Low-Income Rates for Water Utility Customers

A Calculation of Full Participation
And the Impact on the Remaining Customers

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Executive Summary

The Class-A California Water Utility Companies\textsuperscript{1} are jurisdictional to the California Public Utilities Commission (CPUC) and have instituted low-income rates similar in concept to the California Alternate Rates for Energy (CARE) rates of the California electric utilities. Most recently, Decision D.11-05-020\textsuperscript{2} adopted guidelines for the sharing of low-income customer information with the energy utilities for the purpose of identifying all low-income customers who may be eligible for reduced rates. This process is already having a substantial impact on participation rates for the water utilities, significantly increasing the number of customers in the low income programs. This analysis provides an initial and preliminary calculation of what the costs of the Class-A water utilities’ low-income programs could be if ALL income-eligible households were to receive the low-income benefits.

This preliminary study demonstrates several results:

- The benefits of the low-income programs, that is, the dollar amounts removed from the bills of qualifying low-income customers, vary substantially among the utilities and the utility regions studied. They vary from a low of $5.00 per billing period (usually one month) to $19.00 in this study. (It is the San Gabriel Water Company whose program provides a $5.00 benefit, and it is the Larkfield Region of the California-American Water Company that provides the $19.00 benefit.) Among the 17 companies and regions within companies that were analyzed, the median benefit was $10.00.\textsuperscript{3}

- The benefits of the programs also vary substantially as a portion of a typical residential bill. They range from a low of about 5-percent of a typical bill (Park Water Company) to a high of 44-percent (Monterey Region of the California-American Water Company). The median benefit was found to be 17.5-percent of a typical bill.

- The percentage of qualifying households ranges from a low of about 15-percent in two service areas (Great Oaks Water Company and Valencia Water Company) to a

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\textsuperscript{1} Companies with more than 10,000 connections are considered Class-A utilities. The CPUC also regulates smaller water utility companies. However most of the smaller companies have not, as of this time, been directed to institute low-income rates programs. Class-B companies serve at least 2,000 customers. Class-C companies serve at least 500 customers. And Class-D utilities are the remainder, which serve fewer than 500 customers.

\textsuperscript{2} May 5, 2011, Rulemaking R.09-12-017.

\textsuperscript{3} The actual degree of diversity in the programs is greater, for it was necessary to adopt certain simplifying assumptions in the development of this study.
high of about 37-percent in two other service areas (Apple Valley Ranchos Water Company and Region 2 of Golden State Water Company).

- Finally, the cost of supporting the low-income programs for the Class-A water utilities under the assumption of full participation of all qualifying households also varies substantially from service area to service area, not only in terms of absolute dollars per bill, but also as a percentage of a typical bill. In dollar terms, the program costs range from less than one dollar (Valencia Water Company) to more than seven dollars (Region 2 of Golden State Water Company). And they range from about 1.4-percent of a typical residential bill (Great Oaks Water Company) to more than 13-percent of a typical bill (Monterey Region of the California-American Water Company and Region 2 of the Golden State Water Company). The median percentage was found to be 6.9-percent.

- The primary drivers of these differences are (1) the differences among the low-income programs in what they offer to low-income residents; (2) the differences from service area to service area in the percentage of households that would qualify; and (3) differences in the typical bills.
Introduction

There are 10 Class-A California-jurisdictional water utility companies. Under the CPUC’s direction they have instituted low-income rates programs similar in concept to the CARE rates programs of the California electric utilities. While the specific details are peculiar to each utility, in general the programs are similar in that low-income customers are offered the opportunity to pay a lower total bill for service than would be collected under standard authorized rates. Of course, this benefit to low-income customers is not free. It comes at a cost. The other customers, whose incomes are not low, provide the monetary resources to make up the difference. Whether through a specific surcharge or other methods, the non-qualified customers pay a higher bill than would otherwise be necessary absent the program. Until recently, the cost of the programs was limited by low participation rates. In Decision D.11-05-020, the Commission ordered the water utilities to share information about their low-income customers with the energy utilities to promote the goal of increasing participation to include all eligible customers. Recent reports from the utilities indicate that this effort has yielded a substantial increase in participation.

This analysis provides an initial and preliminary calculation of what the costs of the Class-A water utilities’ low-income programs could be if ALL income-eligible households were to receive the low-income program benefits. For this preliminary study, we have analyzed information regarding only the Class-A utilities. Future research may extend the analysis to smaller utilities.

Counting all low-income households as potential participants in the utilities’ low-income programs is an unrealistic hypothesis, at least at the present time. Water service usually is delivered through one connection to a building regardless of how many residences it contains. Most apartment buildings, for example, have only one connection to the utility and provide water

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4 Class-A water utilities serve 10,000 or more connections. There are also smaller utility companies that fall into categories called Class-B, Class-C, and Class-D. The CPUC currently regulates about 120 water utility companies. Several Class-B utilities have instituted low-income rates programs, and they may be included in future studies.

5 Four Class-B utilities also are subject to the CPUC’s Guidelines for sharing of Low-Income Customer Information. They are Alisal Water Corp (dba Alco Water Service), Del Oro Water company, East Pasadena Water company, and Fruitridge Vista Water Company.

6 May 5, 2011, Rulemaking R.09-12-017.

7 Maria Carmen Rocha of the Division of Water and Audits presented updated participation information to the Low-Income Oversight Board on August 21, 2013.
to all of the apartments (each a separate household) within the building. This is different from other utility services. For example, wired telephone service is connected separately to each residence regardless of the type of building in which the residence is located. Most residences also are metered individually for electric and gas service even in apartment buildings. Therefore, for wired telephone service, electric service, and gas service, the benefits of low-income rates are available generally regardless of housing type.

Why, then, should we proceed with this attempt to measure costs for the water utility low-income programs at full participation? We should make the calculation because there are low-income households that receive water utility service – even if indirectly – but that are not eligible at this time to receive low-income program benefits. It is a goal expressed by members of the Low-Income Oversight Board that low-income program benefits should be extended to all users of utility services. The purpose of this analysis is to evaluate the situation of 100-percent participation in the low-income programs.

This study finds that there is considerable diversity of income within the service areas of each of the California Class-A water utilities. In every service area at least 15-percent of households are, or would be, eligible for the low-income program benefits. In two service areas, more than 35-percent of households have low incomes that would qualify. The cost calculation is a simple arithmetic application: First, total costs are calculated as the product of the bill benefit multiplied by the number of income-eligible households in the service territory, regardless of whether those households are directly connected to the utility or not. The second step is to divide that total cost among the remaining households plus any other customers that would contribute to paying the costs of the program.

Besides the diversity of household income levels within each service area, the service areas are substantially different from each other. They vary in size, that is, the number of households located within their service areas, from a low of about 13,000 households to a high of about 960,000. The low-income programs also are different from utility to utility, providing discounts or bill credits that vary from about $5.00 to $19.00. Due to this variation, a bill discount or

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8 It is not the purpose of this paper to report on the low-income programs themselves or how they operate. Instead, this paper takes the programs as summarized by the Division of Water and Audits of the CPUC and adopts a “bottom line” dollar value figure for each service region. In some cases, there are multiple programs within a
credit may be viewed as a dollar total or as a portion of a typical bill. Typical bills vary from about $34 to over $100. The low income programs provide savings over a range from about 5-percent of a typical bill to about 45-percent of a typical bill.

Finally, the cost of supporting the programs also varies from utility to utility. This study provides a calculation of the cost of the low-income programs under the assumption of 100-percent participation and then divides this total cost among the remaining non-participating customers. That cost varies across the utilities from less than one dollar per bill to over seven dollars per bill. Put in context of the total bills, it varies from a low of 1.4-percent of a typical bill to more than 13-percent of a typical bill.

In those cases, the authors have adopted an average value, neither highest nor lowest. A compilation of all of the low-income programs of the Class-A utilities is presented as Table 21 in the Appendix.
A. Limitations in Data
This study should be considered a first step only, for it relies on many simplifying assumptions.

- First among them is that it identifies the service areas of the water utilities according to the census tracts where they are located. Bureau of the Census information is collected at the level of census tracts, which are not always contiguous with the boundaries of the utilities themselves.\(^9\)

- The statistics are based on counts of households.\(^{10}\) Households may or may not be directly connected, or even connectable to utility water service.

- In addition, the programs have different income eligibility cut-offs based on number of persons in the households, but household size is not accounted for in this analysis due to limitations in the data provided by the Bureau of the Census.

- The study has had to simplify the view of the low-income programs, for they are complex, and stating a dollar value can be a matter of some judgment.\(^{11}\) For example, the San Jose Water Company provides a percentage discount on the entire bill. In that kind of a program, the dollar value of the benefit varies with usage. Moreover, some of the programs have variations within utility regions. For example, The Los Angeles Region of the California-American Water Company comprises three districts with slightly varying features of the low-income program.

The following table presents summary information regarding all of the Class-A utilities. Specific information regarding the individual utilities, including the calculations that underlie the information, is presented in the Appendix, Tables 1-17.

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\(^9\) A census tract is a small, relatively permanent statistical subdivision of a county delineated by a local committee of census data users for the purpose of presenting data. Census tract boundaries normally follow visible features, but may follow governmental unit boundaries and other non-visible features in some instances; they always nest within counties. Designed to be relatively homogeneous units with respect to population characteristics, economic status, and living conditions at the time of establishment, census tracts average about 4,000 inhabitants. They may be split by any sub-county geographic entity. Source: US Bureau of the Census Glossary.

\(^{10}\) A household includes all the people who occupy a housing unit as their usual place of residence. A housing unit is a house, an apartment, a mobile home or trailer, a group of rooms, or a single room occupied as separate living quarters, or if vacant, intended for occupancy as separate living quarters. Separate living quarters are those in which the occupants live separately from any other individuals in the building and which have direct access from outside the building or through a common hall. Source: US Bureau of the Census Glossary.

