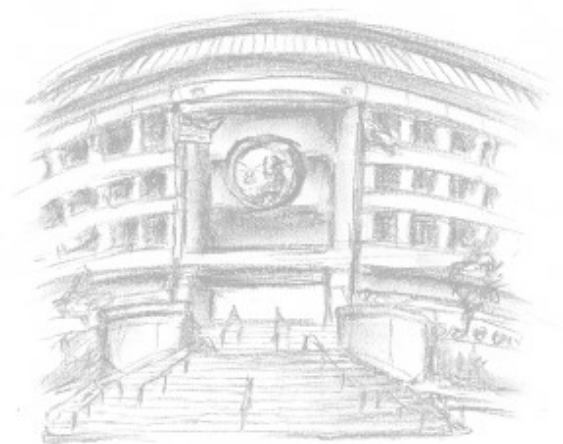




Water Utilities Update

Low-Income Oversight Board



Water Division
December 10, 2020

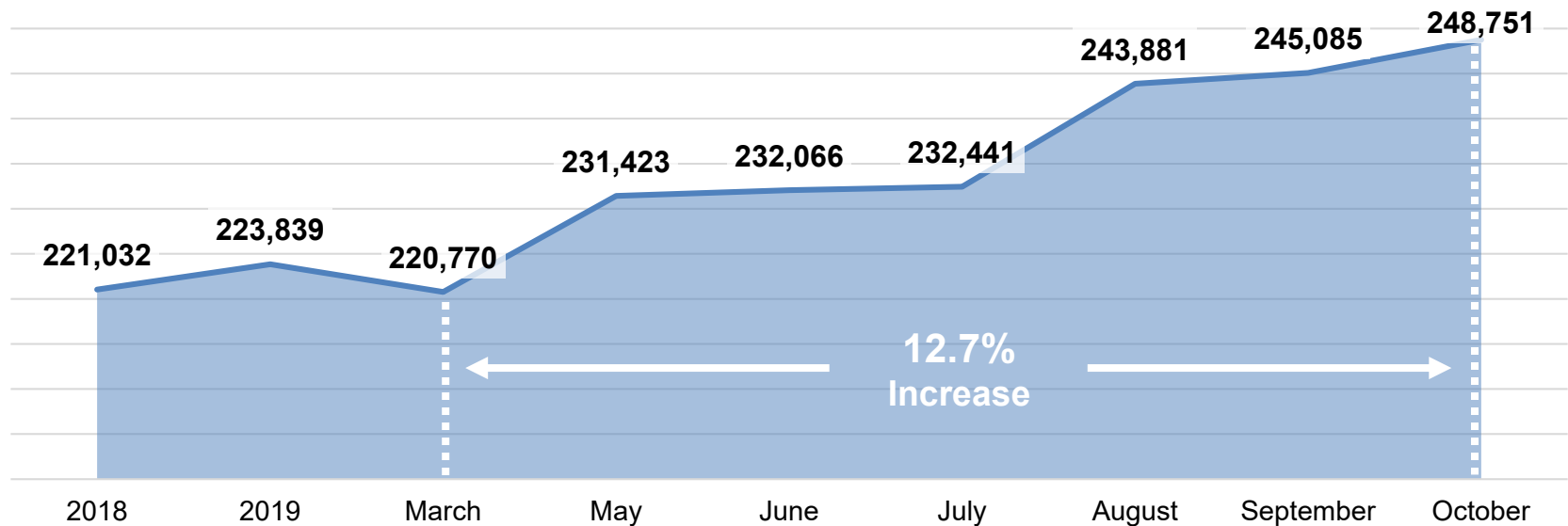


Topics

- Current CAP Enrollment
- Water Low-Income Proceeding
 - Bill Arrearages
 - October 30 Workshop



Customer Assistance Program (CAP) Enrollment Changes during COVID-19



- Participation continues to grow
 - Increase since March: **27,981** or **12.7%**
 - 21% of Residential Customers
 - Recertification of existing customers have been put on hold



Water Low-Income OIR

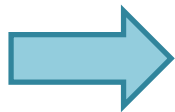
R.17-06-024

- Bill Arrearages for Class As have increased compared to 2019
 - Number of customers behind their bills:

2019	September 2020
143,000	230,000

- Total amount of unpaid bills

2019	September 2020
\$24 million (Avg per customer \$168)	\$52 million (Avg per customer \$226)



Water shutoffs are currently suspended & alternative payment plans are being offered



Water Low-Income OIR

R.17-06-024

- Joint Workshop with SWRCB held on Oct. 30th
 - **Possible solutions to improve customer protections during COVID**
 - Improve data collection
 - Coordinate with SWRCB
 - Extend the water shutoff moratorium
 - Expiration TBD
 - Strengthen alternative payment plans & develop bill forgiveness programs
 - In accordance with SB 998
 - Waive late fees
 - Increase frequency of CAP data sharing with energy utilities
 - Improve efficiency
 - Statewide low-income program
 - AB 401
 - Amend Prop 218 for municipals and mutuals
 - Currently unable to provide discount programs

