FILED
04/15/21
04:59 PM

BEFORE THE PUBLIC UTILITIES COMMISSION

OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking Evaluating the Commission's 2010 Water Action Plan Objective of Achieving Consistency between Class A Water Utilities' Low-Income Rate Assistance Programs, Providing Rate Assistance to All Low-Income Customers of Investor Owned Water Utilities, and Affordability.	Rulemaking 17-06-024

CALIFORNIA-AMERICAN WATER COMPANY'S MONTHLY REPORTING IN RESPONSE TO REQUESTS FOR COVID-19 DATA

Sarah E. Leeper
Cathy Hongola-Baptista
California-American Water Company
555 Montgomery Street, Suite 816
San Francisco, CA 94111
Telephone: 415.863.2960
Email: sarah.leeper@amwater.com
cathy.hongola-baptista@amwater.com

Attorneys for Applicant California-American Water Company

Dated: April 15, 2021

BEFORE THE PUBLIC UTILITIES COMMISSION

OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking Evaluating the Commission's 2010 Water Action Plan Objective of Achieving Consistency between Class A Water Utilities' Low-Income Rate Assistance Programs, Providing Rate Assistance to All Low-Income Customers of Investor Owned Water Utilities, and Affordability.	Rulemaking 17-06-024

CALIFORNIA-AMERICAN WATER COMPANY'S MONTHLY REPORTING IN RESPONSE TO REQUESTS FOR COVID-19 DATA

California-American Water Company ("California American Water") hereby responds to the *E-Mail Ruling Directing Class A Water Utilities to Submit Motions Seeking Leave to File Under Seal and Revising Reporting Requirements*, and *E-Mail Ruling Noticing Workshop and Further Revising Reporting Requirements* ("Rulings") filed in R.17-06-024 on September 16 and September 28, 2020, respectively.

Attachment A to this Response contains California American Water's March 2021 report in compliance with the *Second Amended Scoping Memo and Ruling of Assigned Commissioner and Administrative Law Judge Directing Comments to Consider Potential Commission Response to Covid-19*. California American Water will serve the Excel Version of Attachment A on the service list for this proceeding.

Dated: April 15, 2021

By: */s/ Cathy Hongola-Baptista*

Cathy Hongola-Baptista, Attorney
California-American Water Company
555 Montgomery Street, Suite 816
San Francisco, CA 94111
For: California-American Water Company

ATTACHMENT A

Question 1: Number of customers requesting bill assistance

CAW Response: Please see Column 7.

				Q3	Q9	**Q1**
(1)	**(2)**	**(3)**	**(4)**	**(5)**	**(6)**	**(7)**
Year	**Month**	**Monterey Hardship Total Requested Applicants**	**Monterey Hardship Accepted Applicants**	**LIRA Total Enrollment**	**Customers with Payment Arrangement Plans**	**Total Customers Receiving Assistance**
2021	Mar	12	0*	19,742	602	20,344
2021	Feb	4	1	19,761	588	20,350
2021	Jan	7	5	19,873	549	20,427
2020	Dec	15	12	19,851	534	20,397
2020	Nov	8	2	19,735	456	20,193
2020	Oct	8	2	19,822	389	20,213
2020	Sept	13	6	15,947	345	16,298
2020	Mid-Sept	10	3	16,028	330	16,361
2020	Aug	15	9	16,149	333	16,491
2020	Mid-Aug	4	3	16,574	318	16,895
2020	Jul	15	10	16,629	295	16,934
2020	Mid-Jul	6	5	16,536	301	16,842
2020	Jun	15	8	16,551	319	16,878
2020	May	5	1	16,348	350	16,699
2020	April	4	4	16,224	409	16,637
2020	Mar	1	1	16,183	536	16,720
2020	Feb	5	5	15,625	734	16,364
2020	Jan	6	4	14,885	807	15,696
2019	Dec	3	2	15,039	731	15,772
2019	Nov	1	1	15,094	782	15,877
2019	Oct	11	8	15,539	732	16,279
2019	Sept	7	5	15,361	699	16,065
2019	Aug	17	12	15,475	597	16,084
2019	Jul	4	4	15,554	458	16,016
2019	Jun	3	2	15,584	424	16,010
2019	May	10	7	15,652	443	16,102
2019	Apr	4	1	15,720	482	16,203
2019	Mar	5	5	15,400	471	15,876
2019	Feb	8	4	15,457	575	16,036
2019	Jan	4	3	15,545	642	16,190

*Due to a technology related issue, successful hardship applications could not be processed March. There are six of these pending applications that will be accounted for in April.

Mid-September represents data as of September 15th.

Mid-August represents data as of August 15th.

Mid-July represents data as of July 14th.

Please note that starting in October, numbers include customer counts for the recently acquired systems of Hillview, Rio Plaza, and Fruitridge Vista. As of the end of October Hillview, Rio Plaza, and Fruitridge Vista customers were eligible to receive low-income discounts per Advice Letter 1307.

The number of hardship applicants for Nov 2020 was updated in Dec 2020 due to mis-entry in Nov.

Question 2: Number of newly enrolled customers to your low-income rate assistance program

CAW Response: California American Water does not separately track newly enrolled customers to the low-income ratepayer assistance program, however through a manual process California American Water has identified newly enrolled customers. See the table below for newly enrolled customers from January 2019 through January 2021.

Year	Month	New Enrollees
2021	Mar	93
2021	Feb	58
2021	Jan	218
2020	Dec	276
2020	Nov	758
2020	Oct	3,922
2020	Sept	113
2020	Mid-Sept	33
2020	Aug	160
2020	Mid-Aug	57
2020	Jul	260
2020	Mid-Jul	62
2020	June	376
2020	May	163
2020	April	67
2020	Mar	1202
2020	Feb	356
2020	Jan	62
2019	Dec	116
2019	Nov	24
2019	Oct	362
2019	Sept	61
2019	Aug	91
2019	Jul	186
2019	Jun	124
2019	May	87
2019	Apr	490
2019	Mar	59
2019	Feb	48
2019	Jan	NA

Mid-September represents data as of September 15th.

