



Water Utilities Update Low-Income Oversight Board



Division of Water and Audits
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Water Utilities

- Topics
 - Low-Income Programs
 - Water Conservation
 - Utility Cost Mapping Project
 - Water Action Plan





Low-Income Programs

- All large (Class A) water utilities offer low-income bill assistance programs.
- Over 256,000 CPUC-regulated residential water customers participating in income water assistance programs.
- Participation rates leveled off in 2014
 1. Auto enrollment program with data exchange between the energy and water utilities
 2. Huge increase in participation rates in 2013
 3. Continuing a twice annual data exchange – March / September



About 1 million people receive a water bill discount





Water Conservation

- January 17, 2014 – Drought State of Emergency declared by Governor Brown
 - Calling for a 20% voluntary reduction in water use

- State Water Resources Control Board
 - Mandatory Restrictions – July 2014
 - End April 2015
 - Monthly Monitoring – starting August 15, 2014

- December 2014
 - 22% reduction in use over December 2013
 - First month in which 20% target was hit
 - Monthly reduction in water use





Utility Cost Mapping Project

- Mapping Project
 - Policy and Planning Division
 - Average electric / gas/ water bills
 - Broadband availability
 - By Zip Code
 - Income / Population / Usage data

- Goals
 - Impact of utility bills on low-income households
 - Areas in need of rate relief
 - Conservation Outreach
 - Efficiency Measures



Policy resource for utility regulation





Water Action Plan

- Adopted in 2005, updated in 2010
- Principles
 - Safe, high quality water
 - Highly reliable water supplies
 - Efficient use of water
 - Reasonable rates and viable utilities
- Six Objectives including “Assist Low-Income Ratepayers”
- Actionable Action Items
 - Establish low-income programs
 - Increase penetration rates
 - Low Income Oversight Board
 - Standardize discounts

