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BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking
Evaluating the Commission's 2010
Water Action Plan Objective of
Achieving Consistency between Class
A Water Utilities' Low-Income Rate
Assistance Programs, Providing Rate
Assistance to All Low - Income
Customers of Investor-Owned Water
Utilities, and Affordability.

Rulemaking 17-06-024

**ADMINISTRATIVE LAW JUDGE'S RULING RECEIVING UTILITY ANNUAL
REPORTS, COMPLIANCE FILINGS AND DATA REQUEST RESPONSES
INTO THE PROCEEDING RECORD AND DIRECTING WATER UTILITIES TO
FILE CERTAIN FUTURE ADVICE LETTERS IN THE PROCEEDING**

This ruling receives into the record of the above-captioned proceeding the following identified and attached utility annual reports, compliance advice letters and data request responses relevant to the issues in the scope of the Phase II of the said proceeding:

1. Class A water utilities' 2019 Annual Reports
(Attachment A to this ruling),
2. The water utilities' advice letters submitted pursuant to
Commission Resolution M-4842 and Resolution W-5223, or
otherwise related to compliance with Senate Bill 998
(Attachment B to this ruling), and
3. Select water utilities' responses to the California Public
Utilities Commission (Commission) Water Division's May
13, 2020 Data Request Regarding Low-Income Program
Enrollment (Attachment C to this ruling.)

The information from Attachments A, B and C is necessary and pertinent to the issues being addressed by Phase II of this proceeding. Specifically, that information will provide context and document the utility response to the COVID-19 pandemic, and expand the sources of data for making comparisons (before and after the pandemic.)

In addition, draft Resolution M-4849 directs water utilities to submit certain compliance advice letters to the Commission. Those compliance advice letters will illustrate water utilities' evolving response to the COVID-19 pandemic. That information will continue to inform the Commission's examination of the issues in Phase II of this proceeding.

Accordingly, this ruling also directs water utilities to file in the docket of the above-captioned proceeding, all future compliance advice letters required by the Commission's pending Resolution M-4849. Note, those compliance advice letters must be filed, and submitted directly to the Commission's Water Division, at the same time as when they are submitted according to the direction in Resolution M-4849.

IT IS RULED that:

1. The information in Attachments A, B and C is received into the record of Rulemaking 17-06-024.

2. Water utilities shall file in Rulemaking 17-06-024 or its successor proceeding, and submit directly to Water Division, copies of all future compliance advice letters submitted pursuant to Commission Resolution M-4849, until further notice.

Dated January 28, 2021, at San Francisco, California.

/s/ CAMILLE WATTS-ZAGHA
Camille Watts-Zagha
Administrative Law Judge

ATTACHMENT A
Class A Water Utilities' 2019 Annual Reports

Class A Water Utilities' 2019 Annual Reports

California Water Service 2019 Annual Report

<ftp://ftp.cpuc.ca.gov/waterannualreports/Water%20Division/Annual%20Reports/2019/Class%20A/California%20Water%20Service/California%20Water%20Service%20Co.%20-%202019%20Annual%20Report.pdf>

California-American Water Co 2019 Annual Report

<ftp://ftp.cpuc.ca.gov/waterannualreports/Water%20Division/Annual%20Reports/2019/Class%20A/California-American%20Water%20Co/2019%20CAWC%20Consolidated%20Report.Final.pdf>

Golden State Water Co 2019 Annual Report

<ftp://ftp.cpuc.ca.gov/waterannualreports/Water%20Division/Annual%20Reports/2019/Class%20A/Golden%20State%20Water%20Co/Golden%20State%20Water%20Co.%20-%202019%20Annual%20Report-%20Consolidated.pdf>

Great Oaks Water Co 2019 Annual Report

<ftp://ftp.cpuc.ca.gov/waterannualreports/Water%20Division/Annual%20Reports/2019/Class%20A/Great%20Oaks%20Water%20Co.%20-%202019%20Annual%20Report.pdf>