Mid-August represents data as of August 15th.

Mid-July represents data as of July 14th.

Please note that starting in October, numbers include customer counts for the recently acquired systems of Hillview, Rio Plaza, and Fruitridge Vista. As of the end of October Hillview, Rio Plaza, and Fruitridge Vista customers were eligible to receive low-income discounts per Advice Letter 1307.

The number of hardship applicants for Nov 2020 was updated in Dec 2020 due to mis-entry in Nov.

Question 3: Number of overall enrolled customers in your low-income rate assistance program

CAW Response: Please see column 3.

				Q3	Q9	Q1
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Year	**Month**	**Monterey Hardship Total Requested Applicants**	**Monterey Hardship Accepted Applicants**	**LIRA Total Enrollment**	**Customers with Payment Arrangement Plans**	**Total Customers Receiving Assistance**
2021	Mar	12	0*	19,742	602	20,344
2021	Feb	4	1	19,761	588	20,350
2021	Jan	7	5	19,873	549	20,427
2020	Dec	15	12	19,851	534	20,397
2020	Nov	8	2	19,735	456	20,193
2020	Oct	8	2	19,822	389	20,213
2020	Sept	13	6	15,947	345	16,298
2020	Mid-Sept	10	3	16,028	330	16,361
2020	Aug	15	9	16,149	333	16,491
2020	Mid-Aug	4	3	16,574	318	16,895
2020	Jul	15	10	16,629	295	16,934
2020	Mid-Jul	6	5	16,536	301	16,842
2020	Jun	15	8	16,551	319	16,878
2020	May	5	1	16,348	350	16,699
2020	April	4	4	16,224	409	16,637
2020	Mar	1	1	16,183	536	16,720
2020	Feb	5	5	15,625	734	16,364
2020	Jan	6	4	14,885	807	15,696
2019	Dec	3	2	15,039	731	15,772
2019	Nov	1	1	15,094	782	15,877
2019	Oct	11	8	15,539	732	16,279
2019	Sept	7	5	15,361	699	16,065
2019	Aug	17	12	15,475	597	16,084
2019	Jul	4	4	15,554	458	16,016
2019	Jun	3	2	15,584	424	16,010
2019	May	10	7	15,652	443	16,102
2019	Apr	4	1	15,720	482	16,203
2019	Mar	5	5	15,400	471	15,876
2019	Feb	8	4	15,457	575	16,036
2019	Jan	4	3	15,545	642	16,190

*Due to a technology related issue, successful hardship applications could not be processed March. There are six of these pending applications that will be accounted for in April.

Mid-September represents data as of September 15th.

Mid-August represents data as of August 15th.

Mid-July represents data as of July 14th.

Please note that starting in October, numbers include customer counts for the recently acquired systems of Hillview, Rio Plaza, and Fruitridge Vista. As of the end of October Hillview, Rio Plaza, and Fruitridge Vista customers were eligible to receive low-income discounts per Advice Letter 1307.

The number of hardship applicants for Nov 2020 was updated in Dec 2020 due to mis-entry in Nov.

Question 4: Number of customers late or behind on their bill

CAW Response:

Year	Month	Total Customers (Count)					
		<31	<61	<91	<151	>=151	Discrete Arrears
2019	Jan	13,890	20,086	7,216	3,487	2,043	21,126
	Feb	15,275	18,668	7,103	3,434	1,942	19,703
	Mar	14,684	21,184	7,244	3,356	1,850	22,180
	Apr	13,411	20,009	7,194	3,069	1,709	20,968
	May	12,726	20,712	7,494	3,074	1,601	21,921
	Jun	16,148	23,027	7,955	3,520	1,619	24,683
	Jul	13,614	22,300	6,460	3,565	1,702	23,276
	Aug	15,126	23,760	7,375	2,930	1,699	24,772
	Sep	15,268	19,911	7,786	3,253	1,660	22,051
	Oct	14,923	22,706	7,068	3,472	1,900	22,433
	Nov	15,353	19,856	8,209	3,346	1,959	21,785
	Dec	16,420	21,372	7,237	4,219	2,120	22,329
2020	Jan	18,294	7,899	3,038	2,432	939	20,064
	Feb	23,660	8,198	4,292	2,450	1,104	24,867
	Mar	21,890	9,307	4,775	2,899	1,386	22,906
	Apr	22,154	10,177	5,858	3,477	1,558	23,163
	May	21,880	10,959	6,532	3,962	1,807	23,588
	Jun	21,415	9,790	6,744	4,378	2,178	22,518
	Mid-Jul	25,487	10,469	6,590	4,884	2,383	26,281
	Jul	21,589	10,425	5,635	4,821	2,525	23,027
	Mid-Aug	26,177	11,046	6,582	4,884	2,792	27,092
	Aug	22,295	10,968	6,881	4,822	3,227	24,093
	Mid-Sep	27,033	11,184	7,175	5,186	3,369	28,098
	Sep	26,005	11,503	6,968	5,217	3,388	26,859
	Oct	27,395	12,367	7,833	5,752	3,724	28,211
	Nov	19,575	13,547	8,833	6,431	4,141	23,516
	Dec	26,761	13,115	9,441	6,986	4,499	27,774
2021	Jan	22,466	13,535	9,598	7,275	4,998	25,709
	Feb	24,672	10,278	9,306	7,231	5,272	25,561
	Mar	23,805	11,266	8,219	7,163	5,382	24,680

* Please note that a customer may be counted in one or more of the A/R Aging buckets.
* Please also note that the column labeled Discrete Arrears counts each customer in arrears once.

