

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**



**FILED**

10/13/21  
11:02 AM

Order Instituting Rulemaking evaluating the Commission's 2010 Water Action Plan Objective Of Achieving Consistency between the 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

**GOLDEN STATE WATER COMPANY (133W)  
COMPLIANCE FILING**

GOLDEN STATE WATER COMPANY  
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October 13, 2021

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**GOLDEN STATE WATER COMPANY (U133W)  
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**I. DATA SUBMISSION**

Pursuant to Administrative Law Judge ("ALJ") Watts-Zagha's September 16, 2020 ruling Revising Reporting Requirements, and ALJ Watts-Zagha's September 28, 2020 ruling Further Revising Reporting Requirements, Golden State Water Company ("GSWC") hereby files in this docket, in PDF format, the monthly data required pursuant to the Second Amended Scoping Memo and Ruling of the Assigned Commissioner and ALJ issued on June 2, 2020. Please see Attachment A. GSWC will also serve a copy of the data in Excel format on the Service List for R.17-06-024.

Respectfully submitted,  
Keith Switzer

*By /s/ Keith Switzer*

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# Attachment A

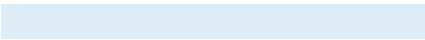
## **Golden State Water Company COVID-19-Related Customer Impact Data Collection As of September 2021**

Number of customers requesting bill assistance:	See Tab 1
Number of newly enrolled customers to your low-income rate Assistance Program	See Tab 2
Number of overall enrolled customers to your low-income rate Assistance Program	See Tab 3
Number of customers late or behind on their bill:	See Tab 4
Average arrearage amount:	See Tab 4
Median arrearage amount:	See Tab 4
Range of arrearage amount:	See Tab 4
Overall arrearage amount:	See Tab 4
Number of customers making partial payments:	See Tab 5
Housing and Community Development Payments	See Tab 6
Service Disconnections	See Tab 7

Tab 1 No. of Custs Bill Assist

<b>Bill Assistance</b>	<b>Non-Residential (A)</b>	<b>Residential Non-Low Income (B)</b>	<b>Residential Low Income (C)</b>	<b>Total Residential (D)=(B+C)</b>	<b>Grand Total (E)=(A+D)</b>
Oct 2020	85	538	223	761	846
Nov 2020	65	496	170	666	731
Dec 2020	85	538	208	746	831
Jan 2021	66	276	82	358	424
Feb 2021	47	356	130	486	533
Mar 2021	54	305	105	410	464
Apr 2021	101	249	127	376	477
May 2021	68	299	141	440	508
June 2021	125	455	227	682	807
July 2021	77	396	188	584	661
August 2021	102	415	201	616	718
September 2021	86	416	200	616	702

Tab 2 No. New Low Income Custs



	<b>Count</b>
Oct 2020	44
Nov 2020	18
Dec 2020	57
Jan 2021	67
Feb 2021	46
Mar 2021	30
Apr 2021	42
May 2021	21
June 2021	128
July 2021	84
August 2021	48
September 2021	69

**Note: This tab contains the count of new customers added to Golden State Water's Customer Assistance Program (CAP), by month. Recertifying customers are not included in this total.**

Tab 3 Overall Low Income Custs

	<b>Low Income Count</b>
Oct 2020	35,185
Nov 2020	35,120
Dec 2020	35,066
Jan 2021	35,806
Feb 2021	35,737
Mar 2021	35,624
Apr 2021	43,055
May 2021	42,936
June 2021	42,832
July 2021	43,741
August 2021	43,730
September 2021	43,597

**Note: This tab contains the total customers enrolled in Golden State Water's Customer Assistance Program (CAP), by month. This number also includes customers that have recertified (re-enrolled).**