Liberty Utilities (Apple Valley Ranchos) Corp 2019 Annual Report

[ftp://ftp.cpuc.ca.gov/waterannualreports/Water%20Division/Annual%20Reports/2019/Class%20A/Liberty%20Utilities%20\(Apple%20Valley%20Ranchos\)%20Corp/2019%20Annual%20Report%20Liberty%20Apple%20Valley.pdf](ftp://ftp.cpuc.ca.gov/waterannualreports/Water%20Division/Annual%20Reports/2019/Class%20A/Liberty%20Utilities%20(Apple%20Valley%20Ranchos)%20Corp/2019%20Annual%20Report%20Liberty%20Apple%20Valley.pdf)

Liberty Utilities (Park Water) Corp 2019 Annual Report

[ftp://ftp.cpuc.ca.gov/waterannualreports/Water%20Division/Annual%20Reports/2019/Class%20A/Liberty%20Utilities%20\(Park%20Water\)%20Corp/2019%20Annual%20Report%20Liberty%20Park%20Water.pdf](ftp://ftp.cpuc.ca.gov/waterannualreports/Water%20Division/Annual%20Reports/2019/Class%20A/Liberty%20Utilities%20(Park%20Water)%20Corp/2019%20Annual%20Report%20Liberty%20Park%20Water.pdf)

San Gabriel Valley Water Co 2019 Annual Report

<ftp://ftp.cpuc.ca.gov/waterannualreports/Water%20Division/Annual%20Reports/2019/Class%20A/San%20Gabriel%20Valley%20Water%20Co/San%20Gabriel%20Valley%20Water%20Co.%20-%202019%20Annual%20Report.pdf>

San Jose Water Co 2019 Annual Report

<ftp://ftp.cpuc.ca.gov/waterannualreports/Water%20Division/Annual%20Reports/2019/Class%20A/San%20Jose%20Water%20Co.%20-%202019%20Annual%20Report.pdf>

Suburban Water Systems 2019 Annual Report

<ftp://ftp.cpuc.ca.gov/waterannualreports/Water%20Division/Annual%20Reports/2019/Class%20A/Suburban%20Water%20Systems%20-%202019%20Annual%20Report.pdf>

Document links in Attachment A last accessed January 22, 2021. To ensure access, provided below is a supplemental link to the directory containing the documents.

[Water Division Utility 2010-2021 Annual Reports](ftp://ftp.cpuc.ca.gov/waterannualreports/Water%20Division/Annual%20Reports/)

<ftp://ftp.cpuc.ca.gov/waterannualreports/Water%20Division/Annual%20Reports/>

(END OF ATTACHMENT A)

ATTACHMENT B

**Advice letters submitted pursuant to Commission
Resolution M-4842 and Resolution W-5223, or
otherwise related to compliance with Senate Bill 998**

**Advice letters submitted pursuant to Commission
Resolution M-4842 and Resolution W-5223, or
otherwise related to compliance with Senate Bill 998**

CALIFORNIA-AMERICAN WATER COMPANY

AL 1276

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2019/Class_A/California-American_Water_Co/AL_1276_-_SB998_Water_Shutoff_Protection_Act.pdf

AL 1276-A

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2019/Class_A/California-American_Water_Co/AL_1276-A_-_SB998_Water_Shutoff_Protection_Act.pdf

AL 1284

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/California-American_Water_Co/AL_1284_-_COVID_19_Emergency_Customer_Protections_and_CEMA_Activation.pdf

AL 1294

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/California-American_Water_Co/AL_1294_-_Resolution_M-4842_Covid-19_Customer_Protections%20and_CEMA.pdf

AL 1304

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/California-American_Water_Co/AL_1304_-_Late_Fee_Tariff_Revisions.pdf

CALIFORNIA WATER SERVICE COMPANY

AL 2372

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/California_Water_Service_Co/AL_2372_-_SB998_Modification_to_Rules.pdf

