

Water Utilities Update

Low – Income Oversight Board

Water Division

June 17, 2021

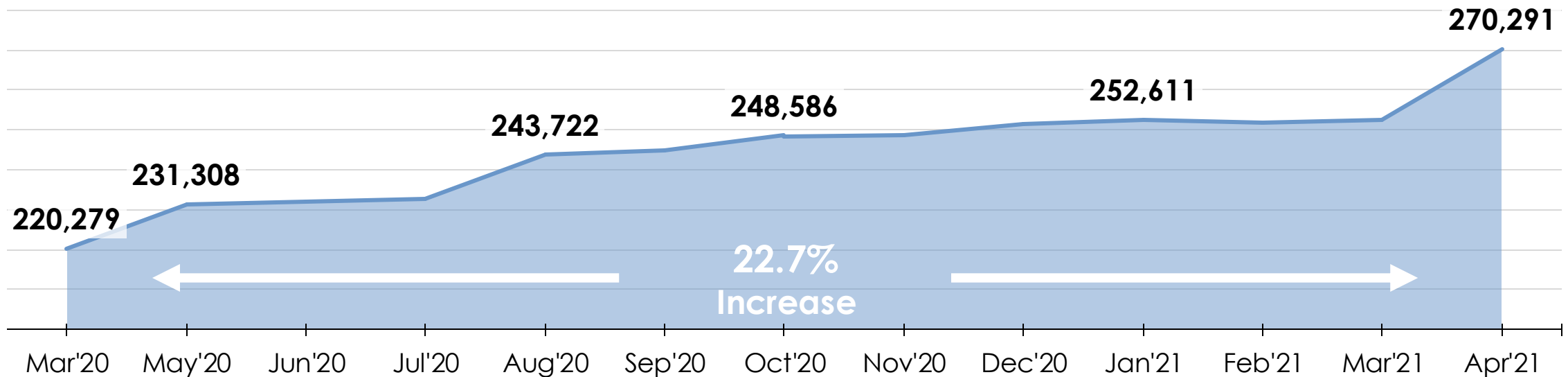


**California Public
Utilities Commission**

Overview

- COVID Impact on Customer Assistance Program (CAP) Customers
 - CAP Enrollment
 - Bill Arrearages
- Water Investor-Owned Utility (IOU) Transition Plans
- Drought Conditions

Customer Assistance Program (CAP) Enrollment



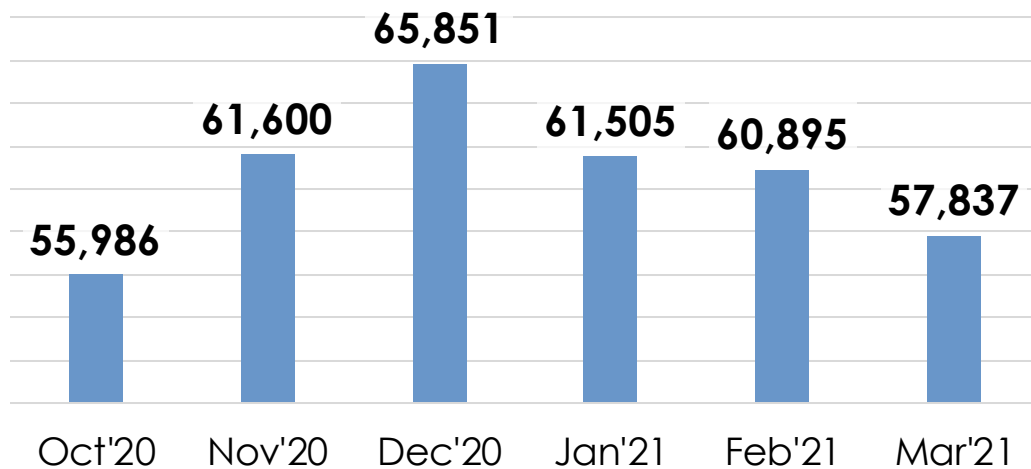
- Between March 2020 and April 2021
 - Participation increased by **50,012** or **22.7%**
 - % of Residential Customers participating increased from 18% to **22%**
- Recent Data Exchange completed in April 2021

