



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

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R1706024

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**

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Water Company

Dated: September 15, 2023

**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 *Assigned Commissioner’s Ruling Revising Monthly Reporting Requirements* (“Ruling”) filed in R.17-06-024 on April 28, 2022.

Attachment A to this Response contains California American Water’s August 2023 report in compliance with the Ruling. The Ruling specifically calls out California American Water to provide certain metrics regarding its Hardship Benefit Program. The Hardship Benefit Program is designed to help struggling customers avoid having their water shut off due to non-payment of their water bills. For example, Monterey customers with impending water shut offs due to non-payment are advised by Customer service Call Center staff to call 211, which gets them in touch with Monterey’s United Way, a non-profit organization. United Way will then approve or deny the request based on the organization’s income criteria. If the request is approved, the customer shut off is suspended and United Way issues payment to California American Water on behalf of the customer for any amount owed up to \$1,000 to bring the account current. This assistance remained available during the disconnection moratorium, even though California American Water was not disconnecting customers. Customers who take advantage of this one-time assistance may fall into the other reporting categories

requested by the Ruling, i.e. Customer Assistance Program (“CAP”) customers or non-CAP customers.

California American Water will serve the Excel Version of Attachment A on the service list for this proceeding.

Dated: September 15, 2023

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 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.

Year	Month	New Enrollees
2023	Aug	1,546
2023	Jul	207
2023	Jun	75
2023	May	427
2023	Apr	30
2023	Mar	95
2023	Feb	68
2023	Jan	53
2022	Dec	189
2022	Nov	48
2022	Oct	42
2022	Sept	51
2022	Aug	130
2022	July	793
2022	Jun	2,347
2022	May	56
2022	Apr	56
2022	Mar	67
2022	Feb	607
2022	Jan	58
2021	Dec	649
2021	Nov	526
2021	Oct	89
2021	Sept	96
2021	Aug	91
2021	Jul	90
2021	Jun	161
2021	May	633
2021	April	862
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.

Question 2: Number of overall enrolled customers in your CAP

CAW Response:

Year	Month	Total CAP Enrollment
2023	Aug	24,066
2023	Jul	22,694
2023	Jun	22,737
2023	May	22,896
2023	Apr	22,698
2023	Mar	22,792
2023	Feb	22,824
2023	Jan	22,948
2022	Dec	23,142
2022	Nov	23,321
2022	Oct	23,355
2022	Sept	23,623
2022	Aug	23,799
2022	July	23,941
2022	Jun	23,148
2022	May	21,008
2022	Apr	21,113
2022	Mar	21,255
2022	Feb	21,316
2022	Jan	20,909
2021	Dec	21,054
2021	Nov	20,582
2021	Oct	20,231
2021	Sept	20,321
2021	Aug	20,447
2021	July	20,568
2021	Jun	20,791
2021	May	20,868
2021	April	20,416
2021	Mar	19,742
2021	Feb	19,761
2021	Jan	19,873
2020	Dec	19,851
2020	Nov	19,735
2020	Oct	19,822
2020	Sept	15,947
2020	Mid-Sept	16,028
2020	Aug	16,149
2020	Mid-Aug	16,574
2020	Jul	16,629
2020	Mid-Jul	16,536
2020	Jun	16,551

2020	May	16,348
2020	April	16,224
2020	Mar	16,183
2020	Feb	15,625
2020	Jan	14,885
2019	Dec	15,039
2019	Nov	15,094
2019	Oct	15,539
2019	Sept	15,361
2019	Aug	15,475
2019	Jul	15,554
2019	Jun	15,584
2019	May	15,652
2019	Apr	15,720
2019	Mar	15,400
2019	Feb	15,457
2019	Jan	15,545

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 3: Number of customers with unpaid bills 79 days or more after invoice date

CAW Response:

		Unpaid Customer Count (>=79 Days)				
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	9,271	8,563	1,788	6,775	708
	Jun	9,292	8,691	2,072	6,619	601
	Jul	8,887	8,349	2,225	6,124	538
	Aug	9,018	8,517	2,369	6,148	501
	Sep	8,116	7,580	2,344	5,236	536
	Oct	9,055	8,532	2,459	6,073	523
	Nov	9,099	8,602	2,523	6,079	497
	Dec	9,434	8,921	2,755	6,166	513
2023	Jan	9,773	9,191	2,687	6,504	582
	Feb	9,433	8,812	2,611	6,201	621
	Mar	8,236	7,808	2,468	5,340	428
	Apr	8,471	8,040	2,580	5,460	431
	May	8,711	8,316	2,679	5,637	395
	Jun	7,318	6,996	2,422	4,574	322
	Jul	7,366	7,004	2,225	4,779	362
	Aug	6,566	6,255	1,947	4,308	311

		Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		2022	May	843	826	223
	Jun	906	877	283	594	29
	Jul	1,177	1,153	351	802	24
	Aug	1,247	1,221	334	887	26
	Sep	1,580	1,554	354	1,200	26
	Oct	1,602	1,576	351	1,225	26
	Nov	1,631	1,605	344	1,261	26
	Dec	1,715	1,693	353	1,340	22
2023	Jan	1,597	1,574	304	1,270	23
	Feb	1,592	1,569	305	1,264	23
	Mar	1,376	1,356	263	1,093	20
	Apr	1,374	1,358	259	1,099	16
	May	1,715	1,693	353	1,340	22
	Jun	1,290	1,281	273	1,008	9
	Jul	1,376	1,356	263	1,093	20
	Aug	1,703	1,695	758	937	8