AL 2379

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/California_Water_Service_Co/AL_2379_-_COVID_Customer_Protections.pdf

AL 2383

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/California_Water_Service_Co/AL_2383_-_COVID-19_Emergency_Customer_Protections_Compliance_Filing.pdf

GOLDEN STATE WATER COMPANY

AL 1808

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2019/Class_A/Golden_State_Water_Co/AL_1808_-_Rules_Changes_from_SB998.pdf

AL 1814

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Golden_State_Water_Co/AL_1814_-_Emergency_Disaster_Relief_Customer_Outreach_Plan_and_CEMA_Activation.pdf

AL 1815

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Golden_State_Water_Co/AL_1815_-_Shutoff_Protection_Act_Revisions.pdf

AL 1817

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Golden_State_Water_Co/AL_1817_-_Resolution_M-4842_Compliance_COVID-19_Customer_Protections.pdf

GREAT OAKS WATER COMPANY

AL 283

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Great_Oaks_Water_Co/AL_283_-_Update_Rules_SB_998.pdf

AL 285

[ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Great_Oaks_Water_Co/AL_285 - COVID-19_Emergency_Response.pdf](ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Great_Oaks_Water_Co/AL_285_-_COVID-19_Emergency_Response.pdf)

AL 286

[ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Great_Oaks_Water_Co/AL_286 - Tariff Sheet Revisions to comply with Water Shutoff Protection Act and Water Division Instructions.pdf](ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Great_Oaks_Water_Co/AL_286_-_Tariff_Sheet_Revisions_to_comply_with_Water_Shutoff_Protection_Act_and_Water_Division_Instructions.pdf)

AL 288

[ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Great_Oaks_Water_Co/AL_288 - COVID-19_Customer_Protections.pdf](ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Great_Oaks_Water_Co/AL_288_-_COVID-19_Customer_Protections.pdf)

LIBERTY UTILITIES (APPLE VALLEY RANCHOS WATER)

AL 238

[ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Liberty_Uilities_\(Apple%20Valley%20Ranchos\)/AL_238 - Update Rules_SB_998.pdf](ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Liberty_Uilities_(Apple%20Valley%20Ranchos)/AL_238_-_Update_Rules_SB_998.pdf)

AL 239

[ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Liberty_Uilities_\(Apple%20Valley%20Ranchos\)/AL_239 - COVID-19_CEMA.pdf](ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Liberty_Uilities_(Apple%20Valley%20Ranchos)/AL_239_-_COVID-19_CEMA.pdf)

AL 241

[ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Liberty_Uilities_\(Apple%20Valley%20Ranchos\)/AL_241_-_Resolution_M-4842_COVID-19.pdf](ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Liberty_Uilities_(Apple%20Valley%20Ranchos)/AL_241_-_Resolution_M-4842_COVID-19.pdf)

LIBERTY UTILITIES (PARK WATER WATER CORP)

AL 296

[ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Liberty_Uilities_\(Park%20Water\)/AL_296_-_Update_Tariff_Rules_SB_998.pdf](ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Liberty_Uilities_(Park%20Water)/AL_296_-_Update_Tariff_Rules_SB_998.pdf)

AL 296-A

[ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Liberty_Uilities_\(Park%20Water\)/AL_296-A_-_Update_Tariff_Rules_SB_998.pdf](ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Liberty_Uilities_(Park%20Water)/AL_296-A_-_Update_Tariff_Rules_SB_998.pdf)

AL 297

[ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Liberty_Uilities_\(Park%20Water\)/AL_297_-_COVID-19_CEMA.pdf](ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Liberty_Uilities_(Park%20Water)/AL_297_-_COVID-19_CEMA.pdf)

AL 299

[ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Liberty_Uilities_\(Park%20Water\)/AL_299_-_Resolution_M-4842_COVID-19.pdf](ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Liberty_Uilities_(Park%20Water)/AL_299_-_Resolution_M-4842_COVID-19.pdf)