*Mid-September represents data as of September 15th.

*Mid-August represents data as of August 15th.

*Mid-July represents data as of July 14th.

Year	Month	Residential Customers (Count)					
		<31	<61	<91	<151	>=151	Discrete Arrears
2019	Jan	13,097	18,870	6,816	3,283	1,901	19,789
	Feb	14,415	17,637	6,763	3,231	1,803	18,571
	Mar	13,811	19,773	6,873	3,144	1,701	20,678
	Apr	12,674	18,788	6,811	2,877	1,572	19,663
	May	11,952	19,457	7,053	2,859	1,476	20,535
	Jun	15,125	21,508	7,539	3,280	1,482	23,024
	Jul	12,777	20,950	6,051	3,339	1,555	21,831
	Aug	14,291	22,158	6,941	2,709	1,560	23,064
	Sep	14,368	18,768	7,320	3,041	1,519	20,683
	Oct	14,147	21,397	6,740	3,255	1,768	21,008
	Nov	14,420	18,548	7,775	3,151	1,800	20,326
	Dec	15,465	19,909	6,827	3,967	1,957	20,769
2020	Jan	17,241	7,500	2,856	2,289	813	18,878
	Feb	22,196	7,843	4,058	2,307	974	23,299
	Mar	20,466	8,925	4,574	2,748	1,260	21,396
	Apr	20,485	9,586	5,613	3,326	1,426	21,412
	May	20,135	10,137	6,078	3,737	1,648	21,685
	Jun	19,236	8,919	6,179	4,026	1,968	20,177
	Mid-Jul	22,841	9,548	6,072	4,493	2,170	23,513
	Jul	19,456	9,519	5,182	4,440	2,283	20,575
	Mid-Aug	23,425	10,038	6,084	4,501	2,528	24,184
	Aug	20,284	10,107	6,365	4,446	2,920	21,811
	Mid-Sep	24,322	10,347	6,670	4,806	3,038	25,257
	Sep	23,496	10,670	6,504	4,836	3,053	24,226
	Oct	24,587	11,502	7,317	5,369	3,374	25,284
	Nov	17,827	12,581	8,269	6,021	3,792	21,302
	Dec	23,958	12,081	8,823	6,534	4,143	24,763
2021	Jan	20,435	12,336	8,938	6,807	4,600	23,257
	Feb	22,130	9,524	8,688	6,787	4,875	22,890
	Mar	21,699	10,367	7,709	6,692	4,982	22,454

* Please note that a customer may be counted in one or more of the A/R Aging buckets.
* Please also note that the column labeled Discrete Arrears counts each customer in arrears once.

*Mid-September represents data as of September 15th.

*Mid-August represents data as of August 15th.

*Mid-July represents data as of July 14th.

Year	Month	Non-Residential Customers (Count)					
		<31	<61	<91	<151	>=151	Discrete Arrears
2019	Jan	793	1,216	400	204	142	1,337
	Feb	860	1,031	340	203	139	1,132
	Mar	873	1,411	371	212	149	1,502
	Apr	737	1,221	383	192	137	1,305
	May	774	1,255	441	215	125	1,386
	Jun	1,023	1,519	416	240	137	1,659
	Jul	837	1,350	409	226	147	1,445
	Aug	835	1,602	434	221	139	1,708
	Sep	900	1,143	466	212	141	1,368
	Oct	776	1,309	328	217	132	1,425
	Nov	933	1,308	434	195	159	1,459
	Dec	955	1,463	410	252	163	1,560
2020	Jan	1,053	399	182	143	126	1,186
	Feb	1,464	355	234	143	130	1,568
	Mar	1,424	382	201	151	126	1,510
	Apr	1,669	591	245	151	132	1,751
	May	1,745	822	454	225	159	1,903
	Jun	2,179	871	565	352	210	2,341
	Mid-Jul	2,646	921	518	391	213	2,768
	Jul	2,133	906	453	381	242	2,452
	Mid-Aug	2,752	1,008	498	383	264	2,908
	Aug	2,011	861	516	376	307	2,282
	Mid-Sep	2,711	837	505	380	331	2,841
	Sep	2,509	833	464	381	335	2,633
	Oct	2,808	865	516	383	350	2,927
	Nov	1,748	966	564	410	349	2,214
	Dec	2,803	1,034	618	452	356	3,011
2021	Jan	2,031	1,199	660	468	398	2,452
	Feb	2,542	754	618	444	397	2,671
	Mar	2,106	899	510	471	400	2,226

* Please note that a customer may be counted in one or more of the A/R Aging buckets.
* Please also note that the column labeled Discrete Arrears counts each customer in arrears once.

*Mid-September represents data as of September 15th.

*Mid-August represents data as of August 15th.

*Mid-July represents data as of July 14th.

Year	Month	Residential Customers (Count) CAP					
		<31	<61	<91	<151	>=151	Discrete Arrears
2020	Oct	4,196	2,274	1,511	1,174	716	4,239
	Nov	3,317	2,473	1,704	1,309	818	3,829
	Dec	4,186	2,458	1,859	1,446	926	4,253
2021	Jan	3,560	2,409	1,835	1,482	1,024	3,950
	Feb	3,832	1,923	1,783	1,463	1,091	3,898
	Mar	3,658	2,027	1,600	1,431	1,101	3,737

* Please note that a customer may be counted in one or more of the A/R Aging buckets.
* Please also note that the column labeled Discrete Arrears counts each customer in arrears once.