Water Bill Arrearages

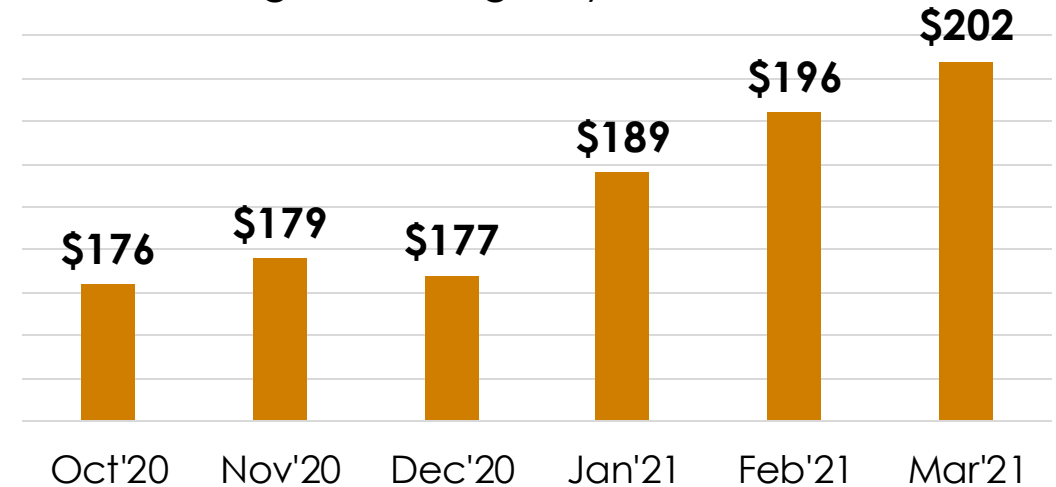
As of March 2021

- Total Arrearage: \$62.1M
 - **\$11.7M** or 18.9% are from CAP customers
- **26.7%** of all customers in arrears are CAP

CAP Customers Behind on Bills



Average Arrearage by CAP Customers



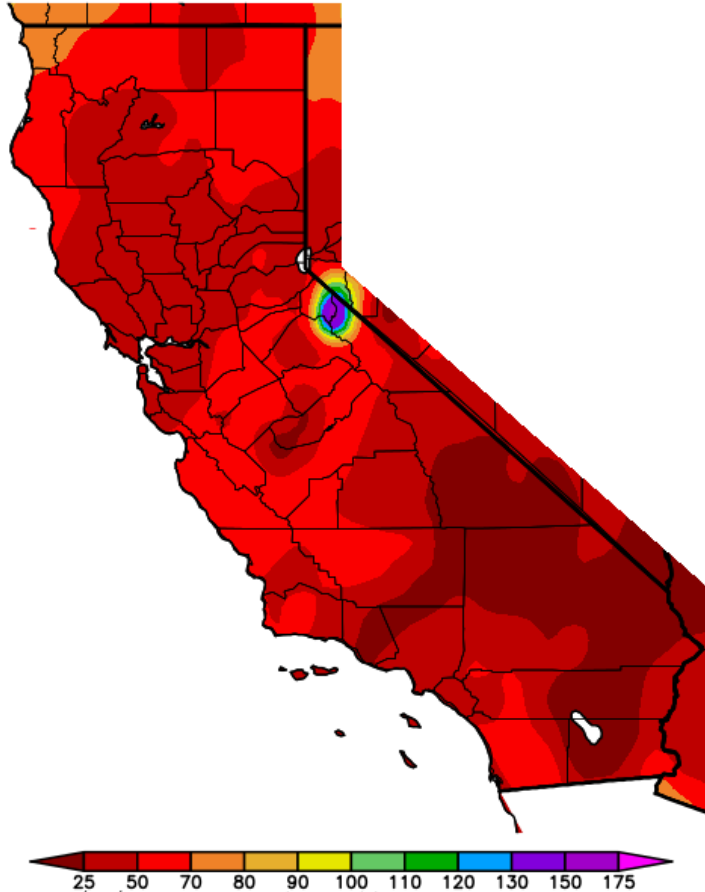
CAP customers in arrears decreasing however average amount owed increasing

Water IOU Transition Plans

- Target customer outreach to hard-to-reach areas and disadvantaged communities
- Increase CAP data exchange to quarterly by 2022
- **Disconnection Policy Resumption (DPR)**
 - Date TBD by Governor
 - 60 Days Before: Notify customers of DPR
 - 30 Days Before: Notify customers of CAP recertification & resumption of reconnection fees
 - **DPR Date**: Resume standard procedures for disconnection/reconnection & CAP recertification
- **Alternative Payment Plans**
 - Offered by all Class A & B Water IOUs
 - No disconnection if under payment plan
- **Arrearage Management Program (AMP)/Debt Forgiveness**
 - No water IOUs have proposed AMPs
 - May be considered in Water Affordability Proceeding (R.17-06-024)

Current Drought Conditions

Percent of Average Precipitation (%)
10/1/2020 – 5/25/2021



Generated 5/26/2021 at WRCC using provisional data.
NOAA Regional Climate Centers

- Governor's Drought Emergency Declarations
 - April 21 & May 10
 - 41 counties
 - Covering Russian River, Sacramento & San Joaquin watershed, Tulare Lake region, and Klamath region
 - No mandatory conservation yet
- Resources on Drought
 - cpuc.ca.gov/droughtinfo
 - CA Drought Preparedness
waterresilience.ca.gov/drought-preparedness
 - CA Save Our Water
saveourwater.com