SAN GABRIEL VALLEY WATER COMPANY

AL 544

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2019/Class_A/San_Gabriel_Valley_Water_Co/AL_544_-_Proposed_Changes_to_Tariff_Rules_to_Comply_with_SB_998.pdf

AL 546

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/San_Gabriel_Valley_Water_Co/AL_546_-_COVID-19-Awareness_and_Customer_Protections.pdf

AL 547

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/San_Gabriel_Valley_Water_Co/AL_547_-_SB998_Compliance_Revisions.pdf

AL 547-A

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/San_Gabriel_Valley_Water_Co/AL_547-A_-_SB998_Compliance_Revisions.pdf

AL 548

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/San_Gabriel_Valley_Water_Co/AL_548_Compliance_advice_letter_pursuant_to_CPUC_Resolution_M-4842.pdf

SAN JOSE WATER COMPANY

AL 543

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2019/Class_A/San_Jose_Water_Company/AL_543_-_SB_998_Tariff_Rule_Update.pdf

AL 546

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/San_Jose_Water_Co/AL_546_-_COVID-19_Customer_Protections.pdf

AL 549

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/San_Jose_Water_Co/AL_549_-_COVID-19_Customer_Protections.pdf

AL 550

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/San_Jose_Water_Co/AL_550_-_Tariff_Rules_Revisions_SB998.pdf

SUBURBAN WATER SYSTEMS

AL 344

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Suburban_Water_Systems/AL_344_-_Changes_to_Rules_per_SB998.pdf

AL 345

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Suburban_Water_Systems/AL_345_-_COVID-19_Customer_Protections.pdf

AL 347

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/2020/Class_A/Suburban_Water_Systems/AL_347_-_Res_M-4842_Compliance_COVID-19_Customer_Protections.pdf

Document links in Attachment B last accessed January 22, 2021. To ensure access, provided below is a supplemental link to the directory containing the documents.

Water Division Advice Letter Repository

ftp://ftp.cpuc.ca.gov/WaterAdviceLetters/Water_Division/Advice_Letters/

(END OF ATTACHMENT B)

ATTACHMENT C

**Select Water Utilities' responses to the California
Public Utilities Commission Water Division's
May 13, 2020 Data Request Regarding Low-Income
Program Enrollment Changes**

Water Division's May 13, 2020 Data Request re
Low-Income Program Enrollment Changes

WD Request: **LOW-INCOME PROGRAM ENROLLMENT CHANGES**

Company Number: **WD 2020-05-13 DR Q001**

Date Received: **May 13, 2020**

Updated Response Date: **November 16, 2020**

Subject Area: **Low-Income Program Enrollment Changes**

DATA REQUEST:

As part of understanding the impact the continuing COVID-19 crisis is having on water utilities and its customers, the Commission is requesting the following information from the nine Class A Water utilities that have low-income programs.

On a bi-weekly basis, please report the enrollment figures in the utilities low-income program and changes (customers added and removed from the program) from the previous bi-weekly report. Program enrollment as of the March 2020 data exchange with the energy utilities should serve as a baseline with the first bi-weekly report for the period between the March data exchange through May 29 due on June 1 with subsequent bi-weekly reports due every second Monday thereafter. For multi-district utilities, bi-weekly reports should show enrollment levels and changes by district or region.

CAL-AM'S UPDATED RESPONSE:

California American Water made its initial response to this ongoing data request on June 1, 2020. Enrollment information for October 2020 is provided in Table 1 below.