Year	Month	Residential Customers (Count) Non-CAP					
		<31	<61	<91	<151	>=151	Discrete Arrears
2020	Oct	20,391	9,228	5,806	4,195	2,658	21,045
	Nov	14,510	10,108	6,565	4,712	2,974	17,473
	Dec	19,772	9,623	6,964	5,088	3,217	20,510
2021	Jan	16,875	9,927	7,103	5,325	3,576	19,307
	Feb	18,298	7,601	6,905	5,324	3,784	18,992
	Mar	18,041	8,340	6,109	5,261	3,881	18,717

* Please note that a customer may be counted in one or more of the A/R Aging buckets.
* Please also note that the column labeled Discrete Arrears counts each customer in arrears once.

Question 5: Average arrearage amount

CAW Response:

Year	Month	Total Average $ Arrearage	Residential Average $ Arrearage	Residential Average $ Arrearage CAP	Residential Average $ Arrearage Non-CAP	Non-Res Average $ Arrearage
2019	Jan	$ 179.65	$ 140.54			$ 758.57
	Feb	$ 174.61	$ 142.52			$ 700.97
	Mar	$ 158.57	$ 128.21			$ 576.66
	Apr	$ 168.10	$ 135.39			$ 661.03
	May	$ 171.32	$ 129.49			$ 791.10
	Jun	$ 176.68	$ 129.31			$ 834.12
	Jul	$ 203.27	$ 144.85			$ 1,085.78
	Aug	$ 226.50	$ 156.31			$ 1,174.43
	Sep	$ 224.74	$ 161.75			$ 1,177.05
	Oct	$ 222.26	$ 171.75			$ 966.86
	Nov	$ 226.02	$ 161.91			$ 1,119.15
	Dec	$ 227.52	$ 161.85			$ 1,101.71
2020	Jan	$ 213.44	$ 160.02			$ 1,063.69
	Feb	$ 176.89	$ 150.66			$ 566.77
	Mar	$ 211.41	$ 170.01			$ 798.00
	Apr	$ 244.53	$ 189.52			$ 917.25
	May	$ 247.23	$ 191.94			$ 877.28
	Jun	$ 270.51	$ 216.28			$ 737.87
	Mid-Jul	$ 272.26	$ 209.40			$ 806.23
	Jul	$ 306.02	$ 241.02			$ 851.43
	Mid-Aug	$ 295.17	$ 236.92			$ 779.63
	Aug	$ 326.55	$ 256.24			$ 998.47
	Mid-Sep	$ 324.56	$ 252.14			$ 968.38
	Sep	$ 339.76	$ 273.01			$ 953.94
	Oct	$ 358.77	$ 298.15	$ 268.05	$ 304.21	$ 882.38
	Nov	$ 410.44	$ 336.22	$ 307.86	$ 342.43	$ 1,124.61
	Dec	$ 384.06	$ 313.86	$ 302.80	$ 316.16	$ 961.41
2021	Jan	$ 399.57	$ 334.59	$ 325.08	$ 336.53	$ 1,015.94
	Feb	$ 403.10	$ 348.59	$ 344.14	$ 349.50	$ 870.30
	Mar	$ 399.56	$ 346.38	$ 349.50	$ 345.76	$ 936.01

*Mid-September represents data as of September 15th.

*Mid-August represents data as of August 15th.

*Mid-July represents data as of July 14th.

Question 6: Median arrearage amount

CAW Response:

Year	Month	Total Median $ Arrearage	Residential Median $ Arrearage	Residential Median $ Arrearage CAP	Residential Median $ Arrearage Non-CAP	Non-Res Median $ Arrearage
2019	Jan	$ 64.01	$ 62.70			$ 102.53
	Feb	$ 63.66	$ 62.63			$ 98.53
	Mar	$ 58.62	$ 57.23			$ 97.77
	Apr	$ 57.78	$ 56.53			$ 92.86
	May	$ 61.66	$ 60.49			$ 92.06
	Jun	$ 69.28	$ 67.88			$ 107.40
	Jul	$ 74.72	$ 73.16			$ 121.33
	Aug	$ 84.46	$ 82.67			$ 127.65
	Sep	$ 83.77	$ 81.93			$ 134.09
	Oct	$ 81.76	$ 80.12			$ 123.68
	Nov	$ 71.43	$ 70.15			$ 115.40
	Dec	$ 69.52	$ 68.29			$ 111.80
2020	Jan	$ 64.36	$ 63.28			$ 103.53
	Feb	$ 69.83	$ 67.81			$ 108.63
	Mar	$ 78.35	$ 76.19			$ 125.95
	Apr	$ 85.96	$ 82.80			$ 147.94
	May	$ 88.89	$ 85.67			$ 146.27
	Jun	$ 99.85	$ 96.14			$ 155.70
	Mid-Jul	$ 100.13	$ 96.70			$ 156.29
	Jul	$ 109.12	$ 105.40			$ 161.27
	Mid-Aug	$ 112.98	$ 109.28			$ 162.97
	Aug	$ 120.33	$ 117.02			$ 164.52
	Mid-Sep	$ 116.57	$ 113.09			$ 161.08
	Sep	$ 122.89	$ 120.23			$ 173.25
	Oct	$ 122.92	$ 120.36	$ 116.43	$ 121.06	$ 154.02
	Nov	$ 127.63	$ 124.45	$ 128.73	$ 123.98	$ 180.11
	Dec	$ 116.06	$ 111.48	$ 115.78	$ 110.50	$ 167.44
2021	Jan	$ 111.71	$ 107.28	$ 112.10	$ 106.52	$ 166.46
	Feb	$ 108.20	$ 104.94	$ 109.86	$ 103.90	$ 135.79
	Mar	$ 97.42	$ 93.78	$ 97.73	$ 93.35	$ 154.87

*Mid-September represents data as of September 15th.

