

HHIA - Utility Report for April 2020 during Covid-19

Main San Gabriel Key Water Well Level updates:

Current: (As of 2020.04.10), 207.2 ft. (70.17% to High).

**** Historic Low: 169.4 ft. (on 2018.11.21)**

Historic High: 295.30 ft. on 1983.07.20 (Since entry of judgment in 1973)

Related link:

<http://www.watermaster.org/>

CA State Water Boards Press Releases

Governor Issues Water Shutoff Order and Takes Steps to Maintain Delivery of Critical Water Services During COVID-19 Crisis

April 2, 2020

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SACRAMENTO – Building on efforts to provide support for residents during the statewide State of Emergency due to the COVID-19 pandemic, Governor Gavin Newsom today suspended public water systems’ ability to disconnect water service to residences and critical infrastructure sector small businesses.

The Executive Order issued today builds on the steps already taken by the California Public Utilities Commission for private water systems and more than 100 public water systems within the state that have adopted their own policies for not shutting off water service to residents facing financial distress during the health emergency.

California Secretary for Environmental Protection Jared Blumenfeld praised the Governor’s leadership in ensuring safe and affordable drinking water. “A lot of communities and families are having their water shut off,” Blumenfeld said. “This Executive Order allows for water to be turned back on and not shut off during this emergency – both residences and critical workforce small businesses.” The Secretary added that water shutoffs have created hardships, but “This will do a huge amount to change that.”

“Access to water and sanitation are critical to maintain in the midst of this public health crisis,” said State Water Resources Control Board Chair E. Joaquin Esquivel. “If individuals and families are cut off from running water or sanitation, the lack of access can compound the public health challenges we face.

“Many of our state’s public water agencies have shown incredible leadership by voluntarily providing these critical protections to their customers. This Order will ensure there is statewide protection for Californians as we remain in our homes and follow the guidance of our public health experts. These protections and the ongoing crisis may create challenges for our state’s public water systems, and the State Water Board is committed to working with agencies experiencing difficulties.”

In addition to a prohibition on residential and critical infrastructure sector small business water shutoffs, the Executive Order requires water systems to restore service to residences that were shut off for non-payment after the March 4, 2020, emergency proclamation. The Order also directs that State Water Board to identify ways to support water systems and their customers throughout the crisis.

To implement the Executive Order, the State Water Board is working on several interactive websites for water customers and drinking water systems. As soon as those portals are ready, they will be posted on the State Water Board's website.

Please find some frequently asked questions that respond to customer and utility questions.

COVID-19 is a serious public health threat. See what California is doing to fight this pandemic.

Related link:

<https://calepa.ca.gov/2020/04/02/news-release-governor-issues-water-shutoff-order-and-takes-steps-to-maintain-delivery-of-critical-water-services-during-covid-19-crisis/>

The Public Advised to NOT Flush Disinfecting Wipes, Paper Towels down Toilet – Throw Them Away instead

State's Wastewater Treatment Plants May get Overwhelmed, Consumers may face In-home Plumbing backups and Blockages

March 17, 2020

Contact: George Kostyrko

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SACRAMENTO – While the State Water Board and other public agencies encourage Californians to follow the Centers for Disease Control recommendations to clean surfaces with disinfecting wipes to reduce the spread of COVID-19, it is important to discard those items in the trash, not the toilet.

Flushing wipes, paper towels and similar products down toilets will clog sewers and cause backups and overflows at wastewater treatment facilities, creating an additional public health risk in the midst of the coronavirus pandemic. Even wipes labeled “flushable” will clog pipes and interfere with sewage collection and treatment throughout the state.

Wastewater treatment facilities around the state already are reporting issues with their sewer management collection systems. These facilities are asking state residents to not discard wipes in the toilet, but instead to throw them in the trash to avoid backups and overflow. A majority of urban centers are on centralized sewage collection systems depend on gravity and enough water flow to move along human waste and biodegradable toilet paper. The systems were not designed for individual nylon wipes and paper towels. The wipes and paper towels do not break down like toilet paper, and therefore clog systems very quickly.

