

SB 1208 Draft Report Bullet Points - Water

- CPUC directive since mid-1990 for electric and mid-2000 for water utilities
- Bi-annual data sharing arrangement with electric utilities established in D.11-05-020, increased to quarterly through D.21-07-029
- Program offered by all Class A (>10,000 connection) water systems
- Majority of enrollment through quarterly data match
- CARE customers are auto enrolled in Customer Assistance Program (CAP)
- Over 300,000 customers currently enrolled representing 25% of all customers served by Class A utilities
- CAP enrollment is 35% higher than pre-pandemic
- 26,833 CAP customers with arrearage totaling \$18.3 million as of January 2023
- Funding available through LIHWAP
- Enrollment barriers due to high level of effort on part of customer (application and income verification)
- Further coordination needed with Local Service Providers who may have capacity issues
- Data match directly with CSD streamlines enrollment process, increases enrollment, and provides more immediate relief to customers
- Arrangement can serve as model for all water utilities throughout the state
- Precedent for data sharing between regulated electric and water established in D.11-05-020
- Data match customers are auto enrolled with opt-out option
- All reasonable measures must be taken to ensure secure transfers during the data exchanges
- D.11-05-020 also encourages data sharing with municipal electric utilities where applicable
- Energy utilities sharing with municipal water suppliers since 2009 (SoCal Gas and LADWP) so model extends beyond sharing between regulated utilities
- Categorical eligibility requirements for electric utilities (CARE) can be reasonably applied to water utilities' customers
- Data exchanges proven to be most effective method
- CARE customer authorization language sufficient to allow sharing of customer data for the purpose of enrollment in additional rate relief programs

- D.21-07-029 further recommends improvements to customer access relief as it is particularly helpful for low-income customers
- California Government Code Section 8593.4 effective 1/1/21 permits public utilities to provide name, address, telephone, and email to government agencies