*Mid-August represents data as of August 15th.

*Mid-July represents data as of July 14th.

Question 7: Range of arrearage amount

CAW Response:

Year	Month	Total Minimum $ Arrearage	Total Maximum $ Arrearage	Non-Res Minimum $ Arrearage	Non-Res Maximum $ Arrearage
2019	Jan	$ 0.01	$ 85,306.64	$ 0.01	$ 85,306.64
	Feb	$ 0.01	$ 66,115.18	$ 0.01	$ 66,115.18
	Mar	$ 0.01	$ 49,100.15	$ 0.01	$ 43,697.56
	Apr	$ 0.01	$ 75,538.25	$ 0.01	$ 75,538.25
	May	$ 0.01	$ 97,970.96	$ 0.01	$ 97,970.96
	Jun	$ 0.01	$ 105,718.77	$ 0.01	$ 105,718.77
	Jul	$ 0.01	$ 130,871.27	$ 0.01	$ 130,871.27
	Aug	$ 0.01	$ 200,205.78	$ 0.01	$ 200,205.78
	Sep	$ 0.01	$ 166,464.46	$ 0.01	$ 166,464.46
	Oct	$ 0.01	$ 209,459.23	$ 0.01	$ 209,459.23
	Nov	$ 0.01	$ 209,272.98	$ 0.01	$ 209,272.98
	Dec	$ 0.01	$ 409,374.80	$ 0.01	$ 409,374.80
2020	Jan	$ 0.01	$ 341,745.02	$ 0.01	$ 341,745.02
	Feb	$ 0.01	$ 34,468.13	$ 0.01	$ 31,744.24
	Mar	$ 0.01	$ 87,558.01	$ 0.01	$ 87,558.01
	Apr	$ 0.01	$ 135,411.17	$ 0.01	$ 135,411.17
	May	$ 0.01	$ 73,924.86	$ 0.01	$ 73,924.86
	Jun	$ 0.01	$ 104,146.15	$ 0.01	$ 104,146.15
	Mid-Jul	$ 0.01	$ 104,146.15	$ 0.01	$ 104,146.15
	Jul	$ 0.01	$ 138,022.35	$ 0.01	$ 138,022.35
	Mid-Aug	$ 0.01	$ 44,322.60	$ 0.01	$ 44,322.60
	Aug	$ 0.01	$ 270,620.13	$ 0.01	$ 270,620.13
	Mid-Sep	$ 0.01	$ 270,620.13	$ 0.01	$ 270,620.13
	Sep	$ 0.01	$ 238,773.59	$ 0.01	$ 238,773.59
	Oct	$ 0.01	$ 124,861.89	$ 0.01	$ 109,872.27
	Nov	$ 0.01	$ 124,823.83	$ 0.01	$ 61,058.64
	Dec	$ 0.01	$ 54,095.20	$ 0.01	$ 54,095.20
2021	Jan	$ 0.01	$ 68,133.30	$ 0.01	$ 68,133.30
	Feb	$ 0.01	$ 52,165.02	$ 0.01	$ 52,165.02
	Mar	$ 0.01	$ 51,115.96	$ 0.01	$ 51,115.96

*Mid-September represents data as of September 15th.

*Mid-August represents data as of August 15th.

*Mid-July represents data as of July 14th.

Year	Month	Residential Minimum $ Arrearage	Residential Maximum $ Arrearage	Res. CAP Minimum $ Arrearage	Res. CAP Maximum $ Arrearage	Res Non-CAP Minimum $ Arrearage	Res Non-CAP Maximum $ Arrearage
2019	Jan	$ 0.01	$ 17,733.85				
	Feb	$ 0.01	$ 27,380.38				
	Mar	$ 0.01	$ 49,100.15				
	Apr	$ 0.01	$ 48,177.48				
	May	$ 0.01	$ 24,693.05				
	Jun	$ 0.01	$ 24,726.21				
	Jul	$ 0.01	$ 28,765.61				
	Aug	$ 0.01	$ 21,510.94				
	Sep	$ 0.01	$ 19,929.91				
	Oct	$ 0.01	$ 20,248.46				
	Nov	$ 0.01	$ 20,549.22				
	Dec	$ 0.01	$ 20,854.05				
2020	Jan	$ 0.01	$ 33,549.42				
	Feb	$ 0.01	$ 34,468.13				
	Mar	$ 0.01	$ 58,114.42				
	Apr	$ 0.01	$ 36,303.51				
	May	$ 0.01	$ 21,935.52				
	Jun	$ 0.01	$ 25,701.28				
	Mid-Jul	$ 0.01	$ 39,161.96				
	Jul	$ 0.01	$ 38,861.96				
	Mid-Aug	$ 0.01	$ 46,381.07				
	Aug	$ 0.01	$ 46,381.07				
	Mid-Sep	$ 0.01	$ 46,381.07				
	Sep	$ 0.01	$ 45,981.07				
	Oct	$ 0.01	$ 124,861.89	$ 0.01	$ 14,916.18	$ 0.01	$ 124,861.89
	Nov	$ 0.01	$ 124,823.83	$ 0.01	$ 15,685.73	$ 0.01	$ 124,823.83
	Dec	$ 0.01	$ 27,027.34	$ 0.01	$ 17,948.73	$ 0.01	$ 27,027.34
2021	Jan	$ 0.01	$ 27,829.35	$ 0.01	$ 19,300.37	$ 0.01	$ 27,829.35
	Feb	$ 0.01	$ 28,601.53	$ 0.01	$ 21,720.31	$ 0.01	$ 28,601.53
	Mar	$ 0.01	$ 31,678.22	$ 0.01	$ 21,675.45	$ 0.01	$ 31,678.22

*Mid-September represents data as of September 15th.