District Name	Active Residential Accounts on 10/30/2020	Active Low Income Residential Accounts on 10/30/2020	Low Income Percentage 10/30/2020	Active Residential Accounts on 9/28/20	Active Low Income Residential Accounts on 9/28/20	Low Income Percentage 9/14/20	Active Residential Accounts on 8/28/20	Active Low Income Residential Accounts on 8/28/20	Low Income Percentage 8/28/20
San Diego	19,001	3,778	19.88%	18,971	3,137	16.54%	18,962	3,178	16.76%
Monterey	37,317	3,310	8.87%	37,275	2,257	6.05%	37,260	2,272	6.10%
Los Angeles	25,362	3,484	14.01%	24,820	3,421	13.78%	24,810	3,484	14.04%
Ventura	19,386	1,000	5.16%	19,367	992	5.12%	19,356	1,008	5.21%
Larkfield	1,967	151	7.68%	1,952	105	5.38%	1,946	104	5.34%
Sacramento	60,240	7,938	14.39%	58,952	5,874	9.96%	58,866	5,941	10.09%
Meadowbrook	1,658	161	9.71%	1,659	161	9.70%	1,657	162	9.78%

Water Division's May 13, 2020 Data Request re
Low-Income Program Enrollment Changes

*Please note that October numbers include customer counts for the recently acquired systems of Hillview and Rio Plaza which are included in the totals for Los Angeles and Sacramento respectively. As of the end of October Hillview, Rio Plaza, and Fruitridge Vista customers were eligible to receive low-income discounts per Advice Letter 1307. Fruitridge Vista customers were previously and are currently included in the customer counts for Sacramento.

Water Division's May 13, 2020 Data Request re
Low-Income Program Enrollment Changes

WD Request: **LOW-INCOME PROGRAM ENROLLMENT CHANGES**

Company Number: **WD 2020-05-13 DR Q001**

Date Received: **May 13, 2020**

Updated Response Date: **December 15, 2020**

Subject Area: **Low-Income Program Enrollment Changes**

DATA REQUEST:

As part of understanding the impact the continuing COVID-19 crisis is having on water utilities and its customers, the Commission is requesting the following information from the nine Class A Water utilities that have low-income programs.

On a bi-weekly basis, please report the enrollment figures in the utilities low-income program and changes (customers added and removed from the program) from the previous bi-weekly report. Program enrollment as of the March 2020 data exchange with the energy utilities should serve as a baseline with the first bi-weekly report for the period between the March data exchange through May 29 due on June 1 with subsequent bi-weekly reports due every second Monday thereafter. For multi-district utilities, bi-weekly reports should show enrollment levels and changes by district or region.

CAL-AM'S UPDATED RESPONSE:

California American Water made its initial response to this ongoing data request on June 1, 2020. Enrollment information for November 2020 is provided in Table 1 below.

District RSG	District Name	Active Residential Accounts on 11/30/2020	Active Low Income Residential Accounts on 11/30/2020	Low Income Percentage 11/30/2020	Active Residential Accounts on 10/30/2020	Active Low Income Residential Accounts on 10/30/2020	Low Income Percentage 10/30/2020	Active Residential Accounts on 9/28/20	Active Low Income Residential Accounts on 9/28/20	Low Income Percentage 9/14/20
CA0510	San Diego	19,148	3,655	19.09%	19,001	3,778	19.88%	18,971	3,137	16.54%
CA0520	Monterey	37,599	3,364	8.95%	37,317	3,310	8.87%	37,275	2,257	6.05%
CA0530	Los Angeles	25,444	3,338	13.12%	25,362	3,484	13.74%	24,820	3,421	13.78%
CA0560	Ventura	19,500	936	4.80%	19,386	1,000	5.16%	19,367	992	5.12%
CA0580	Larkfield	1,988	153	7.70%	1,967	151	7.68%	1,952	105	5.38%
CA0595	Sacramento	60,525	8,131	13.43%	60,240	7,938	13.18%	58,952	5,874	9.96%
CA0598	Meadowbrook	1,664	158	9.50%	1,658	161	9.71%	1,659	161	9.70%

Water Division's May 13, 2020 Data Request re
Low-Income Program Enrollment Changes

*Please note that November numbers include customer counts for the recently acquired systems of Hillview and Rio Plaza which are included in the totals for Los Angeles and Sacramento respectively. As of the end of October Hillview, Rio Plaza, and Fruitridge Vista customers were eligible to receive low-income discounts per Advice Letter 1307. Fruitridge Vista customers were previously and are currently included in the customer counts for Sacramento.