Wipes are among the leading causes of sewer system backups, impacting sewer system and treatment plant pumps and treatment systems. Many spills go to our lakes, rivers, and oceans where they have broad ranging impacts on public-health and the environment. Preventing sewer spills is important, especially during this COVID-19 emergency, for the protection of public health and the environment.

Please do not flush disinfectant wipes or paper towels down the toilet.

Related link:

https://www.waterboards.ca.gov/press_room/press_releases/2020.html

Rowland Water District

Rowland Water District Temporarily Suspends Water Shutoffs

Measure aims to help customers struggling financially during coronavirus outbreak

March 17, 2020 – To assist our customers trying to cope with a loss or reduction of income during this unprecedented public health crisis, Rowland Water District will temporarily suspend water shutoffs due to non-payment and late payment fees.

Rowland Water District provides a safe and reliable supply of water for drinking and for sanitation. Frequent hand washing is a key part of preventing the transmission of coronavirus (COVID-19) and Rowland Water District will ensure all customers continue to have access to this vital resource. Water shutoffs and late payment fees are suspended until further notice.

Customers who have fallen behind on water bills are encouraged to call Rowland Water District at (562) 697-1726 for information on how to set up a payment plan.

To further protect the health of our community, Rowland Water District is encouraging customers to pay bills online at <https://ipn.paymentus.com/rotp/rowd?lang=en> or via phone (855) 288-0679 to limit interactions and person-to-person contact with employees and other members of the public.

Coronavirus transfers from person to person through respiratory droplets produced when an infected person coughs or sneezes. There is no evidence that coronavirus transfers through drinking water. Rowland Water District consistently tests water supplies to ensure customers receive a safe and steady supply of water that meets or exceeds all state and federal standards.

Rowland Water District will continue to monitor the situation and provides updates as necessary. Additional information can be found on our website at www.RowlandWater.com or by calling (562) 697-1726 during regular business hours.

Related link:

<https://www.rowlandwater.com/rowland-water-district-temporarily-suspends-water-shutoffs/>

Southern California Gas

SoCalGas Launches "SoCalGas CAREs" Campaign to Bring Awareness to CARE Assistance Program for Customers Facing Financial Hardship due to COVID-19

SoCalGas CAREs reminds customers they can qualify to save 20 percent on their monthly utility bills through CARE

Apr 6, 2020

LOS ANGELES, April 6, 2020 /PRNewswire/ -- Southern California Gas Co. (SoCalGas) today launched a campaign titled, "SoCalGas CAREs" for customers whose income may have recently changed due to COVID-19 or other reasons. The campaign aims to let customers know of their eligibility to qualify for SoCalGas' assistance program, California Alternate Rates for Energy or CARE, saving them 20 percent on their monthly natural gas bills. Over the next several weeks, SoCalGas will begin running both social media and television ads promoting the "SoCalGas CAREs" campaign.

"SoCalGas is committed to assisting the communities we serve during this challenging period," said Jeff Walker, Vice President of Customer Solutions at SoCalGas. "We recognize that many families are facing unexpected hardships such as job and income loss right now and we want to remind them that SoCalGas' assistance programs like CARE can help."

The [CARE](#) program aids people in paying their utility bills by providing a 20 percent discount on monthly natural gas bills.

Customers who have become recently unemployed or who are currently facing financial hardship due to the coronavirus pandemic or for other reasons are encouraged to visit socalgas.com/care, complete the quick online application and find out instantly if they qualify. The CARE online application is available in English, Spanish, Chinese, Korean and Vietnamese.

