

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



FILED

06/08/23

11:33 AM

R1706024

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 No. 17-06-024

Filed: June 29, 2017

**GREAT OAKS WATER COMPANY
COMPLIANCE FILING
MAY 2023 REPORT**

Great Oaks Water Company (Great Oaks) respectfully submits its May 2023 Report in compliance with revised reporting requirements for this Rulemaking as provided in the April 28, 2022 Assigned Commissioner's Ruling Revising Monthly Reporting Requirements (AC Ruling). All of the exhibits are filed in PDF/A format and are being served in Excel format, as ordered.

Attached hereto are the following reports:

Exhibit A: May 31, 2023 Aging Accounts Receivables Report with Revised Reporting Requirements

Exhibit B: New Customer Assistance Program Enrollees

Exhibit C: Disconnections for Nonpayment/Reconnections

In specific compliance with the AC Ruling, Great Oaks provides the Exhibit C data in the tables below in response to questions 7, 8, and 9 of the AC Ruling.

Response to Question 7: Note: The total number of residential disconnections in April 2023 represent 0.23% of Great Oaks customers.

		Customers Disconnected				
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	75	75	34	41	0
	Feb	52	52	24	28	0
	Mar	54	54	15	39	0
	Apr	52	49	21	28	3
	May	65	65	26	39	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

		Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	5	5	4	1	0
	Feb	5	5	2	3	0
	Mar	4	4	1	3	0
	Apr	2	2	1	1	0
	May	2	2	1	1	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

		Non-Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	70	70	30	40	0
	Feb	47	47	22	25	0
	Mar	50	50	14	36	0
	Apr	50	47	20	27	3
	May	63	63	25	38	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Response to Question 8:

Year	Month	Customers Disconnected and Reconnected Count				
		All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	68	68	32	36	0
	Feb	45	45	21	24	0
	Mar	46	46	15	31	0
	Apr	27	25	15	10	2
	May	61	61	25	36	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Year	Month	Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	5	5	4	1	0
	Feb	5	5	2	3	0
	Mar	4	4	1	3	0
	Apr	1	1	1	0	0
	May	2	2	1	1	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Year	Month	Non-Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	63	63	28	35	0
	Feb	40	40	19	21	0
	Mar	42	42	14	28	0
	Apr	26	24	14	10	2
	May	59	59	24	35	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

		Customers Disconnected and Reconnected Dollars				
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	\$ 12,084.15	\$ 12,084.15	\$ 5,184.79	\$ 6,899.36	\$ -
	Feb	\$ 9,781.32	\$ 9,781.32	\$ 3,845.75	\$ 5,935.57	\$ -
	Mar	\$ 5,263.74	\$ 5,263.74	\$ 1,221.90	\$ 4,041.84	\$ -
	Apr	\$ 3,312.04	\$ 3,056.65	\$ 1,676.52	\$ 1,380.13	\$ 255.39
	May	\$ 7,915.72	\$ 7,915.72	\$ 2,953.06	\$ 4,962.66	\$ -
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

		Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	\$ 700.41	\$ 700.41	\$ 618.19	\$ 82.22	\$ -
	Feb	\$ 825.69	\$ 825.69	\$ 256.63	\$ 569.06	\$ -
	Mar	\$ 486.52	\$ 486.52	\$ 59.42	\$ 427.10	\$ -
	Apr	\$ 21.06	\$ 21.06	\$ 21.06	\$ -	\$ -
	May	\$ 278.89	\$ 278.89	\$ 68.81	\$ 210.08	\$ -
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

		Non-Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	\$ 11,383.74	\$ 11,383.74	\$ 4,566.60	\$ 6,817.14	\$ -
	Feb	\$ 8,955.63	\$ 8,955.63	\$ 3,589.12	\$ 5,366.51	\$ -
	Mar	\$ 4,777.22	\$ 4,777.22	\$ 1,162.48	\$ 3,614.74	\$ -
	Apr	\$ 3,290.98	\$ 3,035.59	\$ 1,655.46	\$ 1,380.13	\$ 255.39
	May	\$ 7,636.83	\$ 7,636.83	\$ 2,884.25	\$ 4,752.58	\$ -
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Response to Question 9:

