

CPUC Low Income Programs for Water



Low Income Oversight Board Meeting

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Division of Water and Audits

CPUC Low Income Programs for Water

○ Summary

- All **ten** class A Water Investor Owned Water Utilities (IOU) offer discounts to customers that have low income.
- A Class B' Water IOU (Del Oro Water Company) and A class D' Water IOU (Tahoe Swiss Village Water Company) also offer discounts to customers that have low income.
- IOUs named their Low Income Water Programs differently
 - Low Income Ratepayer Assistance Program (**LIRA**), California Alternate Rates for Water (**CARW**), Water Rate Assistance Program (**WRAP**), Low-Income Customer Assistance Program (**LICA**), Low Income Credit (**LIC**)
- Low Income Water Programs have been adopted at different time periods through Decisions, Resolutions, Advice Letters, and Settlement agreements (between DRA and the Water IOUs).
- Specifics of Low Income Water Programs' information and data about each program has not being kept in a single place or report.
- Results for Data Sharing were submitted to DWA
- Penetration rates are now reported (based on 2012 US Census data by **household**¹ which includes all persons occupying a unit).

¹ A **household** includes all the persons who occupy a housing unit as their usual place of residence. A housing unit is a house, an apartment, a mobile home, a group of rooms, or a single room that is occupied (or if vacant, is intended for occupancy) as separate living quarters. Separate living quarters are those in which the occupants live and eat separately from any other persons in the building and which have direct access from outside the building or through a common hall. The occupants may be a single family, one person living alone, two or more families living together, or any other group of related or unrelated persons who share living arrangements. (People not living in households are classified as living in group quarters.)

Apple Valley Ranchos Water Company (CARW)

- Eligible customer discount: **\$6.69/month** prorated based on the days of service, if service is not provided for a full month
- Non-qualifying customer surcharge: **\$0.55/month** applicable to all metered customers, excluding customers receiving Non-Meter Fire Sprinkler Service, Gravity Irrigation Service, and customers that receive a CARW credit.
(D.12.09.004, AL 174-W)
- Average bill **\$82.83** (28 hundred cubic feet average customer usage on a monthly basis, TY 2012, D.12.09.004).
- Prior to Data Sharing, **1,731** CARW customers were enrolled.
- After Data Sharing
 - **0** CARW customers successfully matched; **3,035** CARE customers automatically enrolled; and **860** customers re-certified for assistance.
 - Currently, a total of **4,975** CARW customers are now enrolled
 - Program enrollment increased by **187.41%**
 - Penetration rate is **50.75%** (9,802 eligible households, 2013 US Census)

California-American Water Company (LIRA)

- LIRA Program discount is a fixed monthly surcredit applicable to qualifying low-income residential customers and it varies by District (D.13.04.019, AL 1003) as follows:
 - Northern Division –Sacramento and Larkfield District
 - **\$10** – Sacramento District (Metered & Flat Customers)
 - **\$19.00** – Larkfield District
 - Coastal Division - Monterey County
 - **\$10** for 1 to 4 individuals; **\$15** for 5 to 8 individuals; & **\$20** for over 8 individuals
 - **\$21** – Ambler Park Area
 - **\$11.50** – Ralph Lane Area
 - **\$25.50** – Toro Area
 - Southern Division – (Los Angeles, San Diego, & Ventura County Districts)
 - Los Angeles County
 - **\$9.50** – Baldwin Hills & Duarte Areas
 - **\$12** – San Marino Area
 - San Diego, & Ventura County Districts
 - **\$7** -San Diego County District
 - **\$14** Ventura County District
 - Non qualifying customer surcharge: None. Cal Am included a request to recover an on-going customer surcharge in the most current general rate case (A.13.07.002) (for all bills including commercial) (Data Request, August 6, 2013).

California-American Water Company(LIRA)

- Average bill per district (Data Request, May 2, 2013):
 - Northern Division (Sacramento & Larkfield District)
 - **\$63.32** – Sacramento District
 - **\$76.21** – Larkfield District
 - Coastal Division (Monterey District)
 - **\$48.45** - Monterey (Main)
 - Southern Division (Los Angeles County, San Diego & Ventura County Districts)
 - Los Angeles County (summer rates)
 - **\$50.50** – Baldwin Hills
 - **\$52.40** – Duarte Areas
 - **\$59.49** – San Marino Area
 - San Diego, & Ventura County Districts
 - **\$44.86** -San Diego County District
 - **\$79.95** Ventura County District
- Prior to Data Sharing, **5,375** LIRA customers were enrolled.
- After Data Sharing
 - A total of **19,116** customers enrolled through sharing.
 - Currently, a total of **20,188** LIRA customers are now enrolled
 - Program enrollment increased by **275.59%**
 - Penetration rate is **18.15%** (111,253 eligible households, 2013 US Census)