\(^{11}\) Table 21 in the Appendix provides additional information about the individual programs.
<table>
<thead>
<tr>
<th>Company/Region Name</th>
<th>Number of Households</th>
<th>Estimated Median Income</th>
<th>Program Benefit or Discount</th>
<th>Eligible Hshlds Percent</th>
<th>Program Cost Per Household</th>
<th>Typical Residential Bill</th>
<th>Program Benefit Percent of Typical Bill</th>
<th>Program Cost Percent of Typical Bill</th>
<th>Bill Difference Percent of Typical Bill</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple Valley Ranchos Water Company</td>
<td>26,445</td>
<td>$49,149</td>
<td>$6.69</td>
<td>37%</td>
<td>$3.21</td>
<td>$82.83</td>
<td>8.1%</td>
<td>3.9%</td>
<td>12.0%</td>
</tr>
<tr>
<td>California Water Service Company</td>
<td>957,621</td>
<td>$65,484</td>
<td>$12.00</td>
<td>28%</td>
<td>$4.51</td>
<td>$47.56</td>
<td>25.2%</td>
<td>9.5%</td>
<td>34.7%</td>
</tr>
<tr>
<td>CalAm Water Company, Los Angeles Region</td>
<td>97,809</td>
<td>$65,137</td>
<td>$10.87</td>
<td>27%</td>
<td>$3.97</td>
<td>$50.00</td>
<td>21.7%</td>
<td>7.9%</td>
<td>29.7%</td>
</tr>
<tr>
<td>CalAm Water Company, Larkfield Region</td>
<td>12,571</td>
<td>$82,176</td>
<td>$19.00</td>
<td>22%</td>
<td>$5.43</td>
<td>$73.84</td>
<td>25.7%</td>
<td>7.4%</td>
<td>33.1%</td>
</tr>
<tr>
<td>CalAm Water Company, Monterey Region</td>
<td>35,221</td>
<td>$67,371</td>
<td>$15.00</td>
<td>24%</td>
<td>$4.66</td>
<td>$33.91</td>
<td>44.2%</td>
<td>13.7%</td>
<td>58.0%</td>
</tr>
<tr>
<td>CalAm Water Company, Sacramento Region</td>
<td>114,299</td>
<td>$56,038</td>
<td>$10.00</td>
<td>30%</td>
<td>$4.25</td>
<td>$50.23</td>
<td>19.9%</td>
<td>8.5%</td>
<td>28.4%</td>
</tr>
<tr>
<td>CalAm Water Company, San Diego Region</td>
<td>48,918</td>
<td>$51,723</td>
<td>$7.00</td>
<td>33%</td>
<td>$3.48</td>
<td>$42.00</td>
<td>16.7%</td>
<td>8.3%</td>
<td>25.0%</td>
</tr>
<tr>
<td>CalAm Water Company, Ventura Region</td>
<td>88,235</td>
<td>$63,050</td>
<td>$14.00</td>
<td>27%</td>
<td>$5.12</td>
<td>$79.95</td>
<td>17.5%</td>
<td>6.4%</td>
<td>23.9%</td>
</tr>
<tr>
<td>Golden State Water Company, Region 1</td>
<td>89,792</td>
<td>$66,313</td>
<td>$12.00</td>
<td>26%</td>
<td>$4.16</td>
<td>$54.77</td>
<td>21.9%</td>
<td>7.6%</td>
<td>29.5%</td>
</tr>
<tr>
<td>Golden State Water Company, Region 2</td>
<td>192,269</td>
<td>$47,935</td>
<td>$12.00</td>
<td>37%</td>
<td>$7.06</td>
<td>$51.34</td>
<td>23.4%</td>
<td>13.7%</td>
<td>37.1%</td>
</tr>
<tr>
<td>Golden State Water Company, Region 3</td>
<td>182,462</td>
<td>$68,811</td>
<td>$12.00</td>
<td>25%</td>
<td>$4.00</td>
<td>$57.57</td>
<td>20.8%</td>
<td>6.9%</td>
<td>27.8%</td>
</tr>
<tr>
<td>Great Oaks Water Company</td>
<td>29,509</td>
<td>$90,253</td>
<td>$8.39</td>
<td>15%</td>
<td>$1.25</td>
<td>$89.24</td>
<td>9.4%</td>
<td>1.4%</td>
<td>10.8%</td>
</tr>
<tr>
<td>Park Water Company</td>
<td>56,162</td>
<td>$55,025</td>
<td>$5.50</td>
<td>30%</td>
<td>$1.78</td>
<td>$112.85</td>
<td>4.9%</td>
<td>1.6%</td>
<td>6.5%</td>
</tr>
<tr>
<td>San Gabriel Valley Water Company</td>
<td>514,079</td>
<td>$58,901</td>
<td>$5.00</td>
<td>29%</td>
<td>$2.01</td>
<td>$79.25</td>
<td>6.3%</td>
<td>2.5%</td>
<td>8.8%</td>
</tr>
<tr>
<td>San Jose Water Company</td>
<td>326,714</td>
<td>$80,243</td>
<td>$6.90</td>
<td>21%</td>
<td>$1.33</td>
<td>$61.04</td>
<td>11.3%</td>
<td>2.2%</td>
<td>13.5%</td>
</tr>
<tr>
<td>Suburban Water Company</td>
<td>191,360</td>
<td>$69,548</td>
<td>$6.90</td>
<td>23%</td>
<td>$1.90</td>
<td>$61.33</td>
<td>10.6%</td>
<td>3.1%</td>
<td>13.7%</td>
</tr>
<tr>
<td>Valencia Water Company</td>
<td>39,574</td>
<td>$97,620</td>
<td>$5.33</td>
<td>15%</td>
<td>$0.93</td>
<td>$42.60</td>
<td>12.5%</td>
<td>2.2%</td>
<td>14.7%</td>
</tr>
<tr>
<td>Minimum Value</td>
<td>12,571</td>
<td>$47,935</td>
<td>$5.00</td>
<td>15%</td>
<td>$0.93</td>
<td>$33.91</td>
<td>4.9%</td>
<td>1.4%</td>
<td>6.5%</td>
</tr>
<tr>
<td>Median</td>
<td>89,792</td>
<td>$65,484</td>
<td>$10.00</td>
<td>27%</td>
<td>$3.97</td>
<td>$57.57</td>
<td>17.5%</td>
<td>6.9%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Average</td>
<td>176,649</td>
<td>$66,752</td>
<td>$9.92</td>
<td>26%</td>
<td>$3.47</td>
<td>$62.96</td>
<td>17.7%</td>
<td>6.3%</td>
<td>23.9%</td>
</tr>
<tr>
<td>Maximum Value</td>
<td>957,621</td>
<td>$97,620</td>
<td>$19.00</td>
<td>37%</td>
<td>$7.06</td>
<td>$112.85</td>
<td>44.2%</td>
<td>13.7%</td>
<td>58.0%</td>
</tr>
</tbody>
</table>
B. Differences Among California Water Utilities

California has about 12.4 million households, according to the US Bureau of the Census. The Class-A California water utilities provide service in the areas where approximately 3.0 million of those households are located. Note that all of the data shown in the charts and tables below can be found in the Technical Appendix that follows.

The chart below illustrates the differences in size among the Class-A utilities.

Two of California’s Class-A water utilities have low-income programs that are split out into regions. The California-American Water Company, which in total serves an area comprising about 400,000 households, is divided into six regions, each with at least one low-income program. For purposes of this analysis, each region is considered to have one program with one total budget for the region. Dollars expended within each region are collected within that region only and not moved between regions. Similarly, Golden State Water Company, which serves an area that comprises about 460,000 households in total, has three regions, each with a separate
program. Again, there are sub-differences within at least one of the GSWC regions. But for the purpose of this analysis, each region is considered to have one program. California Water Service Company, by far the largest of the Class-A utilities, has several individual programs with different characteristics. However the programs are aggregated for the purpose of maintaining a single budget throughout the service areas. Therefore, in this analysis of the costs, it is considered to be one company with one program. The remaining eight Class-A utilities have single districts with one program in each. Together, a total of 17 programs are reviewed here.

It should be noted that the number of households associated with these service areas is not the same as the number of customers or the number of connections. Many households are located in buildings with multiple units and only one connection. It may be possible that a few households are not connected to water service at all. Moreover, this analysis of households is built up from census tract information. The utilities provided information on all of the census tracts where they serve. It is likely that the census tracts do not exactly overlap the service areas of the utilities, and therefore, the household count includes areas that are outside the service territories. For example, Apple Valley Ranchos Water Company reports 17,467 residential connections while the US Bureau of the Census reports 26,445 households in the census tracts that the Company reports to include its service area. The Census count is more than 50-percent higher than the service connection count. Does that mean that fully one-third of the households are located in multi-unit buildings? Or does it mean that one-third of the census-tract area is outside of the Company’s actual service area? Probably, a little bit of each of these factors is involved in producing this wide disparity in counts. The same wide disparity may be present in the numbers for all of the utility service area household counts.

This preliminary analysis relies on census data that do not provide a distribution of income according to household size. It is possible to get counts of the numbers of people in households or the income categories of households. But it is not possible to get income categories for households of specific sizes. Therefore, even though the CPUC low-income program has specific eligibility income levels for specific household sizes, for the purpose of this analysis we are unable to differentiate households by size. Therefore the study depends on a simplifying

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The result of this simplifying assumption is to introduce two potential errors which, it is to be hoped, offset each other. First, non-eligible one-person households and two-person households with incomes below $35,000 will be counted as eligible. And second, larger households consisting of three or more persons with incomes above $35,000 may be eligible but are not counted in this analysis. There is no way to know with precision which of these errors is larger, and therefore, no way to know whether the $35,000 standard adopted in this analysis understates or overstates the number of eligible households. Further work in this area may clarify the results.

In California overall, about 29-percent of households have incomes of $35,000 or less and therefore would be eligible for low-income rates under this simplifying assumption. Within each of the service areas is a mix of the well off and the not so well off. The numbers for the individual utilities are different depending on the demographics of the specific service areas. This chart shows the differences among the utilities.

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13 CPUC, April 1, 2013, Notice to Investor-Owned and Small Multi-Jurisdictional Utilities Providing Service Under CARE, FERA, and ESA Programs.
Two service areas, Great Oaks Water Company and Valencia Water Company, serve in areas with only about 15-percent of customers eligible for low-income rates. Two others, Apple Valley Ranchos Water Company and Region 2 of Golden State Water Company, serve in areas where approximately 37-percent of the households would qualify. The remaining service areas fall in between these extremes.
The Low-Income Programs and their Impact on Typical Bills

The low-income programs have come about through individual utility general rate proceedings, and they are not alike in the particulars. The primary concern of this analysis is to place a dollar value on the program benefit and not to analyze the programs overall. In the process, some simplifying assumptions have been made, for in several cases there are multiple programs (and multiple benefit totals) within a company’s overall service area or within a region. Moreover, not all programs provide a specific dollar benefit, but may vary with the amount of water consumed.  

The value of a program may be calculated in absolute dollars or illustrated as a percentage of a typical bill. Both views are seen here.

14 Table 21 in the Appendix is a compilation of information about the individual programs of the Class-A water utilities.
Clearly, the highest benefit in terms of dollars off the bill is the $19.00 benefit in the Larkfield Region of California-American Water Company’s service area. Three service areas, by contrast, provide a benefit that is less than $6.00. The median value among the 17 areas studied is $10.00.

Then, it may be advantageous to see the program benefit not as an absolute number, but instead as a percentage of a typical bill, as shown below.

The values range from a low of about 5-percent of a typical bill at Park Water Company to a high of about 44-percent of a typical bill at the Monterey Region of the California-American Water Company. The median value is 17.5-percent of the bill. The Larkfield Region still stands out. But except for Larkfield, it appears that there are generally two levels of support: one group seems to vary between 18-percent and 25-percent; and the other group seems to hover between five-percent and about 12-percent.

The costs of providing those special rates must be absorbed by the remaining customers. The non-eligible customers (whose incomes are above the threshold) and other remaining customers,
such as commercial and industrial customers, to the extent that those customers are required to help support the program. Therefore, the calculation of the cost per supporting customer is, to a large extent, driven by the two factors: the percentage of customers that are eligible; and (b) the benefit per eligible customer. As in the case of the benefits, it is useful to see both the costs per customer as an absolute number and as a percentage of a typical bill.

Below is a graph representing the program cost per supporting household per bill in terms of Dollar amounts per bill.

Clearly outstanding is Region 2 of the Golden State Water Company, with a cost of about $7.00 to supporting households under this full participation hypothesis. In contrast to that large number, there seem to be two broad groups: the “less than $2.00” group and the “$3.00 to $5.00” group.
A review the numbers as a percentage of a typical bill changes their relationship. Region 2 of Golden State Water Company still shows up as a high percentage, but now it is joined by the service area of the Monterey Region of the California-American Water Company.