Water Division's May 13, 2020 Data Request re
Low-Income Program Enrollment Changes

WD Request: **LOW-INCOME PROGRAM ENROLLMENT CHANGES**

Company Number: **WD 2020-05-13 DR Q001**

Date Received: **May 13, 2020**

Updated Response Date: **January 15, 2021**

Subject Area: **Low-Income Program Enrollment Changes**

DATA REQUEST:

As part of understanding the impact the continuing COVID-19 crisis is having on water utilities and its customers, the Commission is requesting the following information from the nine Class A Water utilities that have low-income programs.

On a bi-weekly basis, please report the enrollment figures in the utilities low-income program and changes (customers added and removed from the program) from the previous bi-weekly report. Program enrollment as of the March 2020 data exchange with the energy utilities should serve as a baseline with the first bi-weekly report for the period between the March data exchange through May 29 due on June 1 with subsequent bi-weekly reports due every second Monday thereafter. For multi-district utilities, bi-weekly reports should show enrollment levels and changes by district or region.

CAL-AM'S UPDATED RESPONSE:

California American Water made its initial response to this ongoing data request on June 1, 2020. Enrollment information for December 2020 is provided in Table 1 below.

District Name	Active Residential Accounts on 12/31/2020	Active Low Income Residential Accounts on 12/31/2020	Low Income Percentage 12/31/2020	Active Residential Accounts on 11/30/2020	Active Low Income Residential Accounts on 11/30/2020	Low Income Percentage 11/30/2020	Active Residential Accounts on 10/30/2020	Active Low Income Residential Accounts on 10/30/2020	Low Income Percentage 10/30/2020
San Diego	19,134	3,666	19.16%	19,148	3,655	19.09%	19,001	3,778	19.88%
Monterey	37,671	3,361	8.92%	37,599	3,364	8.95%	37,317	3,310	8.87%
Los Angeles	25,363	3,399	13.40%	25,362	3,338	13.16%	25,362	3,484	13.74%
Ventura	19,465	961	4.94%	19,500	936	4.80%	19,386	1,000	5.16%
Larkfield	1,983	150	7.56%	1,988	153	7.70%	1,967	151	7.68%
Sacramento	60,024	8,155	13.59%	60,525	8,131	13.43%	60,240	7,938	13.18%
Meadowbrook	1,671	159	9.52%	1,664	158	9.50%	1,658	161	9.71%

Water Division's May 13, 2020 Data Request re
Low-Income Program Enrollment Changes

*Please note that December numbers include customer counts for the recently acquired systems of Hillview and Rio Plaza which are included in the totals for Los Angeles and Sacramento respectively. As of the end of October Hillview, Rio Plaza, and Fruitridge Vista customers were eligible to receive low-income discounts per Advice Letter 1307. Fruitridge Vista customers were previously and are currently included in the customer counts for Sacramento.

**The Los Angeles Active Residential counts for 11/30/2020 inadvertently omitted 512 customers, which is corrected in this filing.

GOLDEN STATE WATER COMPANY

		Total Residential Customers As of 4/30/2020	Low Income CARW Enrollment %	Low Income CARW Enrollment As of 12/31/2020	Low Income Enrollment +/- As of 12/31/2020
Region1					
	Arden Cordova	14635	1,111 8%	1,225	114
	Bay Point	4788	937 20%	1,139	202
	Clearlake	2039	476 23%	526	50
	Los Osos	3063	321 10%	336	15
	Santa Maria	14104	1,546 11%	1746	200
	Simi Valley	12640	1,310 10%	1378	68
	Total	51,269	5,701 11%	6,350	649
Region 2					
	Central Basin East	17998	3,799 21%	4034	235
	Central Basin West	12597	4,303 34%	4631	328
	Culver City	6494	331 5%	388	57
	Southwest	37333	8,007 21%	8620	613
	Total	74,422	16,440 22%	17,673	1,233
Region 3					
	Apple Valley	2939	638 22%	674	36
	Barstow	7852	1,418 18%	1501	83
	Calipatria	1022	230 23%	245	15
	Claremont	10022	639 6%	662	23
	Los Alamitos	24226	2,313 10%	2543	230
	Morongo Valley	919	150 16%	156	6
	Placentia	14149	1,005 7%	1056	51
	San Dimas	14800	1,526 10%	1604	78
	San Gabriel	10546	2,321 22%	2461	140
	Wrightwood	2692	139 5%	141	2
	Total	89,167	10,379 12%	11,043	664
Total Company		214,858	32,520 15%	35,066	2,546