		Customers Disconnected and Reconnected Count				
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	68	68	32	36	0
	Feb	45	45	21	24	0
	Mar	46	46	15	31	0
	Apr	27	25	15	10	2
	May	61	61	25	36	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

		Payment Arrangement - Within 2 days				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	3	3	2	1	0
	Feb	5	5	2	3	0
	Mar	4	4	1	3	0
	Apr	1	1	1	0	0
	May	2	2	1	1	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

		Non-Payment Arrangement - Within 2 days				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	59	59	26	33	0
	Feb	34	34	15	19	0
	Mar	35	35	12	23	0
	Apr	22	21	12	9	1
	May	52	52	21	31	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Year	Month	Payment Arrangement - After 2 days				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	2	2	2	0	0
	Feb	0	0	0	0	0
	Mar	0	0	0	0	0
	Apr	0	0	0	0	0
	May	0	0	0	0	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Year	Month	Non-Payment Arrangement - After 2 days				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	4	4	2	2	0
	Feb	6	6	4	2	0
	Mar	7	7	2	5	0
	Apr	4	3	2	1	1
	May	7	7	3	4	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Should other or additional information be required, Great Oaks requests that it be advised so that this other or additional information may be provided or so that explanations can be provided as to why such other or additional information is not available.

Respectfully submitted,

Date: June 8, 2023

_____/s/
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**Great Oaks Water Company
R.17-06-024 January 2023 Compliance Report**

Exhibit A - May 31, 2023 Aging Accounts Receivable

Aging Accounts Receivable Summary - As of end of day 5/31/2023

	Class 0	Class 1	Class 2	Class 3	Class 4	Class 5	Class 6	Class 7	Total
0 to 79 days	\$ 510,371.29	\$ 171,545.72	\$ 59,350.26	\$ 66,881.62	\$ 77,059.34	\$ 330,349.57	\$ 65,005.11	\$ 1,696.30	\$ 1,282,259.21
over 79 days	\$ 141,414.23	\$ 30,153.51	\$ 2,438.14	\$ 1.00	\$ 135.85	\$ 2,570.50	\$ -	\$ -	\$ 176,713.23
Due Balances	\$ 651,785.52	\$ 201,699.23	\$ 61,788.40	\$ 66,882.62	\$ 77,195.19	\$ 332,920.07	\$ 65,005.11	\$ 1,696.30	\$ 1,458,972.44
Credit Balances	\$ (165,450.86)	\$ (7,462.93)	\$ (3.07)	\$ (15,618.56)	\$ (15,733.92)	\$ (1,838.89)	\$ -	\$ (671.22)	\$ (206,779.45)
Net A/R	\$ 486,334.66	\$ 194,236.30	\$ 61,785.33	\$ 51,264.06	\$ 61,461.27	\$ 331,081.18	\$ 65,005.11	\$ 1,025.08	\$ 1,252,192.99

Customer Class Codes	
0	Single Family Residential
1	Business
2	Industrial
3	Public Authority
4	Private Irrigation
5	Multi Family Residential
6	Schools
7	Agriculture
8	Private Fire Protection

