



DRA

*Division of Ratepayer Advocates
California Public Utilities Commission*

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JOSEPH P. COMO
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June 27, 2012

Honorable V. Manuel Pérez
California State Assembly
State Capitol, Room 4117
Sacramento, CA 95814

RE: AB 1830 (Perez) – Support

Dear Assemblymember Pérez:

DRA (Division of Ratepayer Advocates) is the independent consumer advocate within the California Public Utilities Commission (CPUC). DRA's statutory mandate is to obtain the lowest possible rate for utility service consistent with reliable and safe service levels. DRA also advocates for customer and environmental protections in connection with utility service.

DRA supports your AB 1830, which would require mobile home parks (MHP) that provide water service to reimburse current and former tenants when the CPUC finds water service quality and rates charged are unreasonable.

Californians deserve affordable, safe, and reliable water service. Customers pay their monthly bill with this expectation. If unjust and unreasonable service is provided at unfair monthly service rates the situation needs to be immediately addressed and customers deserve full restitution. AB 1830 would help better protect MHP water customers by (i) requiring that they be advised of their right to file a complaint with the CPUC about rates or services in writing and (ii) requiring the CPUC, after complaints are filed and an investigation is conducted, to require mobile home parks to provide its current and former tenants with a refund for the inadequate service dating back to when the inadequate service began, with interest.

DRA supports AB 1830 and looks forward to working with you to ensure this bill is enacted into law.

If you have any questions or would like to discuss this matter further, please call DRA's Legislative Director Matthew Marcus, at (916) 327- 3455 or me at (415) 703- 2381.

Respectfully,

Joseph P. Como, Acting Director
Division of Ratepayer Advocates

By
Matthew Marcus
Legislative Director