

DEL ORO WATER COMPANY  
STRAWBERRY DISTRICT CUSTOMERS  
(Account Numbers Beginning with "013")  
CPUC ADVICE LETTER NO. 545

Del Oro Water Company, on behalf of its Strawberry District (DOWCST), hereby notifies the public that it has requested authority from the California Public Utilities Commission (CPUC) to update its Low Income Ratepayer Assistance Program (LIRAP) for eligible customers, and increase the monthly surcharge for ineligible customers. **This program was mandated by the CPUC in Resolution No. W-5075, dated January 14, 2016.** The resulting rates would not result in a rate of return in excess of that last found reasonable for DOWCST.

**MONTHLY SURCHARGES/CREDITS TO INELIGIBLE AND ELIGIBLE CUSTOMERS:** The LIRAP shall apply to all individually metered residential customers and qualified non-profit group living facilities in DOWCST where the customer meets all the special conditions of the program. The DOWCST LIRAP will have two rate components:

**PARTICIPATING (ELIGIBLE) CUSTOMERS** will receive a monthly LIRA credit equal to 50% of the Readiness-to-Serve Charge for Single-Family Residential Service, prorated based on the days of service, if service is not provided for a full month. THE MAXIMUM CREDIT IS \$66.43.

**NON-PARTICIPATING (INELIGIBLE) CUSTOMERS** will be subject to a monthly surcharge of \$1.39.

The CPUC staff will make a thorough investigation of the utility's request. Following the investigation, the CPUC may grant the utility's request in whole or in part, or may deny it. Customers who would like to call the CPUC's attention to any problems concerning their water service, or who would like to provide any other information or comments regarding this requested change should do so by writing to the CPUC.

There are two ways to respond to this notice. You may send a protest to the CPUC and, if you do, you must send a copy of the protest to DOWC, or you can send a response to the CPUC.

**File a PROTEST:**

A protest is a document stating that you object to the utility receiving all or some part of its request. If you wish to file a protest, you must state the facts constituting the grounds for the protest, how the advice letter affects you, and the reasons why you believe the whole advice letter, or part of it, is not justified.

If the protest requests an evidentiary hearing (an evidentiary hearing is a legal proceeding held before an administrative law judge at the Commission to obtain evidence), your protest must state the facts you would present at the evidentiary hearing to support your request for a complete or a partial denial of the advice letter. The filing of a protest does not ensure that an evidentiary hearing will be held. The decision whether or not to hold an evidentiary hearing will be based on the content of the protest.

**File a RESPONSE:**

A response is a document that does not object to the request sought in the application, but nevertheless, presents information you believe would be useful to the Commission in acting on the application.

Comments should mention that they pertain to **2024-2025 LIRA Program, Strawberry District**

CPUC, Water Division  
505 Van Ness Avenue  
San Francisco, CA 94102  
Fax: (415) 703-2655  
E-Mail: [water\\_division@cpuc.ca.gov](mailto:water_division@cpuc.ca.gov)

**and**

DOWC, Director of Community Relations  
Drawer 5172  
Chico, CA 95927  
Fax: (530) 717-2639  
E-Mail: [CommunityRelations@delorowater.com](mailto:CommunityRelations@delorowater.com)

**EMAIL PREFERRED**

Protests and Responses must be sent no later than twenty (20) days after the date this notice was mailed. If you have not received a reply to your protest from the utility within 10 business days, contact Del Oro's corporate offices at 530-717-2500.

A copy of Del Oro Water Company's filing may be inspected in its business office: 426 Broadway, Suite 301, Chico, California 95928 or at its website: [www.delorowater.com](http://www.delorowater.com). By calling 530-717-2500, you may request a copy to be mailed to you. You will be billed for the copies at \$0.10 per page.

Further information may be obtained from the utility at its business office or from the Commission at the above address.