0 to 78 Days	Class 0	Class 1	Class 2	Class 3	Class 4	Class 5	Class 6	Class 7	Total
Customer Count =>	5,129	332	55	139.00	127	182	43	8	6,015
Partial Payment Customer Count =>	951	26	5	9.00	7	6	0	1	1,005
Total Amount Invoiced =>	\$ 510,371.29	\$ 171,545.72	\$ 59,350.26	\$ 66,881.62	\$ 77,059.34	\$ 330,349.57	\$ 65,005.11	\$ 1,696.30	\$ 1,282,259.21
Average Customer Balance =>	\$ 99.51	\$ 516.70	\$ 1,079.10	\$ 481.16	\$ 606.77	\$ 1,815.11	\$ 1,511.75	\$ 212.04	\$ 213.18
Median Customer Balance =>	\$ 44.01	\$ 164.87	\$ 343.79	\$ 162.04	\$ 393.27	\$ 464.25	\$ 861.50	\$ 59.27	\$ 86.85
Payment Plan Count =>	48	0	0	0	0	1	0	0	49
Payment Plan Total =>	\$ 6,545.77	\$ -	\$ -	\$ -	\$ -	\$ 104.01	\$ -	\$ -	\$ 6,649.78
Average Balance Payment Plan =>	\$ 136.37	\$ -	\$ -	\$ -	\$ -	\$ 104.01	\$ -	\$ -	\$ 135.71
Median Balance Payment Plan =>	\$ 111.00	\$ -	\$ -	\$ -	\$ -	\$ 104.01	\$ -	\$ -	\$ 110.43
Non Payment Plan Count =>	5,081	332	55	139.00	127	181	43	8	5,966
Non Payment Plan Total =>	\$ 503,825.52	\$ 171,545.72	\$ 59,350.26	\$ 66,881.62	\$ 77,059.34	\$ 330,245.56	\$ 65,005.11	\$ 1,696.30	\$ 1,275,609.43
Average Balance No Payment Plan =>	\$ 99.16	\$ 516.70	\$ 1,079.10	\$ 481.16	\$ 606.77	\$ 1,824.56	\$ 1,511.75	\$ 212.04	\$ 213.81
Median Balance No Payment Plan =>	\$ 43.62	\$ 164.87	\$ 343.79	\$ 162.04	\$ 393.27	\$ 465.29	\$ 861.50	\$ 59.27	\$ 52.77
Low Income Count =>	1,129								
Low Income Partial Count=>	310								
Low Income Total =>	\$ 93,538.01								
Low Income Average Balance =>	\$ 82.85								
Low Income Median Balance =>	\$ 63.71								
Low Income AND Payment Plan Count =>	24								
Low Income AND Payment Plan Total =>	\$ 2,269.59								
Low Income AND Payment Plan Average =>	\$ 94.57								
Low Income AND Payment Plan Median =>	\$ 84.33								
Low Income AND No Payment Plan Count =>	1,105								
Low Income AND No Payment Plan Total =>	\$ 91,268.42								
Low Income AND No Payment Plan Average =>	\$ 82.60								
Low Income AND No Payment Plan Median =>	\$ 63.32								

79 Days and Over	Class 0	Class 1	Class 2	Class 3	Class 4	Class 5	Class 6	Class 7	Total
Customer Count =>	426	8	2	1	1	5	0	0	443
Partial Payment Customer Count =>	308	3	2	1	1	1	0	0	316
Total Amount Invoiced =>	\$ 141,414.23	\$ 30,153.51	\$ 2,438.14	\$ 1.00	\$ 135.85	\$ 2,570.50	\$ -	\$ -	\$ 176,713.23
Average Customer Balance =>	\$ 331.96	\$ 3,769.19	\$ 1,219.07	\$ 1.00	\$ 135.85	\$ 514.10	\$ -	\$ -	\$ 398.90
Median Customer Balance =>	\$ 79.29	\$ 120.58	\$ 1,219.07	\$ 1.00	\$ 135.85	\$ 442.83	\$ -	\$ -	\$ 83.02
Payment Plan Count =>	21	0	0	0	0	1	0	0	22
Payment Plan Total =>	\$ 10,185.79	\$ -	\$ -	\$ -	\$ -	\$ 714.47	\$ -	\$ -	\$ 10,900.26
Average Balance Payment Plan =>	\$ 485.04	\$ -	\$ -	\$ -	\$ -	\$ 714.47	\$ -	\$ -	\$ 495.47
Median Balance Payment Plan =>	\$ 100.00	\$ -	\$ -	\$ -	\$ -	\$ 714.47	\$ -	\$ -	\$ 108.04
Non Payment Plan Count =>	405	8	2	1	1	4	0	0	421
Non Payment Plan Total =>	\$ 131,228.44	\$ 30,153.51	\$ 2,438.14	\$ 1.00	\$ 135.85	\$ 1,856.03	\$ -	\$ -	\$ 165,812.97
Average Balance No Payment Plan =>	\$ 324.02	\$ 3,769.19	\$ 1,219.07	\$ 1.00	\$ 135.85	\$ 464.01	\$ -	\$ -	\$ 393.86
Median Balance No Payment Plan =>	\$ 78.30	\$ 120.58	\$ 1,219.07	\$ 1.00	\$ 135.85	\$ 432.24	\$ -	\$ -	\$ 82.41
Low Income Count =>	198								
Low Income Partial Count=>	150								
Low Income Total =>	\$ 66,448.20								
Low Income Average Balance =>	\$ 335.60								
Low Income Median Balance =>	\$ 64.48								
Low Income AND Payment Plan Count =>	8								
Low Income AND Payment Plan Total =>	\$ 1,582.61								
Low Income AND Payment Plan Average =>	\$ 197.83								
Low Income AND Payment Plan Median =>	\$ 85.00								
Low Income AND No Payment Plan Count =>	190								
Low Income AND No Payment Plan Total =>	\$ 64,865.59								
Low Income AND No Payment Plan Average =>	\$ 341.40								
Low Income AND No Payment Plan Median =>	\$ 63.40								