		Non-Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		2022	May	8,428	7,737	1,565
	Jun	8,386	7,814	1,789	6,025	572
	Jul	7,710	7,196	1,874	5,322	514
	Aug	7,771	7,296	2,035	5,261	475
	Sep	6,536	6,026	1,990	4,036	510
	Oct	7,453	6,956	2,108	4,848	497
	Nov	7,468	6,997	2,179	4,818	471
	Dec	7,719	7,228	2,402	4,826	491
2023	Jan	8,176	7,617	2,383	5,234	559
	Feb	7,841	7,243	2,306	4,937	598
	Mar	6,860	6,452	2,205	4,247	408
	Apr	7,097	6,682	2,321	4,361	415
	May	7,360	6,977	2,415	4,562	383
	Jun	6,028	5,715	2,149	3,566	313
	Jul	5,969	5,615	1,867	3,748	354
	Aug	4,863	4,560	1,189	3,371	303

CAW Response:

		Monterey Hardship* - Customers Assisted				
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	1	1	1	0	0
	Jun	2	2	1	1	0
	Jul	2	2	1	1	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	1	1	0	1	0
	Nov	3	3	1	2	0
	Dec	0	0	0	0	0
2023	Jan	5	5	4	1	0
	Feb	3	3	2	1	0
	Mar	15	15	9	6	0
	Apr	1	1	1	0	0
	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	8	8	5	3	0

		Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		2022	May	1	1	1
	Jun	2	2	1	1	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
2023	Jan	0	0	0	0	0
	Feb	1	1	1	0	0
	Mar	1	1	0	1	0
	Apr	1	1	1	0	0
	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0

		Non-Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		2022	May	0	0	0
	Jun	0	0	0	0	0
	Jul	2	2	1	1	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	1	1	0	1	0
	Nov	3	3	1	2	0
	Dec	0	0	0	0	0
2023	Jan	5	5	4	1	0
	Feb	2	2	1	1	0
	Mar	14	14	9	5	0
	Apr	0	0	0	0	0
	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	8	8	5	3	0

*Hardship Benefit payments are in made in the reporting month and therefore not included in the Unpaid Customer tables (left).

Question 4: Dollar amount of unpaid bills 79 days or more after invoice date

CAW Response:

		Unpaid \$'s (>=79 Days)				
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	\$5,503,261	\$4,236,308	\$744,306	\$3,492,002	\$1,266,953
	Jun	\$5,560,065	\$4,405,309	\$913,305	\$3,492,004	\$1,154,756
	Jul	\$5,395,339	\$4,194,618	\$989,823	\$3,204,795	\$1,200,721
	Aug	\$5,359,738	\$4,378,840	\$1,080,931	\$3,297,910	\$980,897
	Sep	\$5,152,824	\$4,191,350	\$1,127,558	\$3,063,793	\$961,474
	Oct	\$5,572,037	\$4,536,899	\$1,237,620	\$3,299,279	\$1,035,138
	Nov	\$5,600,768	\$4,592,103	\$1,321,584	\$3,270,519	\$1,008,665
	Dec	\$5,687,880	\$4,724,216	\$1,462,053	\$3,262,164	\$963,664
2023	Jan	\$5,587,177	\$4,769,038	\$1,518,103	\$3,250,935	\$818,139
	Feb	\$5,333,193	\$4,545,958	\$1,536,983	\$3,008,975	\$787,235
	Mar	\$5,035,327	\$4,275,943	\$1,566,102	\$2,709,841	\$759,384
	Apr	\$5,138,545	\$4,370,889	\$1,663,515	\$2,707,375	\$767,656
	May	\$5,091,212	\$4,330,521	\$1,736,895	\$2,593,626	\$760,691
	Jun	\$4,615,971	\$3,975,290	\$1,723,432	\$2,251,858	\$640,681
	Jul	\$4,566,260	\$3,977,364	\$1,703,582	\$2,273,782	\$588,896
	Aug	\$4,158,438	\$3,581,063	\$1,481,334	\$2,099,728	\$577,375

		Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		2022	May	\$425,168	\$359,820	\$81,822
	Jun	\$522,203	\$422,550	\$120,313	\$302,237	\$99,654
	Jul	\$684,261	\$604,069	\$174,868	\$429,201	\$80,192
	Aug	\$778,080	\$692,839	\$181,731	\$511,108	\$85,241
	Sep	\$987,349	\$902,432	\$189,355	\$713,077	\$84,917
	Oct	\$1,059,534	\$977,930	\$190,563	\$787,367	\$81,604
	Nov	\$1,104,058	\$1,028,248	\$198,633	\$829,614	\$75,810
	Dec	\$1,093,819	\$1,031,690	\$209,967	\$821,723	\$62,129
2023	Jan	\$1,051,191	\$987,643	\$198,221	\$789,422	\$63,548
	Feb	\$1,014,269	\$956,201	\$198,476	\$757,724	\$58,069
	Mar	\$886,931	\$833,323	\$182,024	\$651,299	\$53,608
	Apr	\$880,066	\$829,169	\$171,717	\$657,453	\$50,896
	May	\$861,367	\$813,617	\$165,517	\$648,100	\$47,750
	Jun	\$791,703	\$754,878	\$164,548	\$590,330	\$36,825
	Jul	\$839,904	\$802,955	\$226,660	\$576,294	\$36,950
	Aug	\$997,418	\$962,395	\$505,339	\$457,056	\$35,023