Two service areas stand out: The Monterey Region of the California-American Water Company, and Region 2 of Golden State Water Company. In those service areas the percentage of the bill dedicated to supporting the low-income program would be the highest, nearly 14-percent. By contrast, in seven service areas the cost would be less than four-percent of a typical bill. The remainder of the service areas would remain between those two extremes.
Analysis of the Results

Each Class-A water utility serves a diverse population that includes some who have relatively low incomes and others with higher incomes. This report shows, through the presentation of objective information from the United States Bureau of the Census, a break-down of the income levels of households in 17 specific areas: the service areas of eight of the 10 Class-A utilities; and regional areas within the service areas of the other two Class-A utilities.

Another way of reviewing the programs is to plot the percentage of eligible households against the program cost per supporting household, as shown below.

This plot shows a positive relationship between eligible households and program cost. It is natural to expect that as more households are eligible for benefits, there would be a higher cost to the supporting households, but the uneven slope of the line suggests that something more is going on in this graph. Probably there is an additional effect associated with the particular costs of the programs with the high points associated with larger benefits.
Finally, it is possible to view the program benefits as a percent of a typical bill plotted against the program costs of a typical bill.

In this chart, both series are in the form of percentages. The columns are sorted according to the program benefits as a percentage of the typical bill. The costs, also expressed as a percentage of that same bill also rise with the benefits. But the relationship is not smooth. Clearly there are differences among the programs and among the regions such that certain points are prominent. The most interesting column is on the far right, where we see that the benefits in the Monterey Region of California-American Water Company’s service territory are a very high percentage of the typical bill.

**Conclusion**

This analysis conducted for this paper provides an initial and preliminary calculation of what the costs of the Class-A water utilities’ low-income programs could be if ALL income-eligible
households were to receive the low-income benefits. There is a great diversity among the water utilities in the results of the study. In dollar terms, the program costs range from less than one dollar to more than seven dollars. And they range from about 1.4-percent of a typical residential bill (Great Oaks Water Company) to more than 13-percent of a typical bill (Monterey Region of the California-American Water Company and Region 2 of the Golden State Water Company). The median percentage was found to be 6.9-percent. The utility service areas are very different from each other in terms of income demographics, of low-income eligibility, of program design, and of the costs of supporting the programs.
Appendix

Tables 1-17 present the demographic information and calculations for each of the Class-A water utilities and the major regions within them. Table 1, which presents the information for Apple Valley Ranchos Water Company, is accompanied by a graph that presents the income distribution, the calculated median income, and the percentage of the households that would be eligible under a simple $35,000 annual income eligibility limit.

Table 18 presents a summary compilation of the major results for the 17 service areas.

Table 19 presents a similar calculation for California as a whole as though it were a single water utility district.

Table 20 presents a similar calculation for the United States as a whole as though it were a single water utility district.

Table 21 is a list of the individual low-income programs of the Class-A water utilities with extensive information about the specific formulae and benefits and references to the proceedings and decisions from which they come.
## Table 1

### Demographic Information about Service Territory and Low-Income Program Calculations

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Calculated Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>1,920</td>
<td>7.3%</td>
<td>6.69$</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>1,783</td>
<td>6.7%</td>
<td></td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>1,591</td>
<td>6.0%</td>
<td></td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>1,750</td>
<td>6.6%</td>
<td></td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>1,466</td>
<td>5.5%</td>
<td></td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>1,292</td>
<td>4.9%</td>
<td></td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>1,425</td>
<td>5.4%</td>
<td></td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>1,042</td>
<td>3.9%</td>
<td></td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>1,149</td>
<td>4.3%</td>
<td></td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>2,222</td>
<td>8.4%</td>
<td></td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>2,148</td>
<td>8.1%</td>
<td></td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>3,402</td>
<td>12.9%</td>
<td></td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>2,148</td>
<td>8.1%</td>
<td></td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>1,233</td>
<td>4.7%</td>
<td></td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>1,325</td>
<td>5.0%</td>
<td></td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>549</td>
<td>2.1%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Total Households</td>
<td>26,445</td>
<td>100.0%</td>
<td>$49,149</td>
</tr>
</tbody>
</table>

---

### Sources:

Demographic information is from the United States Census Bureau's ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies. Low-income program information is from California Public Utilities Commission decisions and administrative documents.

### Notes:

1. Program established in Decision D.05-12-020 and continued in D.12-09-004.
2. This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3. Based on surcharge collected only from residential customers (except eligible program recipients).
4. Based on surcharge collected from all commercial customers (except eligible program recipients).
5. Reported in Decision D.12-09-004.

---

*SST August 6, 2013*
<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Calculated In Income Category</th>
<th>Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>46,812</td>
<td>4.9%</td>
<td>4.9%</td>
<td>$12.00</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>46,653</td>
<td>4.9%</td>
<td>9.8%</td>
<td>Program benefit or discount per billing period per eligible household1</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>43,236</td>
<td>4.5%</td>
<td>14.3%</td>
<td>$124,707</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>43,565</td>
<td>4.6%</td>
<td>18.9%</td>
<td>Eligible Households if the limit were $35,000 for all households</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>40,678</td>
<td>4.2%</td>
<td>23.5%</td>
<td>$264,707</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>39,157</td>
<td>3.6%</td>
<td>27.6%</td>
<td>Eligible Households (Total less the Eligible Households)</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>38,415</td>
<td>4.0%</td>
<td>31.7%</td>
<td>$692,914</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>34,126</td>
<td>3.6%</td>
<td>37.5%</td>
<td>$264,707</td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>32,415</td>
<td>3.6%</td>
<td>39.3%</td>
<td>$342,279</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>70,415</td>
<td>7.4%</td>
<td>46.7%</td>
<td>$224,639</td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>87,495</td>
<td>9.1%</td>
<td>55.8%</td>
<td>Program benefit as a percent</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>114,522</td>
<td>12.0%</td>
<td>67.8%</td>
<td>Program Cost per billing period per Supporting Residential Households3</td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>86,598</td>
<td>9.0%</td>
<td>76.8%</td>
<td>$16.51</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>58,384</td>
<td>6.1%</td>
<td>82.9%</td>
<td>Bill Difference: supporting Household Cost plus Eligible Household Benefit</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>71,131</td>
<td>7.4%</td>
<td>90.3%</td>
<td>$47.56</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>92,671</td>
<td>9.7%</td>
<td>100.0%</td>
<td>Typical Residential Bill6</td>
</tr>
<tr>
<td>Total Households</td>
<td>957,621</td>
<td>100.0%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Sources:
- Demographic information is from the United States Census Bureau's ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies.
- Low-Income program information is from California Public Utilities Commission decisions and administrative documents.

Notes:
1 Authorized in Application A.09-07-001, Decision D.10-12-017. Note that this company has multiple districts with variations on the program.
2 This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3 Based on surcharge collected only from residential customers (except eligible program recipients).
4 Based on Annual Report, Schedule D-4
5 Adjusting for surcharge revenues collected from all customers, including commercial and industrial customers (except eligible program recipients).
6 Application A.12-07-007, filed July 5, 2012, Attachment D.
7 Application A.12-07-007, filed July 5, 2012, Attachment D.

SST August 7, 2013
### Table 3

#### Demographic Information about Service Territory and Low-Income Program Calculations

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Calculated Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>462</td>
<td>3.7%</td>
<td>$19.00</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>439</td>
<td>3.5%</td>
<td>$19.00</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>702</td>
<td>5.6%</td>
<td>$12.8%</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>348</td>
<td>2.8%</td>
<td>$15.5%</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>351</td>
<td>2.8%</td>
<td>$18.3%</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>492</td>
<td>3.9%</td>
<td>$22.2%</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>490</td>
<td>3.9%</td>
<td>$26.1%</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>551</td>
<td>4.4%</td>
<td>$30.5%</td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>474</td>
<td>3.8%</td>
<td>$34.3%</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>673</td>
<td>5.4%</td>
<td>$39.6%</td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>796</td>
<td>6.3%</td>
<td>$46.0%</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>1,768</td>
<td>14.1%</td>
<td>$60.0%</td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>1,410</td>
<td>11.2%</td>
<td>$71.2%</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>1,068</td>
<td>8.5%</td>
<td>$79.7%</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>1,236</td>
<td>9.8%</td>
<td>$89.6%</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>1,311</td>
<td>10.4%</td>
<td>$100.0%</td>
</tr>
<tr>
<td>Total Households</td>
<td>12,571</td>
<td>100.0%</td>
<td></td>
</tr>
</tbody>
</table>

**Sources:**
Demographic information is from the United States Census Bureau's ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies.
Low-Income program information is from California Public Utilities Commission decisions and administrative documents.

**Notes:**
2. This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3. Based on the hypothesis of collecting the surcharges only from other (not eligible) residential customers.
4. CalAm's surcharges are necessarily volume based, and not based on customer counts. This value is a placeholder.
5. Based on the hypothesis of collecting surcharges from all customers, including commercial and industrial customers, except the eligible residential customers.
6. Application A.13-07-002, Exhibit C
7. Application A.13-07-002, Exhibit C

SST August 7, 2013
<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Calculated Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>5,362</td>
<td>5.5%</td>
<td>$10.87</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>4,439</td>
<td>4.5%</td>
<td>97,809 Total Households if ALL households were served directly</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>4,049</td>
<td>4.1%</td>
<td>26,161 Eligible Households if the limit is $35,000</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>3,912</td>
<td>4.0%</td>
<td>71,648 Supporting Households (Total less the Eligible Hshlds)</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>4,319</td>
<td>4.4%</td>
<td>27% Eligible Households Percent of Total Households</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>4,080</td>
<td>4.2%</td>
<td>$284,415 Total program cost at 100% penetration</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>4,080</td>
<td>3.8%</td>
<td>$3.97 Program Cost per billing period per Supporting Residential Household</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>4,529</td>
<td>3.8%</td>
<td>$3.97 Program Cost per Supporting Household after Commercial adjustment</td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>3,726</td>
<td>3.8%</td>
<td>$14.84 Bill Difference: supporting Household Cost plus Eligible Household Benefit</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>7,271</td>
<td>7.4%</td>
<td>$50.00 Typical Residential Bill</td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>10,285</td>
<td>10.5%</td>
<td>21.7% Program Benefit as a Percent</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>12,264</td>
<td>12.5%</td>
<td>7.9% Program Cost per Supporting Household as a percent</td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>9,488</td>
<td>9.7%</td>
<td>29.7% Bill Difference as a percent</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>5,888</td>
<td>6.0%</td>
<td>$5.50 Most recent Requested Increase</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>7,298</td>
<td>7.5%</td>
<td>197.7% Program Benefit as a percent</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>7,204</td>
<td>7.4%</td>
<td>72.2% Program Cost per Supporting Household as a percent</td>
</tr>
<tr>
<td>Total Households</td>
<td>97,809</td>
<td>100.0%</td>
<td>269.8% Bill Difference as a percent</td>
</tr>
</tbody>
</table>

Notes:
1. The Los Angeles Region contains the Baldwin Hills Area ($9.50 low-income benefit), the Duarte Area ($9.50 benefit) and the San Marino Area ($12.00 benefit). Average value, weighted by number of households, is $10.87. Authorized in Application A.10-07-007, Decision D.13-04-019.
2. This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3. Based on the hypothesis of collecting the surcharges only from other (not eligible) residential customers.
4. CalAm’s surcharges are necessarily volume based, and not based on customer counts. This value is a placeholder.
5. Based on the hypothesis of collecting surcharges from all customers, including commercial and industrial customers, except the eligible residential customers.
7. Application A13-07-002, Exhibit C, July 1, 2013. Note that this requested increase is for the Southern California area, not just for the Los Angeles region.