<u>Total</u>		<u>Class 0</u>	<u>Class 1</u>	<u>Class 2</u>	<u>Class 3</u>	<u>Class 4</u>	<u>Class 5</u>	<u>Class 6</u>	<u>Class 7</u>	<u>check</u>									
\$	(206,779.45)	\$	(165,450.86)	\$	(7,462.93)	\$	(3.07)	\$	(15,618.56)	\$	(15,733.92)	\$	(1,838.89)	\$	-	\$	(671.22)	\$	0.00
Customer Count =>		1,632	16	1	5.00	7	13	0	1										

Low Income Total => \$ (27,173.82)
Low Income Count => 349

<u>Account</u>	<u>Class</u>	<u>Code</u>	<u>Date</u>	<u>Credit Balance</u>	<u>Low Income</u>
120248	0	70	20230531	\$ (161.17)	
120384	0	70	20230531	\$ (158.81)	
120394	0	70	20230531	\$ (0.03)	Y
120407	0	70	20230531	\$ (0.54)	Y
120463	0	70	20230531	\$ (1.85)	
120646	0	70	20230531	\$ (0.28)	Y
120651	0	70	20230531	\$ (17.60)	
121114	0	70	20230531	\$ (61.26)	Y
121315	0	70	20230531	\$ (0.63)	
121431	0	70	20230531	\$ (4.22)	Y
121498	0	70	20230531	\$ (0.51)	

Average Amounts Owed by Customer Class			
Class		Average Amount	Median Amount
LICAP	\$	(77.86)	\$ (8.03)
0	\$	(101.38)	\$ (16.56)
1	\$	(466.43)	\$ (63.60)
2	\$	(3.07)	\$ (3.07)
3	\$	(3,123.71)	\$ (2,039.25)
4	\$	(2,247.70)	\$ (224.73)
5	\$	(141.45)	\$ (74.97)
6			
7	\$	(671.22)	\$ (671.22)

**Great Oaks Water Company
R.17-06-024 - May 2023 Compliance Report**

Exhibit B - New Customer Assistance Program Enrollees

New enrollees are counted when they first enter system (new account number in licmas)

