEF PROGRAM MEMORANDUM ACCOUNT (N)

GSW shall maintain a Military Family Relief Program Memorandum Account ("MFRPMA") to provide for review and potential recovery of reduced revenues resulting from implementation of the Military Family Relief Program as describes in Rule No. 21.

1. Purpose

The purpose of the MFRPMA is to record all uncollectibles and program-related expenses for the implementation and administration of the Military Family Relief Program.

The MFRPMA shall include MFRP uncollectibles and administrative costs such as printing, publishing, and mailing related notices.

GSW shall maintain the MFRPMA by making entries at the end of each month as follows:

- a. A debit entry shall be made to the MFRPMA at the end of each month to record the costs.
- b. A debit entry equal to interest on the balance in the account at the beginning of the month and half the balance after the above entry (a.) , at a rate equal to one-twelfth of the rate on three month Commercial Paper, as reported in the Federal Reserve Statistical Release, H.15 or its successor.

Disposition of amounts recorded in the MFRPMA shall be determined in a regulatory proceeding authorized by the Commission (N)