SST August 7, 2013
## Table 5

### Demographic Information about Service Territory and Low-Income Program Calculations

**CalAm Water Company, Monterey Region**

#### Calculations based on

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Calculated Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>1,534</td>
<td>4.4%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>1,171</td>
<td>3.3%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>1,378</td>
<td>4.4%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>1,137</td>
<td>3.3%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>1,171</td>
<td>3.3%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>1,137</td>
<td>3.3%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>1,347</td>
<td>3.3%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>1,580</td>
<td>3.3%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>1,382</td>
<td>3.3%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>3,020</td>
<td>8.6%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>3,020</td>
<td>8.6%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>3,020</td>
<td>8.6%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>3,020</td>
<td>8.6%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>3,020</td>
<td>8.6%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>3,020</td>
<td>8.6%</td>
<td>$15.00</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>3,020</td>
<td>8.6%</td>
<td>$15.00</td>
</tr>
<tr>
<td>Total Households</td>
<td>35,221</td>
<td>100.0%</td>
<td>$15.00</td>
</tr>
</tbody>
</table>

Sources:
- Demographic information is from the United States Census Bureau's ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies.
- Low-Income program information is from California Public Utilities Commission decisions and administrative documents.

Notes:
1. The CalAm Monterey Region contains several individual districts with individual dollar values ranging from $10 to $25.50 with a common treasury across the region. $15 is a reasonable average. Authorized in Application A.10-07-007, Decision D.13-04-019.
2. This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3. Based on the hypothesis of collecting the surcharges only from other (not eligible) residential customers.
4. CalAm's surcharges are necessarily volume based, and not based on customer counts. This value is a placeholder.
5. Based on the hypothesis of collecting surcharges from all customers, including commercial and industrial customers, except the eligible residential customers.

SST August 7, 2013
### Table 6

**CalAm Water Company, Sacramento Region**

**Demographic Information about Service Territory and Low-Income Program Calculations**

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Calculated Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>5,527</td>
<td>4.8%</td>
<td>$10.00 Program benefit or discount per billing period per eligible household¹</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>5,956</td>
<td>5.2%</td>
<td>114,299 Total Households if ALL households were served directly</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>4,841</td>
<td>4.2%</td>
<td>34,081 Eligible Households if the limit were $35,000 for all households</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>6,126</td>
<td>5.4%</td>
<td>80,218 Supporting Households (Total less the Eligible Households)</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>5,564</td>
<td>4.9%</td>
<td>29.8% Eligible Households as a Percent of All Households</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>6,067</td>
<td>5.3%</td>
<td>$340,810 Total program cost at 100% penetration²</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>6,458</td>
<td>5.7%</td>
<td>$4.25 Program Cost per billing period per Supporting Residential Household³</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>5,483</td>
<td>4.8%</td>
<td>$4.45 Program Cost per Supporting Household after Commercial adjustment⁴</td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>5,158</td>
<td>4.5%</td>
<td>$14.25 Bill Difference: supporting Household Cost plus Eligible Household Benefit</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>9,886</td>
<td>8.6%</td>
<td>$50.23 Typical Residential Bill⁶</td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>14,178</td>
<td>12.4%</td>
<td>$53.4% Program Benefit as a Percent</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>17,191</td>
<td>15.0%</td>
<td>$65.8% Program Cost per Supporting Household as a percent</td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>10,327</td>
<td>9.0%</td>
<td>$80.9% Bill Difference as a percent</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>5,217</td>
<td>4.6%</td>
<td>$94.5% Bill Difference as a percent</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>3,876</td>
<td>3.4%</td>
<td>$97.9% Bill Difference as a percent</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>2,444</td>
<td>2.1%</td>
<td>$100.0% Bill Difference as a percent</td>
</tr>
<tr>
<td>Total Households</td>
<td>114,299</td>
<td>100.0%</td>
<td>$5.19 Most recent Requested Increase⁷</td>
</tr>
</tbody>
</table>

**Notes:**

2. This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3. Based on the hypothesis of collecting the surcharges only from other (not eligible) residential customers.
4. CalAm’s surcharges are necessarily volume based, and not based on customer counts. This value is a placeholder.
5. Based on the hypothesis of collecting surcharges from all customers, including commercial and industrial customers, except the eligible residential customers.

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**Sources:**

Demographic information is from the United States Census Bureau’s ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies.

Low-Income program information is from California Public Utilities Commission decisions and administrative documents.
### Table 7

**CalAm Water Company, San Diego Region**

**Demographic Information about Service Territory and Low-Income Program Calculations**

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Calculated Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>2,774</td>
<td>5.7%</td>
<td>$7.00</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>2,641</td>
<td>5.4%</td>
<td>$11.1%</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>2,428</td>
<td>5.0%</td>
<td>$16.0%</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>2,689</td>
<td>5.5%</td>
<td>$21.5%</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>3,124</td>
<td>6.4%</td>
<td>$27.9%</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>2,594</td>
<td>5.3%</td>
<td>$33.2%</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>2,407</td>
<td>4.9%</td>
<td>$38.1%</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>2,512</td>
<td>5.1%</td>
<td>$43.3%</td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>2,561</td>
<td>5.2%</td>
<td>$48.5%</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>4,230</td>
<td>8.6%</td>
<td>$51.723</td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>5,240</td>
<td>10.7%</td>
<td>$67.9%</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>6,549</td>
<td>13.4%</td>
<td>$81.3%</td>
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<tr>
<td>$100,000 to $124,999</td>
<td>3,702</td>
<td>7.6%</td>
<td>$88.8%</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>1,968</td>
<td>4.0%</td>
<td>$92.8%</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>2,060</td>
<td>4.2%</td>
<td>$97.1%</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>1,439</td>
<td>2.9%</td>
<td>$100.0%</td>
</tr>
<tr>
<td>Total Households</td>
<td>48,918</td>
<td>100.0%</td>
<td></td>
</tr>
</tbody>
</table>

**Calculations based on**

<table>
<thead>
<tr>
<th>Census Information Plus CPUC Applications, Decisions, and other Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>$7.00 Program benefit or discount per billing period per eligible household$</td>
</tr>
<tr>
<td>48,918 Total Households if ALL households were served directly</td>
</tr>
<tr>
<td>16,250 Eligible Households if the limit were $35,000 for all households</td>
</tr>
<tr>
<td>32,668 Supporting Households (Total less the Eligible Households)</td>
</tr>
<tr>
<td>33.2% Eligible Households as a Percent of All Households</td>
</tr>
<tr>
<td>$113,750 Total program cost at 100% penetration$</td>
</tr>
<tr>
<td>$3.48 Program Cost per billing period per Supporting Residential Household$</td>
</tr>
<tr>
<td>100.0% Portion of commercial water use by Residential customers$</td>
</tr>
<tr>
<td>$3.48 Program Cost per Supporting Household after Commercial adjustment$</td>
</tr>
<tr>
<td>$10.48 Bill Difference: supporting Household Cost plus Eligible Household Benefit</td>
</tr>
<tr>
<td>$42.00 Typical Residential Bill$</td>
</tr>
<tr>
<td>16.7% Program Benefit as a Percent</td>
</tr>
<tr>
<td>8.3% Program Cost per Supporting Household as a percent</td>
</tr>
<tr>
<td>25.0% Bill Difference as a percent</td>
</tr>
<tr>
<td>$5.50 Most recent Requested Increase$</td>
</tr>
<tr>
<td>127.3% Program Benefit as a percent</td>
</tr>
<tr>
<td>63.3% Program Cost per Supporting Household as a percent</td>
</tr>
<tr>
<td>190.6% Bill Difference as a percent</td>
</tr>
</tbody>
</table>

**Sources:**
Demographic information is from the United States Census Bureau's ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies. Low-Income program information is from California Public Utilities Commission decisions and administrative documents.

**Notes:**
2. This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3. Based on the hypothesis of collecting the surcharges only from other (not eligible) residential customers.
4. CalAm’s surcharges are necessarily volume based, and not based on customer counts. This value is a placeholder.
5. Based on the hypothesis of collecting surcharges from all customers, including commercial and industrial customers, except the eligible residential customers.

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<table>
<thead>
<tr>
<th>Income Category</th>
<th>Calculated Median Income</th>
<th>In Income Category</th>
<th>Cumulative</th>
<th>Percent of Households</th>
<th>Cumulative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>$14.00</td>
<td>3,500</td>
<td>3,500</td>
<td>4.0%</td>
<td>4.0%</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>88,235</td>
<td>4,001</td>
<td>7,501</td>
<td>4.5%</td>
<td>8.5%</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>23,625</td>
<td>4,284</td>
<td>11,785</td>
<td>4.9%</td>
<td>13.4%</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>54,610</td>
<td>3,993</td>
<td>15,778</td>
<td>4.5%</td>
<td>17.9%</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>64,610</td>
<td>4,256</td>
<td>20,034</td>
<td>4.8%</td>
<td>22.7%</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>88,235</td>
<td>3,591</td>
<td>23,625</td>
<td>4.1%</td>
<td>26.8%</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>3,761</td>
<td>3,761</td>
<td>27,386</td>
<td>4.3%</td>
<td>31.0%</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>3,591</td>
<td>3,738</td>
<td>31,124</td>
<td>4.2%</td>
<td>35.3%</td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>3,375</td>
<td>3,375</td>
<td>34,499</td>
<td>3.8%</td>
<td>39.1%</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>3,738</td>
<td>7,761</td>
<td>42,260</td>
<td>8.8%</td>
<td>47.9%</td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>3,499</td>
<td>9,134</td>
<td>51,394</td>
<td>10.4%</td>
<td>58.2%</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>3,375</td>
<td>12,395</td>
<td>63,789</td>
<td>14.0%</td>
<td>72.3%</td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>3,591</td>
<td>9,429</td>
<td>73,218</td>
<td>10.7%</td>
<td>83.0%</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>5,613</td>
<td>5,613</td>
<td>84,831</td>
<td>6.4%</td>
<td>89.3%</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>5,265</td>
<td>5,265</td>
<td>84,096</td>
<td>6.0%</td>
<td>95.3%</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>4,139</td>
<td>13,304</td>
<td>88,235</td>
<td>4.7%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Sources:
Demographic information is from the United States Census Bureau's ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies.

Low-income program information is from California Public Utilities Commission decisions and administrative documents.

Notes:
1 Authorized in Application A.10-07-007, Decision D.13-04-019.
2 This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3 Based on the hypothesis of collecting the surcharges only from other (not eligible) residential customers.
4 CalAm's surcharges are necessarily volume based, and not based on customer counts. This value is a placeholder.
5 Based on the hypothesis of collecting surcharges from all customers, including commercial and industrial customers, except the eligible residential customers.
6 Application A.10-07-007.
7 Application A.10-07-007.