<u>End of</u>	<u>Start of</u>	<u>Monthly New Enrollees</u>	<u>Total Enrollees</u>
12/31/18	1/1/19	5	2099
1/31/19	2/1/19	4	2095
2/28/19	3/1/19	4	2093
3/31/19	4/1/19	2	2086
4/30/19	5/1/19	0	2074
5/31/19	6/1/19	1	2063
6/30/19	7/1/19	5	2056
7/31/19	8/1/19	3	2047
8/31/19	9/1/19	432	2465
9/30/19	10/1/19	1	2442
10/31/19	11/1/19	5	1859
11/30/19	12/1/19	9	1858
12/31/19	1/1/20	5	1849
1/31/20	2/1/20	4	1847
2/29/20	3/1/20	2	1842
3/31/20	4/1/20	5	1833
4/30/20	5/1/20	2	1824
5/31/20	6/1/20	343	2155
6/30/20	7/1/20	11	2145
7/31/20	8/1/20	278	2294
8/31/20	9/1/20	2	2283
9/30/20	10/1/20	204	2468
10/28/20		1	2454
11/30/20	12/1/20	2	2445
12/31/20	1/1/21	2	2431
1/31/21	2/1/21	2	2420
2/28/21	3/1/21	3	2407
3/31/21	4/1/21	1017	3402
4/30/21	5/1/21	3	3380
5/31/21	6/1/21	1	3363
6/30/21	7/1/21	5	3342
7/31/21	8/1/21	2	3312
8/31/21	9/1/21	7	3305
9/30/21	10/1/21	7	3283
10/31/21	11/1/21	245	3504
11/30/21	12/1/21	0	3479
12/31/21	1/1/22	6	3461
1/31/22	2/1/22	2	3445
2/28/22	3/1/22	3	3428
3/31/22	4/1/22	6	3413
4/30/22	5/1/22	6	3398
5/31/22	6/1/22	252	3577
6/30/22	7/1/22	2	3538
7/31/22	8/1/22	128	3629
8/31/22	9/1/22	1	3594
9/30/22	10/1/22	2	3569
10/31/22	11/1/22	2	3554
11/30/22	12/1/22	102	3627
12/31/22	1/1/23	2	3611
1/31/23	2/1/23	107	3704
2/28/23	3/1/23	0	3669
3/31/23	4/1/23	2	3647
4/30/23	5/1/23	101	3726
5/31/23	6/1/23	1	3711

New enrollees are counted as new when they first receive benefits from enrolling (first discount on bill)

<u>End of</u>	<u>Start of</u>	<u>Monthly New Enrollees</u>
12/31/18	1/1/19	1
1/31/19	2/1/19	6
2/28/19	3/1/19	3
3/31/19	4/1/19	4
4/30/19	5/1/19	2
5/31/19	6/1/19	0
6/30/19	7/1/19	1
7/31/19	8/1/19	5
8/31/19	9/1/19	82
9/30/19	10/1/19	232
10/31/19	11/1/19	145
11/30/19	12/1/19	34
12/31/19	1/1/20	2
1/31/20	2/1/20	10
2/29/20	3/1/20	6
3/31/20	4/1/20	2
4/30/20	5/1/20	2
5/31/20	6/1/20	34
6/30/20	7/1/20	159
7/31/20	8/1/20	224
8/31/20	9/1/20	126
9/30/20	10/1/20	95
10/28/20		93
11/30/20	12/1/20	111
12/31/20	1/1/21	1
1/31/21	2/1/21	5
2/28/21	3/1/21	1
3/31/21	4/1/21	2
4/30/21	5/1/21	410
5/31/21	6/1/21	609
6/30/21	7/1/21	2
7/31/21	8/1/21	3
8/31/21	9/1/21	3
9/30/21	10/1/21	6
10/31/21	11/1/21	109
11/30/21	12/1/21	145
12/31/21	1/1/22	4
1/31/22	2/1/22	3
2/28/22	3/1/22	1
3/31/22	4/1/22	4
4/30/22	5/1/22	4
5/31/22	6/1/22	91
6/30/22	7/1/22	112
7/31/22	8/1/22	58
8/31/22	9/1/22	55
9/30/22	10/1/22	73
10/31/22	11/1/22	1
11/30/22	12/1/22	11
12/31/22	1/1/23	43
1/31/23	2/1/23	53
2/28/23	3/1/23	49
3/31/23	4/1/23	59
4/30/23	5/1/23	0
5/31/23	6/1/23	38

**Great Oaks Water Company
R.17-06-024 May 2023 Compliance Report**

Exhibit C - Disconnections for Nonpayment

Question 7: Number of customers disconnected for nonpayment

Response: (Residential = Single Family Residential)

Year	Month	Customers Disconnected				
		All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	75	75	34	41	0
	Feb	52	52	24	28	0
	Mar	54	54	15	39	0
	Apr	52	49	21	28	3
	May	65	65	26	39	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Year	Month	Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	5	5	4	1	0
	Feb	5	5	2	3	0
	Mar	4	4	1	3	0
	Apr	2	2	1	1	0
	May	2	2	1	1	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Year	Month	Non-Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	70	70	30	40	0
	Feb	47	47	22	25	0
	Mar	50	50	14	36	0
	Apr	50	47	20	27	3
	May	63	63	25	38	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Question 8: Number of customers reconnected after a disconnection for nonpayment (Count and \$'s)