Other customer assistance programs SoCalGas offers include:

Gas Assistance Fund

- If you or someone you know is having difficulty paying your gas bill, the Gas Assistance Fund (GAF) may be able to provide you with a one-time grant for the amount of the gas bill, not to exceed \$100.00.
- The Gas Assistance Fund is a joint effort of SoCalGas and United Way of Greater Los Angeles. They work with non-profit partner organizations throughout our service territory to administer the program.
- You may qualify for the Gas Assistance Fund based on your yearly household income.

Medical Baseline Allowance

- The Medical Baseline Allowance program provides additional natural gas at the lowest baseline rate for individuals with a serious health condition.
- You may qualify for the Medical Baseline Allowance if a full-time member of your household:
 - Has a life-threatening illness or a compromised immune system
 - Is seriously disabled
 - Requires more heat in winter due to a serious health condition or to prevent deterioration of the individual's medical condition
- Eligibility is based on medical condition only, not household income.

Please visit socalgas.com/assistance for more information on how to know if you qualify for these programs as well as how to apply.

SoCalGas understands this is a challenging time for all and wants to assure customers natural gas service will be there for their communities. SoCalGas will continue to make safety and emergency service appointments, including reports of suspected natural gas leaks, carbon monoxide checks, gas meter turn-ons, natural gas outage and pilot re-lights. And we will continue to perform work needed to safely and reliably maintain infrastructure so we can continue to provide customers with safe and essential energy services.

Service disconnections have been suspended until further notice. This means no customer will have their natural gas turned off due to non-payment. SoCalGas has also temporarily waived late fees for small business customers. As a reminder, SoCalGas never charges late fees for residential customers.

Related link:

<https://sempira.mediaroom.com/2020-04-06-SoCalGas-Launches-SoCalGas-CAREs-Campaign-to-Bring-Awareness-to-CARE-Assistance-Program-for-Customers-Facing-Financial-Hardship-due-to-COVID-19>

SoCalGas Warns Customers About the Rise of Utility Scams During COVID-19

Utility provides tips for identifying suspicious behavior

Mar 27, 2020

LOS ANGELES, March 27, 2020 /PRNewswire/ -- Southern California Gas Co. (SoCalGas) today reminded customers to be on alert for potential scams targeting utility customers during the COVID-19 outbreak. One common scam involves telling customers they must pay their gas bill immediately or their natural gas service will be disconnected. SoCalGas does not call customers seeking payment. Additionally, on March 13, the utility announced it had suspended service disconnections for customers who are struggling to pay their bills until further notice. This decision was made to support the health, safety and wellness of our customers during this crisis. SoCalGas is providing the following tips on how to recognize and respond to these scams:

Be on the lookout for these common scam tactics:

- Caller ID spoofing with calls that appear to be coming from SoCalGas. The caller may try to sell products, collect personal information, or collect payment on your gas bill. Please note that SoCalGas will never ask for payment through the phone.
- Phishing emails, texts and social media posts with malicious attachments asking you to send personal information or money to another entity.
- Utility imposters appearing at your place of residence or business demanding payment.

How to protect yourself:

- Never provide your personal information such as social security numbers, credit card numbers, bank account numbers, or share names and passwords with anyone claiming to be a utility representative.
- Always ask to see a SoCalGas photo ID badge before letting someone inside your home. All SoCalGas employees on company business are required to carry a badge.
- Customers are encouraged to verify the employee's uniform and identification. Most of our authorized employees will always be in a uniform with our company logo, carry an official employee badge, and drive a company car. SoCalGas employees will always be happy to wait while the customer confirms their identity.
- Customers can always check the status of their SoCalGas account or pay their latest bill by logging on to [My Account](#).

Customers who have questions about their experience with a SoCalGas representative should immediately contact SoCalGas customer service at 800-427-2200. Our customer service representatives are available 24 hours a day, seven days a week. Visit socalgas.com/scam-alert for additional tips and information about scams.

We understand this is a challenging time for us all. Rest assured, your natural gas service will be there for your community. We will continue to make safety and emergency service appointments, including reports of suspected natural gas leaks, carbon monoxide checks, gas meter turn-ons, natural gas outage and pilot re-lights. SoCalGas will also continue work needed to safely and reliably maintain our infrastructure so we can continue to provide you with safe and essential energy services.