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### Table 9

#### Demographic Information from Service Territory and Low-Income Program Calculations

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Calculated Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>3,795</td>
<td>4.2%</td>
<td>$12.00</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>7,208</td>
<td>8.0%</td>
<td>Total program benefit or discount per billing period per eligible household 1</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>4,121</td>
<td>5.6%</td>
<td>11.6%</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>14,557</td>
<td>16.2%</td>
<td>89,792 Total Households if ALL households were served directly</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>18,494</td>
<td>20.6%</td>
<td>66,661 Supporting Residential Households (Total less the Eligible Households)</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>23,131</td>
<td>25.8%</td>
<td>231,31 Supporting Residential Households</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>27,086</td>
<td>30.2%</td>
<td>66,313 100.0% Residential Customers as a portion of total 4</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>31,002</td>
<td>34.5%</td>
<td>54.77 Typical Residential Bill 6</td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>34,418</td>
<td>38.3%</td>
<td>9.82 Most recent Requested Increase 7</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>40,898</td>
<td>45.5%</td>
<td>122.2% Program Benefit as a percent</td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>50,397</td>
<td>56.1%</td>
<td>164.6% Bill Difference as a percent</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>61,877</td>
<td>68.9%</td>
<td>42.4% Program Cost per Supporting Household as a percent</td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>71,845</td>
<td>80%</td>
<td>7.6% Program Cost per Supporting Household as a percent</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>78,445</td>
<td>87.4%</td>
<td>29.5% Bill Difference as a percent</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>85,156</td>
<td>94.8%</td>
<td></td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>89,792</td>
<td>100.0%</td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**
1 Authorized in Application A.08-07-010, Decisions D.10-11-035 and D.11-07-057.
2 This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3 Based on surcharge collected only from residential customers (except eligible program recipients).
4 This is a placeholder designed to capture the effect of spreading costs of the low-income program to other customers besides residential customers.
5 Adjusting for surcharge revenues collected from all customers, including commercial and industrial customers (except eligible program recipients).
6 Application A.11-07-017, customer notices.
7 Application A.11-07-017, customer notices.
### Table 10

**Golden State Water Company, Region 2**

Demographic Information about Service Territory and Low-Income Program Calculations

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Calculated Median Income</th>
<th>Cumulative Income Category</th>
<th>Cumulative Median Income</th>
<th>Cumulative Percent of Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>13,215</td>
<td>6.9%</td>
<td>6.9%</td>
<td>13,215</td>
<td>13,215</td>
<td>6.9%</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>12,193</td>
<td>6.3%</td>
<td>13.2%</td>
<td>25,408</td>
<td>38,621</td>
<td>13.2%</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>10,972</td>
<td>5.7%</td>
<td>18.9%</td>
<td>36,380</td>
<td>74,981</td>
<td>18.9%</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>12,074</td>
<td>6.3%</td>
<td>25.2%</td>
<td>48,454</td>
<td>122,434</td>
<td>25.2%</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>11,596</td>
<td>6.0%</td>
<td>31.2%</td>
<td>60,050</td>
<td>182,484</td>
<td>31.2%</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>11,154</td>
<td>5.8%</td>
<td>37.0%</td>
<td>71,204</td>
<td>253,688</td>
<td>37.0%</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>10,379</td>
<td>5.4%</td>
<td>42.4%</td>
<td>81,583</td>
<td>335,271</td>
<td>42.4%</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>9,581</td>
<td>5.0%</td>
<td>47.4%</td>
<td>91,164</td>
<td>426,435</td>
<td>47.4%</td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>8,468</td>
<td>4.4%</td>
<td>51.8%</td>
<td>99,632</td>
<td>526,067</td>
<td>51.8%</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>15,984</td>
<td>8.3%</td>
<td>60.1%</td>
<td>115,616</td>
<td>641,683</td>
<td>60.1%</td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>20,885</td>
<td>10.9%</td>
<td>71.0%</td>
<td>136,501</td>
<td>778,184</td>
<td>71.0%</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>23,486</td>
<td>12.2%</td>
<td>83.2%</td>
<td>159,987</td>
<td>938,171</td>
<td>83.2%</td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>13,328</td>
<td>6.9%</td>
<td>90.1%</td>
<td>173,315</td>
<td>1,111,486</td>
<td>90.1%</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>7,663</td>
<td>4.0%</td>
<td>94.1%</td>
<td>180,978</td>
<td>1,292,464</td>
<td>94.1%</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>7,010</td>
<td>3.6%</td>
<td>97.8%</td>
<td>187,988</td>
<td>1,470,452</td>
<td>97.8%</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>4,281</td>
<td>2.2%</td>
<td>100.0%</td>
<td>192,269</td>
<td>1,662,741</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Total Households</strong></td>
<td><strong>192,269</strong></td>
<td><strong>100.0%</strong></td>
<td></td>
<td></td>
<td></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

Sources:

Demographic information is from the United States Census Bureau’s ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies.
Low-Income program information is from California Public Utilities Commission decisions and administrative documents.

Notes:

2. This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3. Based on surcharge collected only from residential customers (except eligible program recipients).
4. This is a placeholder designed to capture the effect of spreading costs of the low-income program to other customers besides residential customers.
5. Adjusting for surcharge revenues collected from all customers, including commercial and industrial customers (except eligible program recipients).
6. Application A.11-07-017, customer notices.
7. Application A.11-07-017, customer notices.

SST August 7, 2013
### Table 11

#### Demographic Information about Service Territory and Low-Income Program Calculations

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Calculated Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In Income Category</td>
<td>Cumulative</td>
</tr>
<tr>
<td>Less than $10,000</td>
<td>7,343</td>
<td>7,343</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>7,599</td>
<td>14,942</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>7,717</td>
<td>22,659</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>8,431</td>
<td>31,090</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>7,651</td>
<td>38,741</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>6,853</td>
<td>45,594</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>7,422</td>
<td>53,016</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>7,380</td>
<td>60,396</td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>6,890</td>
<td>67,286</td>
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<td>154,911</td>
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<td>$200,000 or more</td>
<td>12,894</td>
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</tr>
<tr>
<td>Total Households</td>
<td>182,462</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

**Sources:**
Demographic information is from the United States Census Bureau’s ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies.
Low-Income program information is from California Public Utilities Commission decisions and administrative documents.

**Notes:**
1 Authorized in Application A.08-07-010, Decisions D.10-11-035 and D.11-07-057.
2 This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3 Based on surcharge collected only from residential customers (except eligible program recipients).
4 This is a placeholder designed to capture the effect of spreading costs of the low-income program to other customers besides residential customers.
5 Adjusting for surcharge revenues collected from all customers, including commercial and industrial customers (except eligible program recipients).
6 Application A.11-07-017, customer notices.
7 Application A.11-07-017, customer notices.

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## Great Oaks Water Company

### Demographic Information about Service Territory and Low-Income Program Calculations

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Calculated Median Income</th>
</tr>
</thead>
<tbody>
<tr>
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<td>$15,000 to $19,999</td>
<td>802</td>
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<td></td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>619</td>
<td>2.1%</td>
<td></td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>591</td>
<td>2.0%</td>
<td></td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>869</td>
<td>2.9%</td>
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</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>771</td>
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</tr>
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<td>$40,000 to $44,999</td>
<td>763</td>
<td>2.6%</td>
<td></td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>784</td>
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</tr>
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<td>$50,000 to $59,999</td>
<td>1,976</td>
<td>6.7%</td>
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</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>3,125</td>
<td>10.6%</td>
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</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>4,741</td>
<td>16.1%</td>
<td></td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>3,848</td>
<td>13.0%</td>
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<tr>
<td>$125,000 to $149,999</td>
<td>2,520</td>
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<td></td>
</tr>
<tr>
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<td>3,516</td>
<td>11.9%</td>
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<td>3,022</td>
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<td></td>
</tr>
<tr>
<td>Total Households</td>
<td>29,509</td>
<td>100.0%</td>
<td></td>
</tr>
</tbody>
</table>

- **$8.39**: Program benefit or discount per billing period per eligible household
- **29,509**: Total Households if ALL households were served directly
- **4,443**: Eligible Households if the limit were $35,000 for all households
- **25,086**: Supporting Households (Total less the Eligible Households)
- **15.1%**: Eligible Households as a Percent of All Households
- **$37,277**: Total program cost at 100% penetration
- **$1.49**: Program Cost per billing period per Supporting Residential Household
- **83.8%**: Portion of commercial water use by Residential customers
- **$1.25**: Program Cost per Supporting Household after Commercial adjustment
- **$9.64**: Bill Difference: Supporting Household Cost plus Eligible Household Benefit
- **$89.24**: Typical Residential Bill
- **$14.60**: Most recent Requested Increase

### Sources:

Demographic information is from the United States Census Bureau's ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies. Low-Income program information is from California Public Utilities Commission decisions and administrative documents.

### Notes:

1. Authorized in Application A.09-09-001, Decision D.11-02-003.
2. This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3. Based on surcharge collected only from residential customers (except eligible program recipients).
4. Based on surcharge collected from all commercial customers (except eligible program recipients).
5. A.12-07-005, July 2, 2012, Application Exhibit C. Calculated from proposed increase.
6. A.12-07-005, July 2, 2012, Application Exhibit E.

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Table 13

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Calculated Income Category</th>
<th>Cumulative Number of Households</th>
<th>Cumulative Percent of Households</th>
<th>Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>3,211</td>
<td>5.7%</td>
<td>$5.50</td>
<td>$5.7%</td>
<td>$5.50</td>
<td></td>
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<tr>
<td>$10,000 to $14,999</td>
<td>2,826</td>
<td>5.0%</td>
<td>$10.7%</td>
<td>$10.7%</td>
<td>$10.7%</td>
<td></td>
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<tr>
<td>$15,000 to $19,999</td>
<td>2,899</td>
<td>5.2%</td>
<td>$15.9%</td>
<td>$15.9%</td>
<td>$15.9%</td>
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<tr>
<td>$25,000 to $29,999</td>
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<tr>
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<td>$30.1%</td>
<td>$30.1%</td>
<td></td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>2,912</td>
<td>5.2%</td>
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<td>$35.3%</td>
<td>$35.3%</td>
<td></td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
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<tr>
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<td>2,852</td>
<td>5.1%</td>
<td>$45.4%</td>
<td>$45.4%</td>
<td>$45.4%</td>
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</tr>
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<td>$54.6%</td>
<td>$54.6%</td>
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</tr>
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<td>$66.8%</td>
<td>$66.8%</td>
<td></td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>7,919</td>
<td>14.1%</td>
<td>$80.9%</td>
<td>$80.9%</td>
<td>$80.9%</td>
<td></td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>5,266</td>
<td>9.4%</td>
<td>$90.3%</td>
<td>$90.3%</td>
<td>$90.3%</td>
<td></td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>2,941</td>
<td>5.2%</td>
<td>$95.6%</td>
<td>$95.6%</td>
<td>$95.6%</td>
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</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>1,708</td>
<td>3.0%</td>
<td>$98.6%</td>
<td>$98.6%</td>
<td>$98.6%</td>
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<tr>
<td>$200,000 or more</td>
<td>788</td>
<td>1.4%</td>
<td>$100.0%</td>
<td>$100.0%</td>
<td>$100.0%</td>
<td></td>
</tr>
<tr>
<td>Total Households</td>
<td>56,162</td>
<td>100.0%</td>
<td></td>
<td>100.0%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Sources:
Demographic information is from the United States Census Bureau's ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies.
Low-Income program information is from California Public Utilities Commission decisions and administrative documents.