Response: (Residential = Single Family Residential)

Year	Month	Customers Disconnected and Reconnected Count				
		All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	68	68	32	36	0
	Feb	45	45	21	24	0
	Mar	46	46	15	31	0
	Apr	27	25	15	10	2
	May	61	61	25	36	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Year	Month	Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	5	5	4	1	0
	Feb	5	5	2	3	0
	Mar	4	4	1	3	0
	Apr	1	1	1	0	0
	May	2	2	1	1	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Year	Month	Non-Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	63	63	28	35	0
	Feb	40	40	19	21	0
	Mar	42	42	14	28	0
	Apr	26	24	14	10	2
	May	59	59	24	35	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Note: Dollars is the sum of invoices triggering disconnect (oldest single invoice only per customer)

Customers Disconnected and Reconnected Dollars						
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	\$ 12,084.15	\$ 12,084.15	\$ 5,184.79	\$ 6,899.36	\$ -
	Feb	\$ 9,781.32	\$ 9,781.32	\$ 3,845.75	\$ 5,935.57	\$ -
	Mar	\$ 5,263.74	\$ 5,263.74	\$ 1,221.90	\$ 4,041.84	\$ -
	Apr	\$ 3,312.04	\$ 3,056.65	\$ 1,676.52	\$ 1,380.13	\$ 255.39
	May	\$ 7,915.72	\$ 7,915.72	\$ 2,953.06	\$ 4,962.66	\$ -
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Payment Arrangement						
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	\$ 700.41	\$ 700.41	\$ 618.19	\$ 82.22	\$ -
	Feb	\$ 825.69	\$ 825.69	\$ 256.63	\$ 569.06	\$ -
	Mar	\$ 486.52	\$ 486.52	\$ 59.42	\$ 427.10	\$ -
	Apr	\$ 21.06	\$ 21.06	\$ 21.06	\$ -	\$ -
	May	\$ 278.89	\$ 278.89	\$ 68.81	\$ 210.08	\$ -
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Non-Payment Arrangement						
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	\$ 11,383.74	\$ 11,383.74	\$ 4,566.60	\$ 6,817.14	\$ -
	Feb	\$ 8,955.63	\$ 8,955.63	\$ 3,589.12	\$ 5,366.51	\$ -
	Mar	\$ 4,777.22	\$ 4,777.22	\$ 1,162.48	\$ 3,614.74	\$ -
	Apr	\$ 3,290.98	\$ 3,035.59	\$ 1,655.46	\$ 1,380.13	\$ 255.39
	May	\$ 7,636.83	\$ 7,636.83	\$ 2,884.25	\$ 4,752.58	\$ -
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Question 9: Number of customers reconnected after a disconnection for nonpayment (# of Days)

Response: (Residential = Single Family Residential)

Customers Disconnected and Reconnected Count						
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	68	68	32	36	0
	Feb	45	45	21	24	0
	Mar	46	46	15	31	0
	Apr	27	25	15	10	2
	May	61	61	25	36	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Payment Arrangement - Within 2 days						
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	3	3	2	1	0
	Feb	5	5	2	3	0
	Mar	4	4	1	3	0
	Apr	1	1	1	0	0
	May	2	2	1	1	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Non-Payment Arrangement - Within 2 days						
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	59	59	26	33	0
	Feb	34	34	15	19	0
	Mar	35	35	12	23	0
	Apr	22	21	12	9	1
	May	52	52	21	31	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Payment Arrangement - After 2 days						
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	2	2	2	0	0
	Feb	0	0	0	0	0
	Mar	0	0	0	0	0
	Apr	0	0	0	0	0
	May	0	0	0	0	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					

Non-Payment Arrangement - After 2 days						
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2023	Jan	4	4	2	2	0
	Feb	6	6	4	2	0
	Mar	7	7	2	5	0
	Apr	4	3	2	1	1
	May	7	7	3	4	0
	Jun					
	Jul					
	Aug					
	Sep					
	Oct					
	Nov					
	Dec					