*Mid-August represents data as of August 15th.

*Mid-July represents data as of July 14th.

Question 8: Overall arrearage amount

CAW Response:

Year	Month	Total Customers					
		<31	<61	<91	<151	>=151	Total Arrears
2019	Jan	$ 1,796,633	$ 574,136	$ 432,260	$ 404,982	$ 587,306	$ 3,795,318
	Feb	$ 1,706,817	$ 497,828	$ 282,611	$ 340,421	$ 612,599	$ 3,440,277
	Mar	$ 1,671,637	$ 646,035	$ 267,131	$ 290,508	$ 641,866	$ 3,517,178
	Apr	$ 1,834,324	$ 472,116	$ 310,994	$ 270,318	$ 637,000	$ 3,524,753
	May	$ 1,910,824	$ 717,074	$ 233,359	$ 269,887	$ 624,358	$ 3,755,502
	Jun	$ 2,473,443	$ 655,810	$ 378,550	$ 224,331	$ 628,830	$ 4,360,964
	Jul	$ 2,823,071	$ 626,314	$ 353,790	$ 311,989	$ 616,101	$ 4,731,265
	Aug	$ 3,631,327	$ 892,807	$ 286,967	$ 243,974	$ 555,872	$ 5,610,948
	Sep	$ 3,018,180	$ 811,895	$ 345,323	$ 219,421	$ 560,829	$ 4,955,648
	Oct	$ 2,957,956	$ 771,180	$ 377,571	$ 332,142	$ 547,008	$ 4,985,856
	Nov	$ 2,513,461	$ 985,552	$ 481,194	$ 379,624	$ 563,930	$ 4,923,761
	Dec	$ 2,722,287	$ 650,366	$ 583,867	$ 497,580	$ 626,119	$ 5,080,220
2020	Jan	$ 1,710,932	$ 804,013	$ 284,915	$ 558,299	$ 924,221	$ 4,282,379
	Feb	$ 2,172,232	$ 631,548	$ 453,322	$ 387,464	$ 754,281	$ 4,398,847
	Mar	$ 2,455,697	$ 754,584	$ 363,153	$ 444,128	$ 824,897	$ 4,842,459
	Apr	$ 2,768,369	$ 1,067,486	$ 496,859	$ 468,882	$ 862,545	$ 5,664,141
	May	$ 2,411,844	$ 1,253,972	$ 677,936	$ 542,030	$ 945,853	$ 5,831,635
	Jun	$ 2,693,166	$ 954,125	$ 738,540	$ 708,504	$ 996,919	$ 6,091,253
	Mid-Jul	$ 3,642,996	$ 1,051,491	$ 606,160	$ 823,596	$ 1,031,128	$ 7,155,371
	Jul	$ 3,200,408	$ 1,315,858	$ 543,851	$ 853,243	$ 1,133,395	$ 7,046,755
	Mid-Aug	$ 3,905,054	$ 1,391,059	$ 636,726	$ 840,825	$ 1,223,157	$ 7,996,820
	Aug	$ 3,678,467	$ 1,314,930	$ 717,834	$ 766,420	$ 1,389,815	$ 7,867,466
	Mid-Sep	$ 4,717,716	$ 1,361,926	$ 748,273	$ 806,122	$ 1,485,504	$ 9,119,540
	Sep	$ 4,417,912	$ 1,486,511	$ 786,968	$ 863,499	$ 1,570,779	$ 9,125,670
	Oct	$ 4,529,586	$ 1,722,875	$ 975,474	$ 1,073,880	$ 1,819,357	$ 10,121,171
	Nov	$ 2,959,387	$ 2,075,732	$ 1,166,915	$ 1,292,379	$ 2,157,599	$ 9,652,012
	Dec	$ 3,663,351	$ 1,734,565	$ 1,266,379	$ 1,576,563	$ 2,426,149	$ 10,667,007
2021	Jan	$ 2,714,408	$ 1,691,144	$ 1,238,877	$ 1,698,032	$ 2,930,132	$ 10,272,593
	Feb	$ 2,992,530	$ 1,162,617	$ 1,211,436	$ 1,585,757	$ 3,351,345	$ 10,303,685
	Mar	$ 2,486,613	$ 1,198,691	$ 883,326	$ 1,521,840	$ 3,770,779	$ 9,861,249

*Mid-September represents data as of September 15th.

*Mid-August represents data as of August 15th.

*Mid-July represents data as of July 14th.