Notes:
1 Authorized in D.06-10-036, Application A.06-01-004. Note: Bi-monthly billing.
2 This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3 Based on surcharge collected only from residential customers (except eligible program recipients).
4 Based on surcharge collected from all commercial customers (except eligible program recipients).
5 Application A.12-01-001, January 3, 2012, Appendix B. Note: Bi-monthly billing.
6 Application A.12-01-001, January 3, 2013, Appendix B. Note: Bi-monthly billing.

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### Table 14

#### Demographic Information about Service Territory and Low-Income Program Calculations

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Calculated Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>22,603</td>
<td>22,603</td>
<td>4.4%</td>
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</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>23,511</td>
<td>23,511</td>
<td>4.6%</td>
</tr>
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<td>$20,000 to $24,999</td>
<td>25,688</td>
<td>25,688</td>
<td>5.0%</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>25,403</td>
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<td>$30,000 to $34,999</td>
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<td>49,514</td>
<td>49,514</td>
<td>9.6%</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>28,769</td>
<td>28,769</td>
<td>5.6%</td>
</tr>
<tr>
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<td>28,271</td>
<td>28,271</td>
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<tr>
<td>$200,000 or more</td>
<td>20,408</td>
<td>20,408</td>
<td>5.5%</td>
</tr>
<tr>
<td>Total Households</td>
<td>514,079</td>
<td>514,079</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

- **Program benefit or discount per billing period per eligible household**: $5.00
- **Total Households** if ALL households were served directly: 514,079
- **Supporting Households** (Total less the Eligible Households): 366,576
- **28.7% Eligible Households as a Percent of All Households**
- **Total program cost at 100% penetration**: $737,515
- **Program Cost per billing period per Supporting Residential Household**: $2.01
- **Bill Difference: Supporting Household Cost plus Eligible Household Benefit**: $79.25
- **Most recent Requested Increase**: 1.71

#### Sources:

Demographic information is from the United States Census Bureau’s ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies.

Low-income program information is from California Public Utilities Commission decisions and administrative documents.

#### Notes:

- This analysis is Based on Zip Codes, not Census Tracts
- This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
- Based on surcharge collected only from residential customers (except eligible program recipients).
- This is a placeholder designed to capture the effect of spreading costs of the low-income program to other customers besides residential customers.
- Adjusting for surcharge revenues collected from all customers, including commercial and industrial customers (except eligible program recipients).
- Application A.12-05-002, May 1, 2012, Attachment D
- Application A.12-05-002, May 1, 2012, Attachment D

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### Table 15

**San Jose Water Company**

**Demographic Information about Service Territory and Low-Income Program Calculations**

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Median Income Category</th>
<th>Cumulative Median Income</th>
<th>Calculated Program Benefit or Discount per Billing Period per Eligible Household</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>14,013</td>
<td>4.3%</td>
<td>14,013</td>
<td>4.3%</td>
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<td>11,797</td>
<td>3.6%</td>
<td>25,810</td>
<td>7.9%</td>
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</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>11,048</td>
<td>3.4%</td>
<td>36,858</td>
<td>11.3%</td>
<td></td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>11,576</td>
<td>3.5%</td>
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<td>14.8%</td>
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<tr>
<td>$25,000 to $29,999</td>
<td>10,983</td>
<td>3.4%</td>
<td>59,417</td>
<td>18.2%</td>
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<td>10,566</td>
<td>3.2%</td>
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<td>21.4%</td>
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<td>3.4%</td>
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<td>24.8%</td>
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<td>12,405</td>
<td>3.8%</td>
<td>93,361</td>
<td>28.6%</td>
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</tr>
<tr>
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<td>10,433</td>
<td>3.2%</td>
<td>103,794</td>
<td>31.8%</td>
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<td>6.5%</td>
<td>125,110</td>
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<td>29,398</td>
<td>9.0%</td>
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<td>47.3%</td>
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</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>42,191</td>
<td>12.9%</td>
<td>196,699</td>
<td>60.2%</td>
<td>$80,243</td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>34,952</td>
<td>10.7%</td>
<td>231,651</td>
<td>70.9%</td>
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<td>$125,000 to $149,999</td>
<td>25,894</td>
<td>7.9%</td>
<td>257,545</td>
<td>78.8%</td>
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<td>$150,000 to $199,999</td>
<td>31,965</td>
<td>9.8%</td>
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<td>88.6%</td>
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<td>$200,000 or more</td>
<td>37,204</td>
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<td>326,714</td>
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<tr>
<td>Total Households</td>
<td>326,714</td>
<td>100.0%</td>
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<td></td>
</tr>
</tbody>
</table>

Sources:
Demographic information is from the United States Census Bureau’s ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies.

Low-Income program information is from California Public Utilities Commission decisions and administrative documents.

Notes:
1. Application A.06-02-014, Decision D.06-02-014
2. This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3. Based on surcharge collected only from residential customers (except eligible program recipients).
4. Based on surcharge collected from all commercial customers (except eligible program recipients).

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$ 326,714 Total Households if ALL households were served directly
$ 69,983 Eligible Households if the limit were $35,000 for all households
$ 256,731 Supporting Households (Total less the Eligible Households)

21.4% Eligible Households as a Percent of All Households

$ 482,883 Total program cost at 100% penetration

$ 8.23 Bill Difference: Supporting Household Cost plus Eligible Household Benefit

$ 61.04 Typical Residential Bill

$ 13.20 Most recent Requested Increase

52.3% Program Benefit per Eligible Household as a percent
10.1% Program Cost per Supporting Household as a percent
62.3% Bill Difference as a percent
### Table 16: Demographic Information about Service Territory and Low-Income Program Calculations

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Calculated Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>6,577</td>
<td>6,577 (3.4%)</td>
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<tr>
<td>$10,000 to $14,999</td>
<td>6,399</td>
<td>12,976 (3.3%)</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>6,675</td>
<td>19,651 (3.5%)</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>7,613</td>
<td>27,264 (4.0%)</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>7,476</td>
<td>34,740 (3.9%)</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>8,629</td>
<td>43,369 (4.5%)</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>7,895</td>
<td>51,264 (4.1%)</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>8,371</td>
<td>59,635 (4.4%)</td>
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<td>$45,000 to $49,999</td>
<td>6,793</td>
<td>66,428 (3.5%)</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>16,077</td>
<td>82,505 (8.4%)</td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>20,697</td>
<td>103,202 (10.8%)</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>28,843</td>
<td>132,045 (15.1%)</td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>22,074</td>
<td>154,119 (11.5%)</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>13,569</td>
<td>167,688 (7.1%)</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>14,313</td>
<td>182,001 (7.5%)</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>9,359</td>
<td>191,360 (4.9%)</td>
</tr>
<tr>
<td>Total Households</td>
<td>191,360</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

$6.50  Program benefit or discount per billing period per eligible household^1

43,369  Total Households if ALL households were served directly

191,360  Eligible Households if the limit were $35,000 for all households

147,991  Supporting Residential Households (Total less the Eligible Households)

23%  Eligible Households Percent of Total Households

$281,899  Total program cost at 100% penetration^2

$1.90  Program Cost per billing period per Supporting Residential Household^3

100.0%  Residential Customers as a portion of total^4

$1.90  Program cost per Supporting Household after Commercial adjustment^5

$8.40  Bill Difference: Supporting Household Cost plus Eligible Household Benefit

$61.33  Typical Residential Bill^6

10.6%  Program Benefit as a percent

3.1%  Program Cost per Supporting Household as a percent

13.7%  Bill Difference as a percent

$1.08  Most recent Requested Increase^7

601.9%  Program Benefit as a percent

176.4%  Program Cost per Supporting Household as a percent

778.2%  Bill Difference as a percent

---

Sources:
Demographic information is from the United States Census Bureau's ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies.
Low-Income program information is from California Public Utilities Commission decisions and administrative documents.

Notes:
1 Authorized in Application A.11-02-002, Decision D.12-04-009.
2 This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3 Based on surcharge collected only from residential customers (except eligible program recipients).
4 This is a placeholder designed to capture the effect of spreading costs of the low-income program to other customers besides residential customers.
5 Adjusting for surcharge revenues collected from all customers, including commercial and industrial customers (except eligible program recipients).
6 Application A12.05-004, Customer notices section. Average of the two service territories' values.
7 Application A12.05-004, Customer notices section. Average of the two service territories' values.

SST August 7, 2013
### Valencia Water Company

#### Demographic Information about Service Territory and Low-Income Program Calculations

**Table 17**

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Calculated Income Category</th>
<th>Census Information Plus CPUC Applications, Decisions, and Other Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>955</td>
<td>2.4%</td>
<td></td>
<td>$ 5.33 Program benefit or discount per billing period per eligible household¹</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>945</td>
<td>2.4%</td>
<td></td>
<td>39,574 Total Households if ALL households were served directly</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>921</td>
<td>2.3%</td>
<td></td>
<td>5,863 Eligible Households if the limit were $35,000 for all households</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>941</td>
<td>2.4%</td>
<td></td>
<td>33,711 Supporting Households (Total less the Eligible Households)</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>1,019</td>
<td>2.6%</td>
<td></td>
<td>14.8% Eligible Households as a Percent of All Households</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>1,082</td>
<td>2.5%</td>
<td></td>
<td>$ 31,250 Total program cost at 100% penetration²</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>1,003</td>
<td>2.4%</td>
<td></td>
<td>$ 0.93 Program Cost per billing period per Supporting Residential Household¹</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>941</td>
<td>2.4%</td>
<td></td>
<td>$ 97,620 Program Cost per Supporting Household after Commercial adjustment³</td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>949</td>
<td>2.4%</td>
<td></td>
<td>$ 0.93 Program Cost per Supporting Household after Commercial adjustment³</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>2,254</td>
<td>5.7%</td>
<td></td>
<td>$ 6.26 Bill Difference: supporting Household Cost plus Eligible Household Benefit</td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>2,873</td>
<td>7.3%</td>
<td></td>
<td>$ 42.60 Typical Residential Bill⁶</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>6,503</td>
<td>16.4%</td>
<td></td>
<td>12.5% Program Benefit as a percent</td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>5,235</td>
<td>13.2%</td>
<td></td>
<td>2.2% Program Cost per Supporting Household as a percent</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>4,510</td>
<td>11.4%</td>
<td></td>
<td>14.7% Bill Difference as a percent</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>4,662</td>
<td>11.8%</td>
<td></td>
<td>$ 5.83 Most recent Requested Increase²</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>4,761</td>
<td>12.0%</td>
<td></td>
<td>91.4% Program Benefit as a percent</td>
</tr>
<tr>
<td>Total Households</td>
<td>39,574</td>
<td>100.0%</td>
<td></td>
<td>15.9% Program Cost per Supporting Household as a percent</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>107.3% Bill Difference as a percent</td>
</tr>
</tbody>
</table>

**Sources:**
Demographic information is from the United States Census Bureau's ACS series, most recent available data, from Census Tracts provided by the Water Utility Companies. Low-Income program information is from California Public Utilities Commission decisions and administrative documents.