**SUBURBAN WATER SYSTEMS
LOW INCOME PARTICIPANT CHANGES**

San Jose Hills (SJH) Service Area

Line No.	As of	LIRA - Add	LIRA - Removed	Customer Moved-Out	Total LIRA Participant	Total Residential Customers	Total Non LIRA Residential Customers	Total Active Non Residential Customers
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(a) (b) (c) (d) = a+b+c (e) (f) = (e) - (d)

MONTHLY RESPONSE TO WATER DIVISION DATA REQUEST ON MAY 13, 2020

Biweekly Reporting

1	03/31/20				5,226	39,482		
2	04/30/20				5,187	39,481		
3	05/29/20				5,669	39,455		
4	06/12/20	8	-	(12)	5,665	39,500		
5	06/26/20	31	-		5,696	39,547		
6	07/10/20	33	-		5,729	39,505		
7	07/24/20	16	-		5,745	39,533		
8	08/07/20	86	-		5,831	39,533		
9	08/21/20	140	-	(5)	5,966	39,539		
10	09/04/20	31	-	(29)	5,968	39,538		
11	09/18/20	234	-	-	6,202	39,541		
12	10/02/20	30		(26)	6,206	39,531		

Whittier/La Mirada (WLM) Service Area

LIRA - Add	LIRA - Removed	Customer Moved-Out	LIRA Participant	Total Residential Customers	Total Non LIRA Residential Customers	Total Active Non Residential Customers
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(a) (b) (c) (d) = a+b+c (e) (f) = (e) - (d)

				2,355	30,999	
				2,341	31,005	
				2,540	31,034	
3	-	(13)	2,530	31,016		
23	-		2,553	31,070		
13	-		2,566	31,002		
23	-		2,589	31,019		
6	-		2,595	31,028		
129	-	(7)	2,717	31,016		
14	-	(21)	2,710	31,025		
120	-	(7)	2,823	31,041		
16	-	(26)	2,813	31,021		

**R.17-06-024, 9/16/20 EMAIL RULING DIRECTING CLASS A WATER UTILITIES REVISING REPORTING REQUIREMENTS, RULING #3
SUBURBAN WATER SYSTEMS - Monthly Reporting**

San Jose Hills (SJH) Service Area

As of	LIRA - Add	LIRA - Removed	Customer Moved-Out	Total LIRA Participant	Total Residential Customers	Total Non LIRA Residential Customers	Total Active Non Residential Customers
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(a) (b) (c) (d) = a+b+c (e) (f) = (e) - (d)

1	10/31/20	49	-	(35)	6,220	39,544	33,324	2,593
2	11/30/20	83	-	(2)	6,301	39,552	33,251	2,593
3	12/31/20	30	-	(11)	6,320	39,541	33,221	2,596

Whittier/La Mirada (WLM) Service Area

LIRA - Add	LIRA - Removed	Customer Moved-Out	Total LIRA Participant	Total Residential Customers	Total Non LIRA Residential Customers	Total Active Non Residential Customers
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(a) (b) (c) (d) = a+b+c (e) (f) = (e) - (d)

19	-	(10)	2,822	31,043	28,221	2,304
30	-	(8)	2,844	31,044	28,200	2,307
12	-	(11)	2,845	31,009	28,164	2,304

(END OF ATTACHMENT C)