California Water Service Water Company (LIRA)

- Eligible customer discount: **50%** off monthly metered single family residential and flat rate residential rates (Cap of **\$ 12**) (D.10.12.017, AL 2015-A).
- The Rate Surcharge Fund-LIRA program approved in D.06-08-011 requires a **\$10** credit for customers in the Antelope Valley, Kern River Valley, and Redwood Valley districts regardless of the amount of a 5/8"x3/4" service charge in those districts (D.06-11-053, AL 1803).
- Non-qualifying customer surcharges applicable to all water service except that provided for private fire protection service and that provided under Schedule OR-3M, OR-3M-1, and OR-2UL for raw water delivery along the Powers Canal, and LIRA customers (AL 2089).
- A **\$0.0182** quantity rate surcharge per 100 cubic feet applied to all LIRA Tariff Areas (D.12.09.020, AL 2089).
- A specific flat rate surcharge per service connection per month applied for each district as follows (D.12.09.020, AL 2089):
 - **\$0.075** Bakersfield District;
 - **\$0.44** Chico District;
 - **\$0.46** Marysville District;
 - **\$0.49** Oroville District;
 - **\$0.71** Selma District;
 - and **\$0.58** Willows District

California Water Service Water Company (LIRA)

- Average monthly bill for a 5/8" x 3/4" size meter is **\$47.56** (for 22 CCF average customer water usage) (A.12.05.004).
- Prior to Data Sharing, **43,080** LIRA customers were enrolled.
- After Data Sharing
 - **46,927** CARE customers automatically enrolled & **444** customers re-certified for assistance.
 - A total of **96,128** LIRA customers are now enrolled.
 - Program enrollment increased by 123.14%
 - Penetration rate is **36.31%** (264,707 eligible households, 2013 US Census).

Golden State Water Company (CARW)

- Eligible customer discount (A Monthly CARW credit amount) varies by district as follows:
 - Region I (D.13.05.011, AL 1518-W):
 - **\$3** for Arden Cordova metered customers
 - **\$9** for Arden Cordova Flat rate customers
 - **\$11** for Bay Point
 - **\$17** for Clearlake
 - **\$14** Los Osos
 - **\$12** for Ojai
 - **\$8** for Simi Valley
 - **\$5** for Santa Maria
 - **\$8** for Region II & Region III (D.13.05.011, AL 1518-W).
- Non-qualifying customer surcharge varies by region (A.11.07.017, D.13.05.011):
 - **\$0.054/CCF**-Region I;
 - **\$0.156/CCF**-Region II; &
 - **\$0.082/CCF** for Region 3

Golden State Water Company (CARW)

- Average monthly bill for a 5/8" x 3/4" size meter varies by district as follows, Region I (A.11.07.017, D.13.05.011):
 - **\$20.74** for Arden Cordova metered customers
 - **\$60.91** for Bay Point
 - **\$78.15** for Clearlake
 - **\$57.44** for Los Osos
 - **\$72.57** for Ojai
 - **\$49.86** for Simi Valley
 - **\$43.72** for Santa Maria
 - **\$51.32** for Region II
 - **\$57.57** for Region III
- Prior to Data Sharing: **30,808** CARW customers were enrolled
- After Data Sharing:
 - **74,791** CARW customers successfully matched; **17,880** CARE customers automatically enrolled; & **15,378** customers re-certified for assistance.
 - A total of **45,272** customers are now enrolled
 - Program enrollment increased by **46.95%**
 - Penetration rate is **32.35%** (139,929 eligible households, 2013 US Census).