Tab 4 Arrearages

Row Labels	Non Residential		Residential Non-Low Income		Residential Low Income		Number of Customers	Total Arrears Amount	Average Arrears Amount	Median Arrears Amount	Range Arrears Amount
	Count of ACCT_ID	Sum of ARS_AMT	Count of ACCT_ID	Sum of ARS_AMT	Count of ACCT_ID	Sum of ARS_AMT					
Oct 2020	11,511	6,057,874.14	34,279	6,488,657.96	7,498	1,170,652.39	53,388	15,717,184.49	294.40	133.81	\$50.02 - \$42,085.07
Nov 2020	10,389	6,098,553.82	33,543	6,728,619.05	7,022	1,106,877.96	50,954	14,594,050.83	285.24	125.77	\$50.01 - \$50,981.08
Dec 2020	14,250	9,418,098.27	39,511	7,284,744.80	7,897	1,245,286.76	61,658	17,998,129.83	291.09	121.07	\$50.01 - \$58,992.95
Jan 2021	11,613	6,913,572.21	37,747	7,141,767.74	5,982	927,389.65	55,342	14,982,729.60	270.73	116.61	\$50.01 - \$59,855.37
Feb 2021	9,639	5,973,352.48	33,744	6,194,791.69	5,673	933,705.07	49,056	13,101,849.24	267.08	113.71	\$50.02 - \$34,173.89
Mar 2021	10,446	6,087,436.91	36,796	7,607,020.81	5,730	1,009,047.99	52,972	14,703,505.71	277.57	111.36	\$50.03 - \$29,907.40
Apr 2021	8,395	4,835,944.83	27,939	5,499,907.36	6,788	1,310,237.00	43,122	11,646,089.19	270.07	110.07	\$50.01 - \$36,436.27
May 2021	7,895	4,685,487.44	28,215	5,943,938.19	6,611	1,331,851.00	42,721	11,961,276.63	279.99	114.12	\$50.01 - \$40,850.74
June 2021	8,970	6,775,439.58	34,895	6,965,070.08	8,247	1,559,117.45	53,016	15,299,627.11	288.59	119.75	\$50.01 - \$43,914.45
July 2021	8,970	6,387,992.66	33,149	7,438,998.97	7,914	1,670,023.31	50,033	15,497,014.94	309.74	127.41	\$50.03 - \$38,547.81
August 2021	9,730	7,258,783.97	34,780	7,723,368.84	8,823	1,823,048.47	53,333	16,805,201.28	315.10	155.01	\$50.03 - \$38,547.81
September 2021	8,870	6,762,389.19	33,512	8,153,399.86	7,884	1,828,551.94	50,266	16,744,340.99	333.11	133.14	\$50.07 - \$77,258.15

Note: This tab contains the number of customers that are late, the overall arrearages, the average arrearage amount, the median arrearage amount, and the range of arrearage, all by month.

The customer count above is generated by the number of reminder notices sent every month. The Number of Customers and Total Arrears Amount excludes any accounts that have balances below \$50, as Golden State Water does not send reminder notices if a balance is below \$50.

Tab 5 Partial Pymt Custs

Partial Payments	Total Non-Residential (A)	Residential		Total Residential (D)=(B+C)	Grand Total (E)=(A+D)
		Non-Low Income (B)	Residential Low Income (C)		
Oct 2020	34	253	103	356	390
Nov 2020	32	266	85	351	383
Dec 2020	37	234	100	334	371
Jan 2021	24	224	82	306	330
Feb 2021	29	179	64	243	272
Mar 2021	31	161	70	231	262
Apr 2021	64	136	78	214	278
May 2021	46	159	79	238	284
June 2021	37	205	107	312	349
July 2021	37	209	110	319	356
August 2021	48	196	101	297	345
September 2021	57	206	101	307	364

**Note: This tab contains the number of customers making partial payments against a payment arrangement that include two or more installments.**

Tab 6 HCD Payments

	Non-Residential Customers		Residential Non-Low Income Customers		Residential Low Income Customers		Total Residential Customers (G)=(C+E)	Total Residential Payments (H)=(D+F)	Grand Total Customers (I)=(A+G)	Grand Total Payments (J)=(B+H)
	(A)	(B)	(C)	(D)	(E)	(F)				
May 2021	0	\$0.00	17	\$16,076.69	7	\$4,436.93	24	\$20,513.62	24	\$20,513.62
June 2021	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
July 2021	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
August 2021	0	\$0.00	0	\$0.00	2	\$1,077.51	2	\$1,077.51	2	\$1,077.51
September 2021	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00

Note: This tab contains the number of customers that have received COVID-19 relief bill assistance from Housing and Community Development Programs.

Tab 7 Service Disconnections

	Non-Residential Customers	Residential Non- Low Income Customers	Residential Low Income Customers	Total Residential Customers	Grand Total Customers
	(A)	(B)	(C)	(D)=(B+C)	(E)=(A+D)
September 2021	0	0	0	0	0

Note: This tab contains the number of water service disconnections.