**Notes:**
1. Authorized in Application A.05-10-028, Decision D.06-11-051.
2. This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3. Based on surcharge collected only from residential customers (except eligible program recipients).
4. This is a placeholder number, for the method of sharing the costs across the commercial, industrial, and other customers is unclear at this point.
5. Based on surcharge collected from all customers including commercial and industrial (except eligible program recipients).

SST August 7, 2013
### Summary Data Aggregated from the Individual Company Tables

<table>
<thead>
<tr>
<th>Company/Region Name</th>
<th>Number of Households</th>
<th>Estimated Median Income</th>
<th>Program Benefit or Discount</th>
<th>Eligible Hshlds Percent</th>
<th>Program Cost Per Household</th>
<th>Typical Residential Bill</th>
<th>Program Benefit Percent of Typical Bill</th>
<th>Program Cost Percent of Typical Bill</th>
<th>Bill Difference Percent of Typical Bill</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple Valley Ranchos Water Company</td>
<td>26,445</td>
<td>$49,149</td>
<td>$6.69</td>
<td>37%</td>
<td>$3.21</td>
<td>$82.83</td>
<td>8.1%</td>
<td>3.9%</td>
<td>12.0%</td>
</tr>
<tr>
<td>California Water Service Company</td>
<td>957,621</td>
<td>$65,484</td>
<td>$12.00</td>
<td>28%</td>
<td>$4.51</td>
<td>$47.56</td>
<td>25.2%</td>
<td>9.5%</td>
<td>34.7%</td>
</tr>
<tr>
<td>CalAm Water Company, Los Angeles Region</td>
<td>97,809</td>
<td>$65,137</td>
<td>$10.87</td>
<td>27%</td>
<td>$3.97</td>
<td>$50.00</td>
<td>21.7%</td>
<td>7.9%</td>
<td>29.7%</td>
</tr>
<tr>
<td>CalAm Water Company, Larkfield Region</td>
<td>12,571</td>
<td>$82,176</td>
<td>$19.00</td>
<td>22%</td>
<td>$5.43</td>
<td>$73.84</td>
<td>25.7%</td>
<td>7.4%</td>
<td>33.1%</td>
</tr>
<tr>
<td>CalAm Water Company, Monterey Region</td>
<td>35,221</td>
<td>$67,371</td>
<td>$15.00</td>
<td>24%</td>
<td>$4.66</td>
<td>$33.91</td>
<td>44.2%</td>
<td>13.7%</td>
<td>58.0%</td>
</tr>
<tr>
<td>CalAm Water Company, Sacramento Region</td>
<td>114,299</td>
<td>$56,038</td>
<td>$10.00</td>
<td>30%</td>
<td>$4.25</td>
<td>$50.23</td>
<td>19.9%</td>
<td>8.5%</td>
<td>28.4%</td>
</tr>
<tr>
<td>CalAm Water Company, San Diego Region</td>
<td>48,918</td>
<td>$51,723</td>
<td>$7.00</td>
<td>33%</td>
<td>$3.48</td>
<td>$42.00</td>
<td>16.7%</td>
<td>8.3%</td>
<td>25.0%</td>
</tr>
<tr>
<td>CalAm Water Company, Ventura Region</td>
<td>88,235</td>
<td>$63,050</td>
<td>$14.00</td>
<td>27%</td>
<td>$5.12</td>
<td>$79.95</td>
<td>17.5%</td>
<td>6.4%</td>
<td>23.9%</td>
</tr>
<tr>
<td>Golden State Water Company, Region 1</td>
<td>89,792</td>
<td>$66,313</td>
<td>$12.00</td>
<td>26%</td>
<td>$4.16</td>
<td>$54.77</td>
<td>21.9%</td>
<td>7.6%</td>
<td>29.5%</td>
</tr>
<tr>
<td>Golden State Water Company, Region 2</td>
<td>192,269</td>
<td>$47,935</td>
<td>$12.00</td>
<td>37%</td>
<td>$7.06</td>
<td>$51.34</td>
<td>23.4%</td>
<td>13.7%</td>
<td>37.1%</td>
</tr>
<tr>
<td>Golden State Water Company, Region 3</td>
<td>182,462</td>
<td>$68,811</td>
<td>$12.00</td>
<td>25%</td>
<td>$4.00</td>
<td>$57.57</td>
<td>20.8%</td>
<td>6.9%</td>
<td>27.8%</td>
</tr>
<tr>
<td>Great Oaks Water Company</td>
<td>29,509</td>
<td>$90,253</td>
<td>$8.39</td>
<td>15%</td>
<td>$1.25</td>
<td>$89.24</td>
<td>9.4%</td>
<td>1.4%</td>
<td>10.8%</td>
</tr>
<tr>
<td>Park Water Company</td>
<td>56,162</td>
<td>$55,025</td>
<td>$5.50</td>
<td>30%</td>
<td>$1.78</td>
<td>$112.85</td>
<td>4.9%</td>
<td>1.6%</td>
<td>6.5%</td>
</tr>
<tr>
<td>San Gabriel Valley Water Company</td>
<td>514,079</td>
<td>$58,901</td>
<td>$5.00</td>
<td>29%</td>
<td>$2.01</td>
<td>$79.25</td>
<td>6.3%</td>
<td>2.5%</td>
<td>8.8%</td>
</tr>
<tr>
<td>San Jose Water Company</td>
<td>326,714</td>
<td>$80,243</td>
<td>$6.90</td>
<td>21%</td>
<td>$1.33</td>
<td>$61.04</td>
<td>11.3%</td>
<td>2.2%</td>
<td>13.5%</td>
</tr>
<tr>
<td>Suburban Water Company</td>
<td>191,360</td>
<td>$69,548</td>
<td>$6.90</td>
<td>23%</td>
<td>$1.90</td>
<td>$61.33</td>
<td>10.6%</td>
<td>3.1%</td>
<td>13.7%</td>
</tr>
<tr>
<td>Valencia Water Company</td>
<td>39,574</td>
<td>$97,620</td>
<td>$5.33</td>
<td>15%</td>
<td>$0.93</td>
<td>$42.60</td>
<td>12.5%</td>
<td>2.2%</td>
<td>14.7%</td>
</tr>
<tr>
<td>Minimum Value</td>
<td>12,571</td>
<td>$47,935</td>
<td>$5.00</td>
<td>15%</td>
<td>$0.93</td>
<td>$33.91</td>
<td>4.9%</td>
<td>1.4%</td>
<td>6.5%</td>
</tr>
<tr>
<td>Median</td>
<td>89,792</td>
<td>$65,484</td>
<td>$10.00</td>
<td>27%</td>
<td>$3.97</td>
<td>$57.57</td>
<td>17.5%</td>
<td>6.9%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Average</td>
<td>176,649</td>
<td>$66,752</td>
<td>$9.92</td>
<td>26%</td>
<td>$3.47</td>
<td>$62.96</td>
<td>17.7%</td>
<td>6.3%</td>
<td>23.9%</td>
</tr>
<tr>
<td>Maximum Value</td>
<td>957,621</td>
<td>$97,620</td>
<td>$19.00</td>
<td>37%</td>
<td>$7.06</td>
<td>$112.85</td>
<td>44.2%</td>
<td>13.7%</td>
<td>58.0%</td>
</tr>
</tbody>
</table>
## Table 19

### Demographic Information about Service Territory and Low-Income Program Calculations

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Reported Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>660,724</td>
<td>5.3%</td>
<td>$10.00 per billing period per eligible household¹</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>696,265</td>
<td>5.1%</td>
<td>$10.4%</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>577,589</td>
<td>4.6%</td>
<td>$15.1%</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>587,847</td>
<td>4.7%</td>
<td>$19.8%</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>566,198</td>
<td>4.6%</td>
<td>$24.4%</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>563,745</td>
<td>4.5%</td>
<td>$28.9%</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>533,865</td>
<td>4.3%</td>
<td>$33.2%</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>532,267</td>
<td>4.3%</td>
<td>$37.5%</td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>476,409</td>
<td>3.8%</td>
<td>$41.3%</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>939,540</td>
<td>7.6%</td>
<td>$48.9%</td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>1,215,885</td>
<td>9.8%</td>
<td>$58.6%</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>1,568,927</td>
<td>12.6%</td>
<td>$71.3%</td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>1,138,924</td>
<td>9.2%</td>
<td>$80.4%</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>745,690</td>
<td>6.0%</td>
<td>$86.4%</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>830,245</td>
<td>6.7%</td>
<td>$93.1%</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>888,492</td>
<td>6.9%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Total Households</td>
<td>12,433,172</td>
<td>100.0%</td>
<td></td>
</tr>
</tbody>
</table>

**Calculations based on**

<table>
<thead>
<tr>
<th>Census Information Plus CPUC Applications, Decisions, and other Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Households: 12,433,172</td>
</tr>
<tr>
<td>Total program cost at 100% penetration²: $35,929,280</td>
</tr>
<tr>
<td>Program Cost per billing period per Supporting Residential Household³: $4.06</td>
</tr>
<tr>
<td>Program Cost per Supporting Household after Commercial adjustment⁴: $4.06</td>
</tr>
<tr>
<td>Bill Difference: Supporting Household Cost plus Eligible Household Benefit: $14.06</td>
</tr>
<tr>
<td>Typical Residential Bill⁵: $57.57</td>
</tr>
<tr>
<td>Most recent Requested Increase⁶: 181.8% Program Benefit as a percent</td>
</tr>
<tr>
<td>73.9% Program Cost per Supporting Household as a percent</td>
</tr>
<tr>
<td>255.7% Bill Difference as a percent</td>
</tr>
</tbody>
</table>

**Sources:**
- Demographic information is from the United States Census Bureau's ACS series, most recent available data.
- Low-Income program information is from California Public Utilities Commission decisions and administrative documents.

**Notes:**
1. Median Program benefit among the 17 utilities and regions.
2. This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3. Based on surcharge collected only from residential customers (except eligible program recipients).
4. Based on surcharge collected from all commercial customers (except eligible program recipients).
5. Median value among the 17 utilities and regions.
6. Median value among the 17 utilities and regions.