		Non-Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		2022	May	\$5,078,093	\$3,876,488	\$662,484
	Jun	\$5,037,861	\$3,982,759	\$792,992	\$3,189,767	\$1,055,102
	Jul	\$4,711,077	\$3,590,549	\$814,954	\$2,775,595	\$1,120,528
	Aug	\$4,581,657	\$3,686,001	\$899,200	\$2,786,801	\$895,656
	Sep	\$4,165,476	\$3,288,919	\$938,203	\$2,350,716	\$876,557
	Oct	\$4,512,503	\$3,558,969	\$1,047,057	\$2,511,912	\$953,534
	Nov	\$4,496,710	\$3,563,855	\$1,122,951	\$2,440,904	\$932,855
	Dec	\$4,594,061	\$3,692,526	\$1,252,085	\$2,440,441	\$901,535
2023	Jan	\$4,535,986	\$3,781,395	\$1,319,882	\$2,461,513	\$754,591
	Feb	\$4,318,924	\$3,589,757	\$1,338,507	\$2,251,251	\$729,166
	Mar	\$4,148,396	\$3,442,620	\$1,384,078	\$2,058,542	\$705,776
	Apr	\$4,258,479	\$3,541,720	\$1,491,798	\$2,049,922	\$716,759
	May	\$4,229,845	\$3,516,904	\$1,571,378	\$1,945,526	\$712,940
	Jun	\$3,824,268	\$3,220,412	\$1,558,884	\$1,661,529	\$603,856
	Jul	\$3,726,356	\$3,174,409	\$1,476,922	\$1,697,487	\$551,947
	Aug	\$3,161,020	\$2,618,667	\$975,995	\$1,642,672	\$542,353

CAW Response:

Monterey Hardship* - Applied Funds						
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	\$577.00	\$577.00	\$577.00	\$0.00	\$0.00
	Jun	\$1,114.00	\$1,114.00	\$562.00	\$552.00	\$0.00
	Jul	\$1,043.00	\$1,043.00	\$420.00	\$623.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Sep	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Oct	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00	\$0.00
	Nov	\$2,127.00	\$2,127.00	\$127.00	\$2,000.00	\$0.00
	Dec	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2023	Jan	\$4,325.00	\$4,325.00	\$3,325.00	\$1,000.00	\$0.00
	Feb	\$3,000.00	\$3,000.00	\$2,000.00	\$1,000.00	\$0.00
	Mar	\$12,700.00	\$12,700.00	\$7,805.00	\$4,895.00	\$0.00
	Apr	\$866.00	\$866.00	\$866.00	\$0.00	\$0.00
	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$7,059.00	\$7,059.00	\$4,059.00	\$3,000.00	\$0.00

Payment Arrangement						
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		2022	May	\$577.00	\$577.00	\$577.00
	Jun	\$1,114.00	\$1,114.00	\$562.00	\$552.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Sep	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Oct	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Nov	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Dec	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2023	Jan	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Feb	\$1,000.00	\$1,000.00	\$1,000.00	\$0.00	\$0.00
	Mar	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00	\$0.00
	Apr	\$866.00	\$866.00	\$866.00	\$0.00	\$0.00
	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Non-Payment Arrangement						
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		2022	May	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$1,043.00	\$1,043.00	\$420.00	\$623.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Sep	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Oct	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00	\$0.00
	Nov	\$2,127.00	\$2,127.00	\$127.00	\$2,000.00	\$0.00
	Dec	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2023	Jan	\$4,325.00	\$4,325.00	\$3,325.00	\$1,000.00	\$0.00
	Feb	\$2,000.00	\$2,000.00	\$1,000.00	\$1,000.00	\$0.00
	Mar	\$11,700.00	\$11,700.00	\$7,805.00	\$3,895.00	\$0.00
	Apr	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$7,059.00	\$7,059.00	\$4,059.00	\$3,000.00	\$0.00

*Hardship Benefit payments are in made in the reporting month and therefore not included in the Unpaid Customer tables (left).

Question 5: Average dollar amount of unpaid bills 79 days or more after invoice date

CAW Response:

		Unpaid Average \$'s (>=79 Days)				
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	\$593.60	\$494.72	\$416.28	\$515.42	\$1,789.48
	Jun	\$598.37	\$506.88	\$440.78	\$527.57	\$1,921.39
	Jul	\$607.10	\$502.41	\$444.86	\$523.32	\$2,231.82
	Aug	\$594.34	\$514.13	\$456.28	\$536.42	\$1,957.88
	Sep	\$634.90	\$552.95	\$481.04	\$585.14	\$1,793.79
	Oct	\$615.35	\$531.75	\$503.30	\$543.27	\$1,979.23
	Nov	\$615.54	\$533.84	\$523.81	\$538.00	\$2,029.51
	Dec	\$602.91	\$529.56	\$530.69	\$529.06	\$1,878.49
2023	Jan	\$571.70	\$518.88	\$564.98	\$499.84	\$1,405.74
	Feb	\$565.38	\$515.88	\$588.66	\$485.24	\$1,267.69
	Mar	\$611.38	\$547.64	\$634.56	\$507.46	\$1,774.26
	Apr	\$606.60	\$543.64	\$644.77	\$495.86	\$1,781.10
	May	\$584.46	\$520.75	\$648.34	\$460.11	\$1,925.80
	Jun	\$630.77	\$568.22	\$711.57	\$492.32	\$1,989.69
	Jul	\$619.91	\$567.87	\$765.65	\$475.79	\$1,626.78
	Aug	\$633.33	\$572.51	\$760.83	\$487.40	\$1,856.51

