



State Water Resources Control Board

Division of Drinking Water

TO: Big Basin Water Company customers

FROM: Jonathan Weininger, Monterey District Engineer
State Water Resources Control Board, Division of Drinking Water,
Monterey District

DATE: August 17, 2023

SUBJECT: Division of Drinking Water Statement about Recent Big Basin Water Company Changes

The State Water Resources Control Board, Division of Drinking Water has heard the concerns and confusion from Big Basin Water Company customers this week and is releasing this statement to provide you with the facts that we have about the recent change in contract operations and management.

1. Effective August 1, 2023, Central States Water Resources and Big Basin Water Company began a temporary operations and management agreement. As part of the temporary agreement, Central States Water Resources will take over some of the operations and management of the water and wastewater systems, including billing and customer service.
2. The temporary operations and maintenance agreement does not impact ownership. Jim and Shirley Moore still own Big Basin Water Company, which in turn owns the water and wastewater systems.
3. Central States Water Resources has not applied for a change of ownership permit with either the California Public Utilities Commission or the State Water Resources Control Board, Division of Drinking Water. The sale of Big Basin Water Company has still not been completed.
4. As allowed under the temporary operations and maintenance agreement, Central States Water Resources hired Cypress Water Service to be the contract operators of the water and wastewater systems. Damian Moore is still the chief operator of the Big Basin Water Company water system.
5. The State Water Resources Control Board, Division of Drinking Water still has an active receivership lawsuit pending with the Santa Cruz County superior court. This temporary agreement does not impact the receivership lawsuit. The Division

E. JOAQUIN ESQUIVEL, CHAIR | EILEEN SOBECK, EXECUTIVE DIRECTOR

will continue with its efforts to have a receiver appointed for the drinking water system.

6. All customer general rate increases must be approved by the California Public Utilities Commission (CPUC). The current Big Basin Water Company rate increase application is still under review by the CPUC. Big Basin Water Company cannot increase general customer rates outside of this CPUC process. The execution of the temporary agreement does not entitle Big Basin Water Company and/or CSWR to increase general customer rates without going through the required CPUC process.
7. If you are experiencing a water outage, water quality issue, or have any complaints about your water, please contact Central States Water Resources customer service at (866) 860-3617.

Regulatory Contacts:

Drinking water: the State Water Resources Control Board, Division of Drinking wants to continue to hear if you have unresolved complaints, water quality issues, or water outages. Please contact the Division at (831) 655-6939 or dwpdist05@waterboards.ca.gov.

Wastewater: Central Coast Regional Water Quality Control Board: RB3-WDR@Waterboards.ca.gov or (805) 549-3147.

Rates and Billing (other financial related questions/complaints)

California Public Utilities Commission, Consumer Affairs Branch: File an informal complaint online at: <https://www.cpuc.ca.gov/consumer-support/file-a-complaint/utility-complaint>, or by calling (800) 649-7570.