

# CPUC Low Income Programs for Water



## Low Income Oversight Board Meeting

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Division of Water and Audits

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# CPUC Low Income Programs for Water

- There are ten class A Water Investor Owned Water Utilities (IOU) that offer discounts.
- There is one Class B' Water IOU (Del Oro Water Company) and one class D' Water IOU (Tahoe Swiss Village Water Company) that also offer discounts
- Each IOU names its low income program for water service differently
  - Low Income Ratepayer Assistance Program (LIRA), California Alternate Rates for Water (CARW), Water Rate Assistance Program (WRAP), Low-Income Customer Assistance Program (LICA)
- Programs have been adopted by Decisions, Advice Letters, and Settlements between DRA and the Water IOUs
- Results for Data Sharing were submitted to DWA

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## ○ Apple Valley Ranchos Water (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 **65.21%**
  - Penetration rate is **50.75%** (9,805 eligible households, 2013 US Census)

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## ○ California-American Water Company (LIRA Program)

- 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:
  - **\$19.00** – Larkfield District
  - Los Angeles County
    - **\$9.50** – Baldwin Hills & Duarte Areas
    - **\$12** – San Marino Area
  - Monterey County District
    - **\$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
  - Sacramento, San Diego, & Ventura County Districts
    - **\$10** – Sacramento District (Metered & Flat Customers)
    - **\$7** -San Diego County District
    - **\$14** Ventura County District
  - Non-qualifying customer surcharge: Company does not have an ongoing surcharge to recover low income credits. A request to recover is in current general rate case (A.13.07.002) for which a surcharge would be applied to all bills (including commercial) (Data Request, August 6, 2013).

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## ○ California-American Water Company (LIRA Program)

- Average bill per district (Data Request, May 2, 2013):
  - **\$76.21** – Larkfield District
  - Los Angeles County (summer rates)
    - **\$50.50** – Baldwin Hills
    - **\$52.40** – Duarte Areas
    - **\$59.49** – San Marino Area
  - Monterey (Main)
    - **\$48.45**
  - Sacramento, San Diego, & Ventura County Districts
    - **\$63.32** – Sacramento District
    - **\$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 **73.38%**
  - Penetration rate is **18.15%** (111,253 eligible households, 2013 US Census)

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## ○ California Water Service (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 RSF-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-ZUL 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:
    - **\$0.075** Bakersfield District; **\$0.44** Chico District; **\$0.46** for Marysville District; **\$0.49** for Oroville District; **\$0.71** for Selma District; and **\$0.58** for Willows District (D.12.09.020, AL 2089).
- Average monthly bill for a 5/8"x ¾" 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 **55.18%**
  - Penetration rate is **36.31%** (264,707 eligible households, 2013 US Census).

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## ○ Golden State Water (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
  - \$8 for Region II (D.13.05.011, AL 1518-W) & \$8 Region III (D.13.05.011, AL 1518-W).
- Non-qualifying customer surcharge varies by region: \$0.054/CCF-Region I; \$0.156/CCF-Region II; & \$0.082/CCF for Region 3 (A.11.07.017, D.13.05.011).
- 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 Los Osos
  - \$72.57 for Ojai
  - \$49.86 for Simi Valley

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## Golden State Water (CARW)

- Eligible metered single-family residential rates 'customer discount: \$5.50/month prorated based on days of service, if service is not provided for a full month; and eligible qualified non-profit group living facilities received a \$20.00 prorated discount.
- Non-qualifying customer surcharge: Flat surcharge rate of \$2.27
- Average bill per month is \$56.42 for 12.76 CCF average customer usage
- 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; & 663 customers re-certified for assistance.
  - A total of 11,676 customers are now enrolled
  - Program enrollment increased by 81.70%
  - Penetration rate is 69.09%

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## Park Water (CARW)

- **\$51.34** for Region II & **\$57.57** Region III (A.11.07.017, D.13.05.011)
- 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; and 15,378 customers re-certify for assistance.
  - A total of 45,272 CARW customers are now enrolled
  - Program enrollment increased by 31.95%
  - Penetration rate is 32.35% (139,929 eligible households, 2013 US Census)

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## ○ San Gabriel Valley Water Company (CARW)

- Eligible customer discount is 50% of monthly service charge or
- 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 \$79.95 for 23 CCF average customer usage (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 41.82%
  - Penetration rate is 25.57%

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## ○ 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)
- Average bill per month is \$79.95 for 23 CCF average customer usage (A.12.05.002)
- 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 67.70%
  - Penetration rate is 33.67%

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## ○ Suburban Water Company

- 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 MCBAs
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- Average bill per month is \$79.95 for 23 CCF average customer usage (A.12.05.002)
- 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 52.14%
  - Penetration rate is 4.17%

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- **Valencia Water Company (LIRA Program)**
  - Eligible individual metered residential domestic customers receive a 50% discount
  - 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 81.94%
    - Penetration rate is 36.55%

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- **Great Oaks Water (LICA)**
  - Eligible individual metered residential domestic customers receive a 50% discount
  - Non-qualifying customer surcharge: None (tracked in memo account)
  - Average bill per month is \$10.35 for (14 to 32 CCF) average customer usage (A.12.05.005)
  - Prior to Data Sharing: 325 LICA 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 more than 100%
    - Penetration rate is 49.45%

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