Year	Month	Residential Customers <31	<61	<91	<151	>=151	Total Arrears
2019	Jan	$ 1,317,682	$ 461,573	$ 299,236	$ 343,343	$ 359,281	$ 2,781,114
	Feb	$ 1,308,303	$ 441,984	$ 240,436	$ 284,409	$ 371,647	$ 2,646,779
	Mar	$ 1,240,727	$ 555,220	$ 230,491	$ 239,500	$ 385,093	$ 2,651,032
	Apr	$ 1,375,820	$ 387,619	$ 274,010	$ 220,311	$ 404,345	$ 2,662,105
	May	$ 1,349,393	$ 538,749	$ 175,895	$ 220,038	$ 374,963	$ 2,659,037
	Jun	$ 1,640,367	$ 472,198	$ 302,451	$ 177,906	$ 384,231	$ 2,977,153
	Jul	$ 1,915,806	$ 398,940	$ 217,880	$ 255,703	$ 373,988	$ 3,162,317
	Aug	$ 2,309,344	$ 584,095	$ 177,777	$ 196,220	$ 337,591	$ 3,605,026
	Sep	$ 1,898,261	$ 658,002	$ 286,080	$ 170,535	$ 332,571	$ 3,345,449
	Oct	$ 2,109,507	$ 587,052	$ 311,533	$ 265,092	$ 334,897	$ 3,608,080
	Nov	$ 1,594,198	$ 734,179	$ 326,933	$ 302,833	$ 332,774	$ 3,290,916
	Dec	$ 1,706,233	$ 536,957	$ 409,584	$ 333,662	$ 375,119	$ 3,361,554
2020	Jan	$ 1,246,031	$ 655,514	$ 253,358	$ 428,077	$ 437,861	$ 3,020,841
	Feb	$ 1,734,377	$ 534,204	$ 380,724	$ 351,206	$ 509,638	$ 3,510,150
	Mar	$ 1,672,023	$ 672,455	$ 326,097	$ 381,171	$ 585,735	$ 3,637,481
	Apr	$ 1,808,820	$ 771,477	$ 446,960	$ 410,998	$ 619,780	$ 4,058,034
	May	$ 1,666,743	$ 878,809	$ 511,801	$ 474,185	$ 630,629	$ 4,162,166
	Jun	$ 1,815,114	$ 755,718	$ 566,222	$ 546,608	$ 680,243	$ 4,363,904
	Mid-Jul	$ 2,301,548	$ 844,462	$ 466,345	$ 613,178	$ 698,195	$ 4,923,728
	Jul	$ 2,119,626	$ 927,560	$ 459,130	$ 662,672	$ 790,053	$ 4,959,040
	Mid-Aug	$ 2,668,758	$ 1,060,112	$ 529,426	$ 644,496	$ 826,857	$ 5,729,649
	Aug	$ 2,368,145	$ 1,071,980	$ 589,625	$ 604,908	$ 954,293	$ 5,588,950
	Mid-Sep	$ 2,912,752	$ 1,132,814	$ 634,701	$ 668,051	$ 1,020,059	$ 6,368,377
	Sep	$ 2,905,020	$ 1,237,668	$ 672,768	$ 722,558	$ 1,075,931	$ 6,613,945
	Oct	$ 3,128,257	$ 1,356,196	$ 845,617	$ 920,277	$ 1,288,108	$ 7,538,456
	Nov	$ 1,882,282	$ 1,623,666	$ 954,633	$ 1,119,237	$ 1,582,307	$ 7,162,125
	Dec	$ 2,297,515	$ 1,286,630	$ 1,032,645	$ 1,331,007	$ 1,824,411	$ 7,772,207
2021	Jan	$ 1,857,072	$ 1,264,356	$ 991,132	$ 1,404,464	$ 2,264,493	$ 7,781,516
	Feb	$ 2,067,696	$ 952,975	$ 994,161	$ 1,310,182	$ 2,654,096	$ 7,979,111
	Mar	$ 1,798,522	$ 957,728	$ 745,843	$ 1,266,004	$ 3,009,584	$ 7,777,682

*Mid-September represents data as of September 15th.

*Mid-August represents data as of August 15th.

*Mid-July represents data as of July 14th.

Year	Month	Non-Residential Customers					
		<31	<61	<91	<151	>=151	Total Arrears
2019	Jan	$ 478,952	$ 112,563	$ 133,025	$ 61,639	$ 228,025	$ 1,014,204
	Feb	$ 398,514	$ 55,845	$ 42,176	$ 56,012	$ 240,951	$ 793,498
	Mar	$ 430,910	$ 90,816	$ 36,640	$ 51,008	$ 256,773	$ 866,146
	Apr	$ 458,504	$ 84,497	$ 36,984	$ 50,007	$ 232,655	$ 862,648
	May	$ 561,431	$ 178,325	$ 57,464	$ 49,849	$ 249,395	$ 1,096,465
	Jun	$ 833,076	$ 183,612	$ 76,099	$ 46,426	$ 244,599	$ 1,383,811
	Jul	$ 907,265	$ 227,374	$ 135,910	$ 56,287	$ 242,113	$ 1,568,948
	Aug	$ 1,321,984	$ 308,712	$ 109,190	$ 47,754	$ 218,282	$ 2,005,922
	Sep	$ 1,119,919	$ 153,893	$ 59,243	$ 48,886	$ 228,258	$ 1,610,199
	Oct	$ 848,449	$ 184,128	$ 66,038	$ 67,050	$ 212,111	$ 1,377,776
	Nov	$ 919,263	$ 251,373	$ 154,261	$ 76,791	$ 231,156	$ 1,632,845
	Dec	$ 1,016,055	$ 113,409	$ 174,283	$ 163,918	$ 251,001	$ 1,718,666
2020	Jan	$ 464,901	$ 148,499	$ 31,556	$ 130,221	$ 486,359	$ 1,261,538
	Feb	$ 437,855	$ 97,344	$ 72,598	$ 36,257	$ 244,643	$ 888,697
	Mar	$ 783,674	$ 82,129	$ 37,056	$ 62,957	$ 239,161	$ 1,204,978
	Apr	$ 959,549	$ 296,010	$ 49,900	$ 57,884	$ 242,765	$ 1,606,107
	May	$ 745,102	$ 375,163	$ 166,136	$ 67,844	$ 315,224	$ 1,669,469
	Jun	$ 878,052	$ 198,408	$ 172,318	$ 161,896	$ 316,676	$ 1,727,349
	Mid-Jul	$ 1,341,448	$ 207,029	$ 139,815	$ 210,418	$ 332,933	$ 2,231,643
	Jul	$ 1,080,782	$ 388,297	$ 84,721	$ 190,572	$ 343,343	$ 2,087,715
	Mid-Aug	$ 1,236,296	$ 330,946	$ 107,300	$ 196,329	$ 396,299	$ 2,267,171
	Aug	$ 1,310,322	$ 242,951	$ 128,209	$ 161,512	$ 435,522	$ 2,278,515
	Mid-Sep	$ 1,804,964	$ 229,112	$ 113,571	$ 138,071	$ 465,445	$ 2,751,164
	Sep	$ 1,512,892	$ 248,843	$ 114,200	$ 140,941	$ 494,848	$ 2,511,724
	Oct	$ 1,401,328	$ 366,679	$ 129,857	$ 153,603	$ 531,249	$ 2,582,715
	Nov	$ 1,077,106	$ 452,066	$ 212,283	$ 173,141	$ 575,291	$ 2,489,887
	Dec	$ 1,365,836	$ 447,936	$ 233,734	$ 245,556	$ 601,738	$ 2,894,799
2021	Jan	$ 857,336	$ 426,788	$ 247,745	$ 293,569	$ 665,639	$ 2,491,077
	Feb	$ 924,834	$ 209,642	$ 217,275	$ 275,574	$ 697,249	$ 2,324,574
	Mar	$ 688,092	$ 240,962	$ 137,482	$ 255,835	$ 761,195	$ 2,083,567