		Payment Arrangement				
Year	Month					
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	\$504.35	\$435.62	\$366.91	\$461.03	\$3,843.98
	Jun	\$576.38	\$481.81	\$425.13	\$508.82	\$3,436.33
	Jul	\$581.36	\$523.91	\$498.20	\$535.16	\$3,341.34
	Aug	\$623.96	\$567.44	\$544.10	\$576.22	\$3,278.51
	Sep	\$624.90	\$580.72	\$534.90	\$594.23	\$3,266.03
	Oct	\$661.38	\$620.51	\$542.92	\$642.75	\$3,138.62
	Nov	\$676.92	\$640.65	\$577.42	\$657.90	\$2,915.77
	Dec	\$637.80	\$609.39	\$594.81	\$613.23	\$2,824.03
2023	Jan	\$658.23	\$627.47	\$652.04	\$621.59	\$2,762.97
	Feb	\$637.10	\$609.43	\$650.74	\$599.47	\$2,524.73
	Mar	\$644.57	\$614.55	\$692.11	\$595.88	\$2,680.39
	Apr	\$640.51	\$610.58	\$663.00	\$598.23	\$3,181.02
	May	\$637.58	\$607.63	\$626.96	\$602.88	\$3,979.18
	Jun	\$613.72	\$589.29	\$602.74	\$585.64	\$4,091.72
	Jul	\$601.22	\$578.08	\$633.13	\$558.97	\$4,618.69
	Aug	\$585.68	\$567.78	\$666.67	\$487.79	\$4,377.82

		Non-Payment Arrangement				
Year	Month					
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	\$602.53	\$501.03	\$423.31	\$520.74	\$1,738.94
	Jun	\$600.75	\$509.70	\$443.26	\$529.42	\$1,844.58
	Jul	\$611.03	\$498.96	\$434.87	\$521.53	\$2,180.02
	Aug	\$589.58	\$505.21	\$441.87	\$529.71	\$1,885.59
	Sep	\$637.31	\$545.79	\$471.46	\$582.44	\$1,718.74
	Oct	\$605.46	\$511.64	\$496.71	\$518.13	\$1,918.58
	Nov	\$602.13	\$509.34	\$515.35	\$506.62	\$1,980.58
	Dec	\$595.16	\$510.86	\$521.27	\$505.69	\$1,836.12
2023	Jan	\$554.79	\$496.44	\$553.87	\$470.29	\$1,349.89
	Feb	\$550.81	\$495.62	\$580.45	\$456.00	\$1,219.34
	Mar	\$604.72	\$533.57	\$627.70	\$484.70	\$1,729.84
	Apr	\$600.04	\$530.04	\$642.74	\$470.06	\$1,727.13
	May	\$574.71	\$504.07	\$650.67	\$426.46	\$1,861.46
	Jun	\$634.42	\$563.50	\$725.40	\$465.94	\$1,929.25
	Jul	\$624.28	\$565.34	\$791.07	\$452.90	\$1,559.17
	Aug	\$650.01	\$574.27	\$820.85	\$487.30	\$1,789.94

CAW Response:

		Monterey Hardship* - Avg \$'s Applied Funds				
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	\$577.00	\$577.00	\$577.00	\$0.00	\$0.00
	Jun	\$557.00	\$557.00	\$562.00	\$552.00	\$0.00
	Jul	\$521.50	\$521.50	\$420.00	\$623.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Sep	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Oct	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00	\$0.00
	Nov	\$709.00	\$709.00	\$127.00	\$1,000.00	\$0.00
	Dec	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2023	Jan	\$865.00	\$865.00	\$831.25	\$1,000.00	\$0.00
	Feb	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00	\$0.00
	Mar	\$847.00	\$847.00	\$0.00	\$0.00	\$0.00
	Apr	\$866.00	\$866.00	\$866.00	\$0.00	\$0.00
	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$882.38	\$882.38	\$811.80	\$1,000.00	\$0.00

		Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		2022	May	\$577.00	\$577.00	\$577.00
	Jun	\$557.00	\$557.00	\$562.00	\$552.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Sep	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Oct	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Nov	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Dec	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2023	Jan	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Feb	\$1,000.00	\$1,000.00	\$1,000.00	\$0.00	\$0.00
	Mar	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00	\$0.00
	Apr	\$866.00	\$866.00	\$866.00	\$0.00	\$0.00
	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

		Non-Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		2022	May	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$521.50	\$521.50	\$420.00	\$623.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Sep	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Oct	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00	\$0.00
	Nov	\$709.00	\$709.00	\$127.00	\$1,000.00	\$0.00
	Dec	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2023	Jan	\$865.00	\$865.00	\$831.25	\$1,000.00	\$0.00
	Feb	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00	\$0.00
	Mar	\$836.00	\$836.00	\$867.00	\$779.00	\$0.00
	Apr	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$882.38	\$882.38	\$811.80	\$1,000.00	\$0.00

*Hardship Benefit payments are in made in the reporting month and therefore not included in the Unpaid Customer tables (left).

