



# Summary of Water Low-Income Programs for the Emerging Trends Committee



**Water Division  
August 9, 2017**





## Low-Income Customers by Utility

Utility	Name	Customers Enrolled	Percentage of Residential Customers
Apple Valley	<b>CARW</b> California Alternative Rates for Water	3,701	20%
California Water	<b>LIRA</b> Low-Income Ratepayer Assistance	81,804	18%
California-American	<b>LIRA</b> Low-Income Ratepayer Assistance	21,364	14%
Golden State	<b>CARW</b> California Alternative Rates for Water	43,278	20%
Great Oaks	<b>LICAP</b> Low-Income Customer Assistance Program	2,099	10%
Park	<b>CARW</b> California Alternative Rates for Water	10,201	40%
San Gabriel	<b>CARW</b> California Alternative Rates for Water	41,567	49%
San Jose	<b>WRAP</b> Water Rate Assistance Program	19,566	10%
Suburban	<b>LIRA</b> Low-Income Ratepayer Assistance Promoted as: <b>WISH</b> Water Invoice and Statement Help	6,491	11%





## Discount and Recovery by Utility

Utility	Monthly Discount for 5/8" Metered	Monthly Recovery
Apple Valley	\$8.38 credit	Fixed surcharge of \$0.69
California Water	- 50% off service charge - Max credit is \$48	1.542% surcharge to total bill company wide
California-American	20% off service charge & Tier 1 & 2 quantity charges	Fixed surcharge of \$1.21 company wide
Golden State	Varied credits (\$6 - \$29) among districts	Varied surcharges by region -Region 1: \$0.127 per ccf -Region 2: \$0.250 per ccf -Region 3: \$0.166 per ccf
Great Oaks	50% off service charge	Surcharge of \$0.0275 per ccf
Park	\$7.40 credit	Fixed surcharge of \$6.14
San Gabriel	\$8.00 credit	Varied surcharges by district -Fontana District: \$0.2408 per ccf -LA District: \$0.1851 per ccf
San Jose	15% off total bill	Fixed surcharge of \$1.45
Suburban	\$6.50 credit	Surcharge of \$0.040 per ccf company wide





## Water Industry Totals

- Customers: **230,000**
  - Down from a peak of 250,000 in 2013
- Percentage of Residential: **19%**
- Annual Discount: **\$26 million**
- Average Discount per Month: **\$9.50**





## Geographic Territory

- Water IOU's serve **15%** of California residence
  - Water IOU's production is **14%** of Urban Water Suppliers
- Class A's serve **95%** of Water IOU's
  - Throughout California
  - Class A's have 10,000 connections or more





## Eligibility

- Mirrors CARE Program of Energy Utilities
- 200% of Federal Poverty Level or below
  - **34%** of California households are below 200% FPL
  - Current income eligibility level for 4 person household: **\$49,200**

## Outreach

- Majority of customers enrolled through energy/water data exchange (D.11-05-020)
- Other methods
  - Company Website
  - Bill Inserts
  - Public Participation Hearings





# Statewide Low-Income Water Program

## Assembly Bill 401: Low-Income Water Rate Assistance Act

- Approved in October 2015
- Sponsored by Assemblymember Bill Dodd
- Progress to AB 685 (2012) Human Right to Water
- Headed by State Water Resources Control Board
  - Research and develop plan and feasibility report
  - Due to the Legislature by February 2018