*Mid-September represents data as of September 15th.

*Mid-August represents data as of August 15th.

*Mid-July represents data as of July 14th.

Year	Month	Residential Customers CAP					
		<31	<61	<91	<151	>=151	Total Arrears
	Oct	$ 371,818	$ 209,640	$ 140,312	$ 170,895	$ 243,594	$ 1,136,259
	Nov	$ 267,176	$ 229,108	$ 166,448	$ 209,333	$ 306,733	$ 1,178,798
	Dec	$ 289,549	$ 190,244	$ 175,544	$ 256,566	$ 375,912	$ 1,287,814
2021	Jan	$ 227,772	$ 180,779	$ 149,930	$ 265,926	$ 459,646	$ 1,284,053
	Feb	$ 266,333	$ 145,855	$ 151,381	$ 240,723	$ 537,157	$ 1,341,448
	Mar	$ 212,144	$ 153,208	$ 119,654	$ 215,637	$ 605,446	$ 1,306,090

Year	Month	Residential Customers Non-CAP					
		<31	<61	<91	<151	>=151	Total Arrears
	Oct	$ 2,756,440	$ 1,146,556	$ 705,305	$ 749,382	$ 1,044,515	$ 6,402,197
	Nov	$ 1,615,105	$ 1,394,557	$ 788,185	$ 909,905	$ 1,275,575	$ 5,983,327
	Dec	$ 2,007,966	$ 1,096,386	$ 857,101	$ 1,074,441	$ 1,448,499	$ 6,484,393
2021	Jan	$ 1,629,300	$ 1,083,577	$ 841,202	$ 1,138,538	$ 1,804,846	$ 6,497,463
	Feb	$ 1,801,363	$ 807,120	$ 842,779	$ 1,069,460	$ 2,116,940	$ 6,637,662
	Mar	$ 1,586,378	$ 804,520	$ 626,189	$ 1,050,367	$ 2,404,138	$ 6,471,592

Question 9: Number of customers making partial payments

CAW Response: California American Water does not separately track customers making partial payments. Please see Column 6.

				Q3	**Q9**	Q1
(1)	**(2)**	**(3)**	**(4)**	**(5)**	**(6)**	**(7)**
Year	**Month**	**Monterey Hardship Total Requested Applicants**	**Monterey Hardship Accepted Applicants**	**LIRA Total Enrollment**	**Customers with Payment Arrangement Plans**	**Total Customers Receiving Assistance**
2021	Mar	12	0*	19,742	602	20,344
2021	Feb	4	1	19,761	588	20,350
2021	Jan	7	5	19,873	549	20,427
2020	Dec	15	12	19,851	534	20,397
2020	Nov	8	2	19,735	456	20,193
2020	Oct	8	2	19,822	389	20,213
2020	Sept	13	6	15,947	345	16,298
2020	Mid-Sept	10	3	16,028	330	16,361
2020	Aug	15	9	16,149	333	16,491
2020	Mid-Aug	4	3	16,574	318	16,895
2020	Jul	15	10	16,629	295	16,934
2020	Mid-Jul	6	5	16,536	301	16,842
2020	Jun	15	8	16,551	319	16,878
2020	May	5	1	16,348	350	16,699
2020	April	4	4	16,224	409	16,637
2020	Mar	1	1	16,183	536	16,720
2020	Feb	5	5	15,625	734	16,364
2020	Jan	6	4	14,885	807	15,696
2019	Dec	3	2	15,039	731	15,772
2019	Nov	1	1	15,094	782	15,877
2019	Oct	11	8	15,539	732	16,279
2019	Sept	7	5	15,361	699	16,065
2019	Aug	17	12	15,475	597	16,084
2019	Jul	4	4	15,554	458	16,016
2019	Jun	3	2	15,584	424	16,010
2019	May	10	7	15,652	443	16,102
2019	Apr	4	1	15,720	482	16,203
2019	Mar	5	5	15,400	471	15,876
2019	Feb	8	4	15,457	575	16,036
2019	Jan	4	3	15,545	642	16,190

*Due to a technology related issue, successful hardship applications could not be processed March. There are six of these pending applications that will be accounted for in April.

Mid-September represents data as of September 15th.

Mid-August represents data as of August 15th.

Mid-July represents data as of July 14th.

Please note that starting in October, numbers include customer counts for the recently acquired systems of Hillview, Rio Plaza, and Fruitridge Vista. As of the end of October Hillview, Rio Plaza, and Fruitridge Vista customers were eligible to receive low-income discounts per Advice Letter 1307.

The number of hardship applicants for Nov 2020 was updated in Dec 2020 due to mis-entry in Nov.