Question 6: Median dollar amount of unpaid bills 79 days or more after invoice date

CAW Response:

		Unpaid Median \$'s (>=79 Days)				
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	\$112.44	\$106.17	\$99.61	\$107.69	\$208.31
	Jun	\$113.18	\$107.68	\$104.05	\$108.37	\$185.08
	Jul	\$119.79	\$114.37	\$117.46	\$113.59	\$204.01
	Aug	\$115.90	\$112.84	\$122.65	\$110.21	\$184.58
	Sep	\$119.36	\$114.65	\$136.44	\$110.36	\$193.49
	Oct	\$123.80	\$119.05	\$140.66	\$114.21	\$195.16
	Nov	\$113.48	\$108.43	\$129.94	\$104.74	\$203.56
	Dec	\$100.00	\$95.10	\$117.48	\$91.15	\$179.82
2023	Jan	\$105.74	\$102.64	\$150.78	\$95.73	\$148.19
	Feb	\$104.01	\$100.31	\$150.01	\$94.41	\$154.25
	Mar	\$97.79	\$95.36	\$139.36	\$89.08	\$137.71
	Apr	\$98.57	\$96.96	\$148.81	\$89.65	\$125.91
	May	\$104.06	\$101.35	\$156.27	\$95.05	\$154.09
	Jun	\$112.89	\$110.25	\$166.01	\$102.28	\$151.25
	Jul	\$119.28	\$117.17	\$171.12	\$110.78	\$151.56
	Aug	\$120.10	\$118.81	\$132.61	\$115.36	\$151.64

		Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		2022	May	\$374.71	\$369.63	\$315.31
	Jun	\$396.57	\$388.32	\$330.48	\$407.86	\$1,297.87
	Jul	\$411.13	\$404.89	\$365.95	\$421.60	\$1,291.11
	Aug	\$439.86	\$435.27	\$389.56	\$449.91	\$979.81
	Sep	\$490.53	\$485.63	\$399.54	\$507.30	\$1,013.43
	Oct	\$492.65	\$488.03	\$377.67	\$514.79	\$1,013.43
	Nov	\$485.86	\$477.63	\$398.24	\$505.75	\$1,213.08
	Dec	\$466.31	\$459.22	\$400.64	\$480.47	\$1,145.63
2023	Jan	\$448.64	\$442.64	\$411.53	\$458.65	\$1,087.41
	Feb	\$433.60	\$432.43	\$392.25	\$440.04	\$956.10
	Mar	\$428.23	\$427.59	\$420.69	\$427.89	\$819.63
	Apr	\$440.38	\$438.83	\$390.36	\$445.58	\$1,150.92
	May	\$432.20	\$429.08	\$404.39	\$436.56	\$1,847.16
	Jun	\$420.96	\$420.22	\$379.51	\$433.93	\$1,176.84
	Jul	\$413.45	\$412.45	\$453.38	\$405.01	\$1,719.16
	Aug	\$422.46	\$420.69	\$503.20	\$376.05	\$1,515.14

		Non-Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		2022	May	\$106.51	\$100.00	\$91.09
	Jun	\$107.21	\$101.76	\$96.00	\$103.59	\$180.10
	Jul	\$112.79	\$106.82	\$107.36	\$106.68	\$199.52
	Aug	\$108.87	\$106.10	\$113.76	\$104.55	\$179.68
	Sep	\$109.23	\$104.62	\$123.31	\$101.77	\$189.42
	Oct	\$113.13	\$108.40	\$128.33	\$104.57	\$191.27
	Nov	\$104.41	\$99.97	\$118.64	\$97.01	\$198.27
	Dec	\$92.97	\$87.88	\$107.54	\$84.15	\$176.17
2023	Jan	\$97.25	\$93.51	\$137.65	\$87.02	\$147.14
	Feb	\$96.31	\$92.54	\$134.70	\$86.02	\$152.97
	Mar	\$91.24	\$88.44	\$126.66	\$81.78	\$136.28
	Apr	\$91.35	\$89.17	\$135.01	\$82.01	\$122.94
	May	\$97.87	\$95.11	\$143.76	\$88.54	\$151.84
	Jun	\$104.20	\$101.80	\$150.61	\$95.89	\$150.13
	Jul	\$109.64	\$107.52	\$144.22	\$101.95	\$150.52
	Aug	\$109.40	\$107.72	\$106.42	\$107.90	\$149.68

CAW Response:

		Monterey Hardship* - Median \$'s Applied Funds				
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	\$577.00	\$577.00	\$577.00	\$0.00	\$0.00
	Jun	\$562.00	\$562.00	\$562.00	\$552.00	\$0.00
	Jul	\$623.00	\$623.00	\$420.00	\$623.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Sep	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Oct	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00	\$0.00
	Nov	\$1,000.00	\$1,000.00	\$127.00	\$1,000.00	\$0.00
	Dec	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2023	Jan	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00	\$0.00
	Feb	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00	\$0.00
	Mar	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00	\$0.00
	Apr	\$866.00	\$866.00	\$866.00	\$0.00	\$0.00
	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$1,000.00	\$1,000.00	\$675.00	\$1,000.00	\$0.00

		Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		2022	May	\$577.00	\$577.00	\$577.00
	Jun	\$562.00	\$562.00	\$562.00	\$552.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Sep	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Oct	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Nov	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Dec	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2023	Jan	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Feb	\$1,000.00	\$1,000.00	\$1,000.00	\$0.00	\$0.00
	Mar	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00	\$0.00
	Apr	\$866.00	\$866.00	\$866.00	\$0.00	\$0.00
	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

		Non-Payment Arrangement				
Year	Month	Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
		2022	May	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$623.00	\$623.00	\$420.00	\$623.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Sep	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Oct	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00	\$0.00
	Nov	\$1,000.00	\$1,000.00	\$127.00	\$1,000.00	\$0.00
	Dec	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2023	Jan	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00	\$0.00
	Feb	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00	\$0.00
	Mar	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00	\$0.00
	Apr	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$1,000.00	\$1,000.00	\$675.00	\$1,000.00	\$0.00

*Hardship Benefit payments are in made in the reporting month and therefore not included in the Unpaid Customer tables (left).

Question 7: Number of customers disconnected for nonpayment

CAW Response:

Customers Disconnected						
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	268	235	2	233	33
	Jun	0	0	0	0	0
	Jul	498	482	273	209	16
	Aug	166	94	3	91	72
	Sep	484	362	14	348	28
	Oct	344	280	13	267	63
	Nov	216	180	13	167	36
	Dec	340	312	19	293	28
2023	Jan	351	256	3	253	32
	Feb	258	249	0	249	9
	Mar	282	249	2	247	33
	Apr	245	223	0	223	22
	May	406	385	1	384	21
	Jun	378	343	9	334	35
	Jul	387	362	7	355	25
	Aug	571	548	198	350	23
Year	Month	Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	268	235	2	233	33
	Jun	0	0	0	0	0
	Jul	25	25	19	6	0
	Aug	4	4	1	3	0
	Sep	18	18	1	17	0
	Oct	10	10	2	8	0
	Nov	4	4	0	4	0
	Dec	16	16	1	15	0
2023	Jan	16	16	1	15	0
	Feb	6	6	0	6	0
	Mar	14	14	0	14	0
	Apr	3	3	0	3	0
	May	7	7	1	6	0
	Jun	16	16	2	14	0
	Jul	11	11	0	11	0
	Aug	21	21	14	7	0

Year	Month	Non-Payment Arrangement				
		Total	Residential	Residential	Residential	Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	473	457	254	203	16
	Aug	162	90	2	88	72
	Sep	466	344	13	331	28
	Oct	334	270	11	259	63
	Nov	212	176	13	163	36
	Dec	324	296	18	278	28
2023	Jan	335	240	2	238	32
	Feb	252	243	0	243	9
	Mar	268	235	2	233	33
	Apr	242	220	0	220	22
	May	399	378	0	378	21

	Jun	362	327	7	320	35
	Jul	376	351	7	344	25
	Aug	550	527	184	343	23

CAW Response:

Monterey Hardship - Customers Disconnected						
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	1	1	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
2023	Jan	0	0	0	0	0
	Feb	0	0	0	0	0
	Mar	1	1	0	0	0
	Apr	0	0	0	0	0
	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	2	2	1	1	0
Year	Month	Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	1	1	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
2023	Jan	0	0	0	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	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	2	2	1	1	0

Year	Month	Non-Payment Arrangement				
		Total	Residential	Residential	Residential	Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
2023	Jan	0	0	0	0	0
	Feb	0	0	0	0	0
	Mar	1	1	0	0	0
	Apr	0	0	0	0	0
	May	0	0	0	0	0

	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0

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

CAW Response:

Customers Disconnected and Reconnected Count						
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	276	272	160	112	4
	Aug	77	55	2	53	22
	Sep	390	362	14	348	28
	Oct	217	183	8	175	33
	Nov	10	4	0	4	6
	Dec	90	84	8	76	6
2023	Jan	77	69	1	68	8
	Feb	54	52	0	52	2
	Mar	195	176	1	175	19
	Apr	179	168	0	168	11
	May	275	263	1	262	12
	Jun	292	273	9	264	19
	Jul	257	241	5	236	16
	Aug	381	369	140	229	12

Payment Arrangement						
Year	Month	Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	15	15	13	2	0
	Aug	3	3	1	2	0
	Sep	18	18	1	17	0
	Oct	3	3	1	2	0
	Nov	0	0	0	0	0
	Dec	5	5	0	5	0
2023	Jan	1	1	0	1	0
	Feb	1	1	0	1	0
	Mar	10	10	0	10	0
	Apr	2	2	0	2	0
	May	7	7	1	6	0
	Jun	15	15	2	13	0
	Jul	10	10	0	10	0
	Aug	16	16	11	5	0

Year	Month	Non-Payment Arrangement					
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential	
2022	May	0	0	0	0	0	
	Jun	0	0	0	0	0	
	Jul	261	257	147	110	4	
	Aug	74	52	1	51	22	
	Sep	372	344	13	331	28	
	Oct	214	180	7	173	33	
	Nov	10	4	0	4	6	
	Dec	85	79	8	71	6	
	2023	Jan	76	68	1	67	8
		Feb	53	51	0	51	2
		Mar	185	166	1	165	19
		Apr	177	166	0	166	11
May		268	256	0	256	12	
Jun		277	258	7	251	19	
Jul		247	231	5	226	16	
Aug		365	353	129	224	12	