SST August 12, 2013
Distribution of Income in California as a Whole

California Median Income: $61,632

Overall, in California, 29% of Households Would be Eligible for Low-Income Program Based on $35,000 eligibility limit
## Table 20

### United States of America -- In Total -- As though it were a single water company region

**Demographic Information about Service Territory and Low-Income Program Calculations**

### Demographic Information from US Bureau of the Census

<table>
<thead>
<tr>
<th>Income Category</th>
<th>Number of Households</th>
<th>Percent of Households</th>
<th>Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>8,176,081</td>
<td>7.1%</td>
<td>-</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>6,248,397</td>
<td>5.4%</td>
<td>10.00</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>6,108,480</td>
<td>5.3%</td>
<td>12.6%</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>6,108,574</td>
<td>5.3%</td>
<td>17.9%</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>5,088,777</td>
<td>5.2%</td>
<td>23.2%</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>5,055,388</td>
<td>5.2%</td>
<td>28.4%</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>5,555,984</td>
<td>5.2%</td>
<td>33.6%</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>5,491,465</td>
<td>5.1%</td>
<td>38.5%</td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>4,827,064</td>
<td>5.0%</td>
<td>43.2%</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>4,827,064</td>
<td>5.0%</td>
<td>47.5%</td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>11,700,005</td>
<td>10.2%</td>
<td>55.6%</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>14,181,160</td>
<td>12.4%</td>
<td>65.8%</td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>9,122,923</td>
<td>11.2%</td>
<td>78.2%</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>5,428,446</td>
<td>9.7%</td>
<td>86.1%</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>5,354,595</td>
<td>7.4%</td>
<td>90.8%</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>5,196,369</td>
<td>4.7%</td>
<td>95.5%</td>
</tr>
<tr>
<td>Total Households</td>
<td>114,761,359</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Calculations based on Census Information Plus CPUC Applications, Decisions, and other Information

<table>
<thead>
<tr>
<th>Calculation</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program benefit or discount per billing period per eligible household¹</td>
<td>$ 10.00</td>
</tr>
<tr>
<td>Total Households if ALL households were served directly</td>
<td>114,761,359</td>
</tr>
<tr>
<td>Eligible Households if the limit were $35,000 for all households</td>
<td>38,585,697</td>
</tr>
<tr>
<td>Supporting Residential Households (Total less the Eligible Households)</td>
<td>76,175,662</td>
</tr>
<tr>
<td>34% Eligible Households as a Percent of All Households</td>
<td></td>
</tr>
<tr>
<td>Total program cost at 100% penetration²</td>
<td>$385,856,970</td>
</tr>
<tr>
<td>Program Cost per billing period per Supporting Residential Household³</td>
<td>$ 5.07</td>
</tr>
<tr>
<td>Portion of commercial water use by Residential customers</td>
<td>100.0%</td>
</tr>
<tr>
<td>Program Cost per Supporting Household after Commercial adjustment²</td>
<td>$ 5.07</td>
</tr>
<tr>
<td>Bill Difference: Supporting Household Cost plus Eligible Household Benefit</td>
<td>$ 15.07</td>
</tr>
<tr>
<td>Typical Residential Bill³</td>
<td>$ 57.57</td>
</tr>
<tr>
<td>Most recent Requested Increase⁶</td>
<td>$ 5.50</td>
</tr>
</tbody>
</table>

### Sources:

Demographic information is from the United States Census Bureau’s ACS series, most recent available data.

Low-Income program information is from California Public Utilities Commission decisions and administrative documents.

### Notes:

1. Median Program benefit among the 17 utilities and regions.
2. This is the direct benefit cost only, not including administrative costs, verification costs, or any other program costs.
3. Based on surcharge collected only from residential customers (except eligible program recipients).
4. Based on surcharge collected from all commercial customers (except eligible program recipients).
5. Median value among the 17 utilities and regions.
6. Median value among the 17 utilities and regions.

SST August 12, 2013
Distribution of Income in the United States of America as a Whole

US Median Household Income, $52,762

Overall, in the USA, 34% of Households Would be Eligible for Low-Income Program Based on $35,000 eligibility limit

Income Category

Percent of US Households

Less than $10,000 to $14,999 to $15,000 to $20,000 to $25,000 to $30,000 to $35,000 to $40,000 to $45,000 to $50,000 to $55,000 to $60,000 to $75,000 to $100,000 to $125,000 to $150,000 to $200,000 or more

0.0% 2.0% 4.0% 6.0% 8.0% 10.0% 12.0% 14.0%
US and California Household Incomes

Note that fewer Californians (red) as a percentage of the total are in the low income categories compared to the US as a whole (blue). More Californians are fortunate to be in the higher income categories. California’s median income is nearly $9,000 higher than the US median.
Table 21
Low-Income Programs of the Class-A Water Utilities

<table>
<thead>
<tr>
<th>Company</th>
<th>Discount Program Formula</th>
<th>Dollar Value</th>
<th>Typical Residential Bill</th>
<th>Bill Surcharge</th>
<th>Authorizing Proceeding</th>
<th>Decision</th>
<th>GRC Decision</th>
<th>Latest Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple Valley Ranchos Water Company</td>
<td>$6.69 off Total Bill</td>
<td>$6.69</td>
<td>$82.83/28 CCF Avg per month (TY 2012)</td>
<td>$0.55/month</td>
<td>A.11-01-001</td>
<td></td>
<td></td>
<td>D.12-09-004,</td>
</tr>
<tr>
<td>California American Water Company</td>
<td>Monthly Surcredit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(AL 174-W)</td>
</tr>
<tr>
<td>Larkfield District</td>
<td>$19.00</td>
<td>$19.00</td>
<td>$76.21</td>
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<tr>
<td>Los Angeles County District, Baldwin Hills Area</td>
<td>$9.50</td>
<td>$9.50</td>
<td>$50.50, Summer</td>
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<tr>
<td>Los Angeles County District, Duarte Area</td>
<td>$9.50</td>
<td>$9.50</td>
<td>$52.40, Summer</td>
<td></td>
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<tr>
<td>Los Angeles County District, San Marino Area</td>
<td>$12.00</td>
<td>$12.00</td>
<td>$59.49, Summer</td>
<td></td>
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<tr>
<td>Monterey County District, (1-4 individuals)</td>
<td>$10.00</td>
<td>$10.00</td>
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<tr>
<td>Monterey County District, (5-8 individuals)</td>
<td>$15.00</td>
<td>$15.00</td>
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<tr>
<td>Monterey County District, (Over 8 individuals)</td>
<td>$20.00</td>
<td>$20.00</td>
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<tr>
<td>Monterey County District, (Ambler Park Area)</td>
<td>$21.00</td>
<td>$21.00</td>
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<tr>
<td>Monterey County District, (Ralph Lane Area)</td>
<td>$11.50</td>
<td>$11.50</td>
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<tr>
<td>Monterey County District, (Toro Area)</td>
<td>$25.50</td>
<td>$25.50</td>
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<tr>
<td>Sacramento District, Metered and Flat Customers</td>
<td>$10.00</td>
<td>$10.00</td>
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<tr>
<td>San Diego County District</td>
<td>$7.00</td>
<td>$7.00</td>
<td>$44.86</td>
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<tr>
<td>Ventura County District</td>
<td>$14.00</td>
<td>$14.00</td>
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<tr>
<td>California Water Service Company</td>
<td>50% of Monthly service charge (Cap of $12). The Rate Support Fund (LIRA) 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&quot;x3/4&quot; service charge (D.06-11-053).</td>
<td>$12 Cap</td>
<td>$47.56 per month for 22 CCF customer’s average water usage (A.12-05-004)</td>
<td></td>
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<tr>
<td>Bakersfield District</td>
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<tr>
<td>Chico District</td>
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<td>Marysville District</td>
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<td>Oroville District</td>
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<td>Selma District</td>
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<td>Willows District</td>
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<tr>
<td>Great Oaks Water Company</td>
<td>50% of bi-monthly service Charge</td>
<td>$8.36</td>
<td>$76.52 bi-monthly</td>
<td>Memo Account</td>
<td>A.09-09-001</td>
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<td></td>
<td>D.11-02-003,</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(Res. W-4594,</td>
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<td></td>
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<td></td>
<td></td>
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<td>(AL 173-A)</td>
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<td></td>
<td></td>
<td></td>
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<td>A.12-05-005</td>
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</table>
## Table 21, Continued

### Low-Income Programs of the Class-A Water Utilities

<table>
<thead>
<tr>
<th>Company</th>
<th>Discount Program Formula</th>
<th>Actual Dollar Value</th>
<th>Typical Residential Bill</th>
<th>Bill Surcharge</th>
<th>Authorizing Decision</th>
<th>Latest Decision</th>
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</thead>
<tbody>
<tr>
<td><strong>Golden State Water Company</strong></td>
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<tr>
<td>Region 1</td>
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<tr>
<td>Arden Cordova (Metered)</td>
<td>$3.00</td>
<td>$3.00</td>
<td>$20.74</td>
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<td>A.11-07-017</td>
<td>D.13-05-011</td>
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<tr>
<td>Arden Cordova (Flat)</td>
<td>$9.00</td>
<td>$9.00</td>
<td>$20.74</td>
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<tr>
<td>Bay Point</td>
<td>$11.00</td>
<td>$11.00</td>
<td>$60.91</td>
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<tr>
<td>Clearlake</td>
<td>$17.00</td>
<td>$17.00</td>
<td>$78.15</td>
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<tr>
<td>Los Osos</td>
<td>$14.00</td>
<td>$14.00</td>
<td>$78.15</td>
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<td>Ojai</td>
<td>$12.00</td>
<td>$12.00</td>
<td>$72.57</td>
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<td>Simi Valley</td>
<td>$8.00</td>
<td>$8.00</td>
<td>$49.86</td>
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<tr>
<td>Santa Maria</td>
<td>$5.00</td>
<td>$5.00</td>
<td>$37.42</td>
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<tr>
<td>Region II</td>
<td>$8.00</td>
<td>$8.00</td>
<td>$51.32</td>
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<tr>
<td><strong>Park Water Company</strong></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Metered Single-Family Residential Rates: Eligible customers receive a monthly $5.50 credit and qualified non-profit group living facilities receive a $20 monthly credit per qualifying sub-meter customer (AL 232-W)</td>
<td>$11.00</td>
<td>$112.85/22.52 CCF</td>
<td>A Flat Surcharge of $2.27 established in D.06-10-036</td>
<td>D.06-10-036</td>
<td>A.12-01-001</td>
<td></td>
</tr>
<tr>
<td><strong>San Gabriel Valley Water Company</strong></td>
<td></td>
<td>$39.69</td>
<td>$79.37/23 CCF (Avg)</td>
<td>D.05-05-015</td>
<td>A.03-04-025</td>
<td>D.13-05-027, (AL 428-A)</td>
</tr>
<tr>
<td><strong>Los Angeles District</strong></td>
<td></td>
<td></td>
<td>$73.49/23 CCF ((A.12-05-002)</td>
<td>D.13-05-027, (AL 428-A)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fontana District</strong></td>
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<td></td>
<td>$79.25/23 CCF ((A.12-05-002)</td>
<td>D.13-05-027, (AL 427)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>San Jose Water Company</strong></td>
<td></td>
<td>$6.09</td>
<td>$61.04/15 CCF ((A.12-01-003)</td>
<td>$0.20 per customer per month applied to the bills of all non-WRAP customers (Request in GRC to increase to $1.15 per non-WRAP customer per month A.13-06-008)</td>
<td>A.06-02-014</td>
<td>D.06-11-014 &amp; A.12-01-003 &amp; A.13-06-008</td>
</tr>
<tr>
<td><strong>Suburban Water Company</strong></td>
<td></td>
<td>$6.50</td>
<td>$61.10 for Whittier La Mirada and $61.50 for San Jose Hills (20 CCF Ave Monthly water usage, A.12.05.004)</td>
<td>$0.20 per customer per month applied to the bills of all non-WRAP customers (Request in GRC to increase to $1.15 per non-WRAP customer per month A.13-06-008)</td>
<td>A.11-02-002</td>
<td>D. 12-04-009 &amp; AL 292-W</td>
</tr>
<tr>
<td><strong>Valencia Water Company</strong></td>
<td></td>
<td>$21.30</td>
<td>$42.63/20 CCF</td>
<td>$0.04 on service charge</td>
<td>A.05-10-028</td>
<td>D.06-11-051 &amp; D.03-05-030</td>
</tr>
</tbody>
</table>

Updated August 26, 2013