Related link:

<https://sempra.mediaroom.com/2020-03-27-SoCalGas-Warns-Customers-About-the-Rise-of-Utility-Scams-During-COVID-19>

A Message from the California Public Utilities Commission

What is the California Climate Credit?

This April[1] your utility bill will include a credit identified as the “California Climate Credit.” Your household and millions of others throughout the state will receive this credit on your utility bills. This credit may help offset energy costs from higher usage as Californians have stayed at home during the recent month in response to the novel coronavirus (COVID-19) pandemic.

The California Climate Credit is part of California’s efforts to fight climate change. This credit is from a state program that requires power plants, natural gas providers, and other large industries that emit greenhouse gases to buy carbon pollution permits. The credit on your bill is your share of the payments from the State’s program. For more information about the Climate Credit, visit www.cpuc.ca.gov/climatecredit/*.

If you’re having trouble paying your natural gas bill and want to learn more about resources to help you and your household, please visit <https://www.socalgas.com/coronavirus>.

Visit Energy Upgrade California at https://www.energyupgradeca.org/* to learn about ways to lower your energy usage.

You may download a printable version of this information on our website.

Southern California Edison

Edison International Donates \$1 Million to Support Those Impacted by COVID-19

March 25, 2020

Media relations contact: Sally Jeun, (626) 302-2255

ROSEMEAD, Calif., March 25, 2020 — To help Californians who are facing hardships because of quarantines, taking care of family or school and business closures, **Edison International pledged \$1 million on March 13** to local nonprofits whose focus is on providing critical services, food and necessities to vulnerable communities in response to COVID-19.

“Edison International appreciates the health care workers, first responders, local communities and others who are on the front lines working to contain this pandemic,” said Pedro Pizarro, president and CEO of Edison International, Southern California Edison’s parent company. “As an essential service provider and a member of the community, we remain committed to the health, safety and well-being of

customers and employees, and will support those who need it the most during these unprecedented times.”

Edison International’s charitable donations will go to local nonprofits, including \$150,000 to California Community Foundation's **COVID-19 LA County Response Fund** as previously announced and \$100,000 to each of the following organizations that are supporting customers facing food insecurity, a challenge that has only intensified with COVID-19:

- Community Action Partnership of Orange County
- Community Action Partnership of San Bernardino County
- Foodbank Santa Barbara County
- Kings Community Action Organization
- Los Angeles Regional Food Bank

“The Community Action Partnership of Orange County is prepared to meet challenges with the support of our community and longtime partner, Edison International. We appreciate their strong presence and commitment to the entire Southern California region,” said Gregory C. Scott, president and CEO of Community Action Partnership of Orange County, one of the recipient organizations. “Thanks to their generosity, we will be able to continue the life-changing work that will be needed in the months ahead to combat the devastating effects of COVID-19 and provide food assistance and more to those who are the most vulnerable. We appreciate the support and commitment to our mission to combat poverty especially during a crisis.”

In this collective effort, Edison International, SCE and Edison Energy employees are coming together to support the following four local nonprofits and other organizations working with communities greatly impacted by COVID-19:

- Community Action Partnership of Orange County
- Direct Relief
- Los Angeles Regional Food Bank
- Inland Empire Community Foundation

The company's \$1 million pledge to COVID-19 relief efforts will support employee contributions by matching their donations up to \$250,000. Remaining funds from the \$1 million commitment will be allocated to community organizations that need support.

Edison International charitable causes are funded entirely by Edison International shareholders. SCE customers’ utility bill payments do not fund philanthropic donations.

Related link:

<https://newsroom.edison.com/releases/edison-international-donates-1-million-to-support-those-impacted-by-covid-19>

Report by *Ted Chang*
HHIA Board, Utility Director