Customers Disconnected and Reconnected Dollars

Year	Month	All					
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential	
2022	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
	Jul	\$225,067.23	\$223,432.09	\$143,209.17	\$80,222.92	\$1,635.14	
	Aug	\$41,254.95	\$15,988.81	\$402.72	\$15,586.09	\$25,266.14	
	Sep	\$329,258.99	\$289,830.65	\$8,832.16	\$280,998.49	\$39,428.34	
	Oct	\$119,942.11	\$105,973.63	\$5,579.53	\$100,394.10	\$13,968.48	
	Nov	\$7,463.48	\$5,522.99	\$0.00	\$5,522.99	\$1,940.49	
	Dec	\$72,588.98	\$46,413.82	\$1,645.05	\$44,768.77	\$26,175.16	
	2023	Jan	\$34,021.16	\$29,067.04	\$167.33	\$28,899.71	\$4,954.12
		Feb	\$23,831.53	\$23,481.09	\$0.00	\$23,481.09	\$350.44
		Mar	\$107,372.14	\$100,468.54	\$5,587.87	\$94,880.67	\$6,903.60
		Apr	\$53,238.45	\$50,333.13	\$0.00	\$50,333.13	\$2,905.32
May		\$119,814.31	\$116,845.23	\$614.18	\$116,231.05	\$2,969.08	
Jun		\$114,860.48	\$106,632.00	\$3,722.40	\$102,909.60	\$8,228.48	
Jul		\$125,993.97	\$115,529.09	\$973.29	\$114,555.80	\$10,464.88	
Aug		\$197,465.35	\$190,646.37	\$118,533.79	\$72,112.58	\$6,818.98	

Year	Month	Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$13,513.78	\$13,513.78	\$12,823.63	\$690.15	\$0.00
	Aug	\$1,088.25	\$1,088.25	\$164.94	\$923.31	\$0.00
	Sep	\$42,015.32	\$42,015.32	\$501.49	\$41,513.83	\$0.00
	Oct	\$4,611.66	\$4,611.66	\$211.80	\$4,399.86	\$0.00
	Nov	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Dec	\$4,328.23	\$4,328.23	\$0.00	\$4,328.23	\$0.00
2023	Jan	\$3,431.20	\$3,431.20	\$0.00	\$3,431.20	\$0.00
	Feb	\$715.40	\$715.40	\$0.00	\$715.40	\$0.00
	Mar	\$10,834.77	\$10,834.77	\$0.00	\$10,834.77	\$0.00
	Apr	\$1,953.25	\$1,953.25	\$0.00	\$1,953.25	\$0.00
	May	\$4,257.37	\$4,257.37	\$614.18	\$3,643.19	\$0.00
	June	\$13,309.18	\$13,309.18	\$2,075.31	\$11,233.87	\$0.00
	Jul	\$8,691.99	\$8,691.99	\$0.00	\$8,691.99	\$0.00
	Aug	\$18,052.05	\$18,052.05	\$15,283.21	\$2,768.84	\$0.00

Year	Month	Non-Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$211,553.45	\$209,918.31	\$130,385.54	\$79,532.77	\$1,635.14
	Aug	\$40,166.70	\$14,900.56	\$237.78	\$14,662.78	\$25,266.14
	Sep	\$287,243.67	\$247,815.33	\$8,330.67	\$239,484.66	\$39,428.34
	Oct	\$115,330.45	\$101,361.97	\$5,367.73	\$95,994.24	\$13,968.48
	Nov	\$7,463.48	\$5,522.99	\$0.00	\$5,522.99	\$1,940.49
	Dec	\$68,260.75	\$42,085.59	\$1,645.05	\$40,440.54	\$26,175.16
2023	Jan	\$30,589.96	\$25,635.84	\$167.33	\$25,468.51	\$4,954.12
	Feb	\$23,116.13	\$22,765.69	\$0.00	\$22,765.69	\$350.44
	Mar	\$96,537.37	\$89,633.77	\$5,587.87	\$84,045.90	\$6,903.60
	Apr	\$51,285.20	\$48,379.88	\$0.00	\$48,379.88	\$2,905.32
	May	\$115,556.94	\$112,587.86	\$0.00	\$112,587.86	\$2,969.08
	Jun	\$101,551.30	\$93,322.82	\$1,647.09	\$91,675.73	\$8,228.48
	Jul	\$117,301.98	\$106,837.10	\$973.29	\$105,863.81	\$10,464.88
	Aug	\$179,413.30	\$172,594.32	\$103,250.58	\$69,343.74	\$6,818.98

Monterey Hardship - Disconnected & Reconnected Count

Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
2023	Jan	0	0	0	0	0
	Feb	0	0	0	0	0
	Mar	1	1	0	0	0
	Apr	0	0	0	0	0
	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	2	1	1	0

Year	Month	Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
2023	Jan	0	0	0	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	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0

Year	Month	Non-Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
2023	Jan	0	0	0	0	0
	Feb	0	0	0	0	0
	Mar	1	1	0	0	0
	Apr	0	0	0	0	0
	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	2	1	1	0