Park Water Company (CARW)

- Metered Single-Family Residential Rates: Eligible customers receive a monthly **\$5.50** monthly credit and qualified non-profit group living facilities receive a **\$20** monthly credit per qualifying sub-meter customer (AL 232-W).
- Non-qualifying customer surcharge is a flat surcharge of **\$2.27** (D.06.10.036).
- Average bill per month is **\$112.85**/22.52 CCF Avg. bi-monthly or **\$56.425**/11.26 CCF per month.
- Prior to Data Sharing, **2,137** CARW customers were enrolled
- After Data Sharing
 - **7,500** CARW customers successfully matched; **7,500** CARE customers automatically enrolled; and **663** customers re-certify for assistance.
 - A total of **11,676** CARW customers are now enrolled
 - Program enrollment increased by **446.37%**
 - Penetration rate is **69.09%** (11,676 eligible households, 2013 US Census)

San Gabriel Valley Water Company (CARW)

- Eligible customer discount varies by district and meters size as follows:
 - Los Angeles County Tariff Area (D.13.05.027, AL 427)
 - **\$2.5295** for all water used per CCF:
 - **\$10.50** for a 5/8 x 3/4-inch meter
 - **\$15.76** for a 3/4- inch size meter
 - **\$26.27** for a 1-inch size meter
 - Fontana (D.13.05.027, AL 427)
 - **\$2.2401** for all water used per CCF:
 - **\$9.37** for a 5/8 x 3/4-inch meter
 - **\$14.05** for a 3/4- inch size meter
 - **\$23.43** for a 1-inch size meter
- Non-qualifying customer surcharge: None (tracked in memo account)
- Average bill per month is **\$73.49** (23 CCF) for LA and **\$79.25** (23 CCF) for Fontana (A.12.05.002)
- Prior to Data Sharing: **21,944** CARW customers were enrolled
- After Data Sharing:
 - **0** CARW customers successfully matched; **13,588** CARE customers automatically enrolled; & **48,504** customers re-certified for assistance.
 - A total of **37,718** customers are now enrolled
 - Program enrollment increased by **71.88%**
 - Penetration rate is **25.57%** (147,503 eligible households, 2013 US Census).

San Jose Water Company (WRAP)

- Eligible customer gets a discount of **15%** of the total water charges deducted from the bill of customers qualifying for and enrolling in the WRAP program (AL 449)
- Non qualifying rate surcharge: Currently a \$0.20 per customer per month (A recent request in GRC to be authorized to increase rate surcharge to \$1.15, A.13.06.008)
- Average bill per month is **\$61.04** for **15 CCF** average customer usage (A.12.01.003)
- Prior to Data Sharing: **7,633** WRAP customers were enrolled
- After Data Sharing:
 - **21,400** CARW customers successfully matched; **16,200** CARE customers automatically enrolled; & **5,200** customers re-certified for assistance.
 - A total of **23,629** customers are now enrolled
 - Program enrollment increased by **209.56%**
 - Penetration rate is **33.67%** (69,983 eligible households, 2013 US Census).

Suburban Water Company (LIC)

- Eligible qualifying residential customer gets a **\$6.50** per service per month
- Non-qualifying customer surcharges varies by district and customer class and implemented in amortizing WRAMs and/or MCBAAs
- Average bill per month is **\$61.10** for Whittier-La Mirada & **\$61.50** for San Jose Hills (20 CCF average monthly water usage).
- Prior to Data Sharing: **3,823** CARW customers were enrolled
- After Data Sharing:
 - **3,333** CARW customers successfully matched & **3,237** CARE customers automatically enrolled.
 - A total of **7,988** customers are now enrolled
 - Program enrollment increased by **108.95%**
 - Penetration rate is **4.17%** (191,390 eligible households, 2013 US Census).

Valencia Water Company (LIRA)

- Eligible individual metered residential domestic customers receive a **50%** discount of the service charge
- Non-qualifying customer surcharge: **\$0.04** on service charge (D.06-11-051 & D.03-05-030)
- Average bill per month is **\$42.60** for 20 CCF average customer usage (A.13.01.003)
- Prior to Data Sharing: **387** LIRA customers were enrolled
- After Data Sharing:
 - **4,121** CARW customers successfully matched & **1,728** CARE customers automatically enrolled.
 - A total of **2,143** customers are now enrolled
 - Program enrollment increased by **453.75%**
 - Penetration rate is **36.55%** (5,863 eligible households, 2013 US Census).

Great Oaks Water Company (LIC)

- Eligible individual metered residential domestic customers receive a **50%** discount on a bi-monthly service charge
- Non-qualifying customer surcharge: None (tracked in memo account)
- Average bi-monthly bill is **\$76.52** for (15 CCF) average customer usage (A.12.07.005)
- Prior to Data Sharing: **325** LIC customers were enrolled
- After Data Sharing:
 - **2,197** CARW customers successfully matched & **2,197** CARE customers automatically enrolled.
 - A total of **2,197** customers are now enrolled
 - Program enrollment increased by **576.00%**
 - Penetration rate is **49.45%** (4,443 eligible households, 2013 US Census).