Monterey Hardship - Disconnected & Reconnected Dollar

Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Sep	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Oct	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Nov	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Dec	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2023	Jan	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Feb	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Mar	\$1,563.75	\$1,563.75	\$0.00	\$0.00	\$0.00
	Apr	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$4,425.45	\$4,425.45	\$3,176.00	\$1,249.45	\$0.00

Year	Month	Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Sep	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Oct	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Nov	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Dec	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2023	Jan	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Feb	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Mar	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Apr	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	June	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Year	Month	Non-Payment Arrangement				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Sep	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Oct	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Nov	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2023	Dec	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jan	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Feb	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Mar	\$1,563.75	\$1,563.75	\$0.00	\$0.00	\$0.00
	Apr	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	May	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jun	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Jul	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Aug	\$4,425.45	\$4,425.45	\$3,176.00	\$1,249.45	\$0.00

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

CAW Response:

Customers Disconnected and Reconnected Count						
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	267	263	154	109	4
	Aug	77	55	2	53	22
	Sep	380	353	14	339	27
	Oct	216	183	8	175	33
	Nov	10	4	0	4	6
	Dec	90	84	8	76	6
	Jan	77	69	1	68	8
	Feb	54	52	0	52	2
	Mar	195	176	1	175	19
	Apr	179	168	0	168	11
	May	275	263	1	262	12
	Jun	292	273	9	264	19
	Jul	257	241	5	236	16
	Aug	381	369	140	229	12

Payment Arrangement - Within 2 days						
Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	14	14	12	2	0
	Aug	3	3	1	2	0
	Sep	18	18	1	17	0
	Oct	3	3	1	2	0
	Nov	0	0	0	0	0
	Dec	2	2	0	2	0
	Jan	1	1	0	1	0
	Feb	1	1	0	1	0
	Mar	8	8	0	8	0
	Apr	2	2	0	2	0
	May	6	6	1	5	0
	Jun	15	15	2	13	0
	Jul	8	8	0	8	0
	Aug	14	14	11	3	0

Year	Month	Non-Payment Arrangement - Within 2 days				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	226	222	124	98	4
	Aug	67	47	1	46	20
	Sep	351	324	12	312	27
	Oct	195	166	6	160	29
	Nov	10	4	0	4	6
	Dec	65	59	5	54	6
	Jan	59	54	1	53	5
	Feb	44	43	0	43	1
	Mar	172	156	0	156	16
	Apr	167	158	0	158	9
	May	241	230	0	230	11
	Jun	261	245	6	239	16
	Jul	224	210	5	205	14
	Aug	338	327	119	208	11

Year	Month	Payment Arrangement - After 2 days				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	1	1	1	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	3	3	0	3	0
	Jan	0	0	0	0	0
	Feb	0	0	0	0	0
	Mar	2	2	0	2	0
	Apr	0	0	0	0	0
	May	1	1	0	1	0
	Jun	0	0	0	0	0
	Jul	2	2	0	2	0
	Aug	2	2	0	2	0

Year	Month	Non-Payment Arrangement - After 2 days				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	26	26	17	9	0
	Aug	7	5	0	5	2
	Sep	11	11	1	10	0
	Oct	18	14	1	13	4
	Nov	0	0	0	0	0
	Dec	20	20	3	17	0
	Jan	17	14	0	14	3
	Feb	9	8	0	8	1
	Mar	13	10	1	9	3
	Apr	10	8	0	8	2
	May	27	26	0	26	1
	Jun	16	13	1	12	3
	Jul	23	21	0	21	2
	Aug	27	26	10	16	1

CAW Response:

Monterey Hardship - Disconnected and Reconnected Count

Year	Month	All				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
	Jan	0	0	0	0	0
	Feb	0	0	0	0	0
	Mar	1	1	0	0	0
	Apr	0	0	0	0	0
	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	2	2	1	1	0

Payment Arrangement - Within 2 days

Year	Month	Payment Arrangement - Within 2 days				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
	Jan	0	0	0	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	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0

Year	Month	Non-Payment Arrangement - Within 2 days				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
	Jan	0	0	0	0	0
	Feb	0	0	0	0	0
	Mar	1	1	0	0	0
	Apr	0	0	0	0	0
	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	1	1	0	1	0

Year	Month	Payment Arrangement - After 2 days				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
	Jan	0	0	0	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	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0

Year	Month	Non-Payment Arrangement - After 2 days				
		Total	Total Residential	CAP Residential	Non-CAP Residential	Non Residential
2022	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
	Jan	0	0	0	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	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	1	1	1	0	0

Question 10: Total billed revenues

CAW Response:

Year	Month	Billed Revenues Total
2023	Aug	\$30,756,383
2023	Jul	\$29,457,421
2023	Jun	\$33,258,691
2023	May	\$23,733,163
2023	Apr	\$20,147,521
2023	Mar	\$18,711,075
2023	Feb	\$19,097,106
2023	Jan	\$19,954,461
2022	Dec	\$20,349,645
2022	Nov	\$22,292,105
2022	Oct	\$24,714,721
2022	Sep	\$28,743,523
2022	Aug	\$28,602,344
2022	Jul	\$35,522,565
2022	Jun	\$25,942,312
2022	May	\$24,362,660