



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

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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

(Filed June 29, 2017)

**SAN JOSE WATER COMPANY'S**  
**QUARTERLY REPORT PURSUANT TO DECISION 24-01-034**  
**SECOND QUARTER OF 2024**

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August 1, 2024

**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

(Filed June 29, 2017)

**SAN JOSE WATER COMPANY’S  
QUARTERLY REPORT PURSUANT TO DECISION 24-01-034  
SECOND QUARTER OF 2024**

Pursuant to California Public Utilities Commission (“CPUC” or “Commission”) Decision (“D.”) 24-01-034, Ordering Paragraph 4, San Jose Water Company (“SJWC”) hereby submits its quarterly report attached hereto as Exhibit A and a “narrative explanation and analysis of the trends of customer debt and disconnection.” This quarterly report covers the second quarter (Q2) 2024.

**I. CUSTOMER DEBT**

SJWC has approximately 227,344 customer connections. In Q2 2024, an average of 8,853 customers per month had an unpaid bill that was 79 days or more after the invoice date. The number of customers with an unpaid bill beyond 79 days at the end of Q2 is 500 lower than the average in the first quarter (Q1). The average unpaid balance in Q2 is \$1,572 which is \$31 lower than Q1.



**SAN JOSE WATER COMPANY  
(U-168-W)**

**EXHIBIT A**

**Customer Assistance Program  
Tracking and Reporting**

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

May-22				
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family		32		
Newly Enrolled - Other Customer Class		4		
Total Enrolled - Single Family		29910		
Total Enrolled - Other Customer Class		509		
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		141 \$	105,465.06 \$	747.98 \$
On Pay Plans - Single Family CAP		180 \$	135,847.35 \$	754.71 \$
On Pay Plans - All Other Customer Class (not single family residential)		22 \$	47,352.52 \$	2,152.39 \$
Not On Pay Plans - Single Family Residential		7211 \$	4,186,542.20 \$	580.58 \$
Not On Pay Plans - Single Family CAP		3393 \$	2,080,236.67 \$	613.10 \$
Not On Pay Plans - All Other Customer Class (not single family residential)		1383 \$	1,913,194.54 \$	1,383.37 \$
<b>Discontinued for Non Payment</b>				
	Count			
On Pay Plans - Single Family Residential		0		
On Pay Plans - Single Family CAP		0		
On Pay Plans - All Other Customer Class (not single family residential)		0		
Not On Pay Plans - Single Family Residential		0		
Not On Pay Plans - Single Family CAP		0		
Not On Pay Plans - All Other Customer Class (not single family residential)		0		
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential		0 \$	-	-
Within 2 days - CAP Single Family		0 \$	-	-
Within 2 days - All other customer class (not single family residential)		0 \$	-	-
Greater than 2 days - Single Family Residential		0 \$	-	-
Greater than 2 days - CAP Single Family Residential		0 \$	-	-
Greater than 2 days - All Other Customer Class (Not Single Family)		0 \$	-	-
	Amount			
Total billed water service revenues		\$	37,195,537.10	

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

	Jun-22			
<b>CAP Customers</b>	Count			
Newly Enrolled - Single Family	37			
Newly Enrolled - Other Customer Class	1			
Total Enrolled - Single Family	29741			
Total Enrolled - Other Customer Class	506			
<b>Unpaid Bills 79 days or more</b>	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	153	\$ 131,350.15	\$ 858.50	\$ 704.61
On Pay Plans - Single Family CAP	188	\$ 132,559.76	\$ 705.11	\$ 545.46
On Pay Plans - All Other Customer Class (not single family residential)	23	\$ 27,212.78	\$ 1,183.16	\$ 750.09
Not On Pay Plans - Single Family Residential	7675	\$ 4,627,574.75	\$ 602.94	\$ 351.67
Not On Pay Plans - Single Family CAP	3494	\$ 2,215,057.63	\$ 633.96	\$ 486.75
Not On Pay Plans - All Other Customer Class (not single family residential)	1446	\$ 2,337,497.38	\$ 1,616.53	\$ 628.60
<b>Discontinued for Non Payment</b>	Count			
On Pay Plans - Single Family Residential	0			
On Pay Plans - Single Family CAP	0			
On Pay Plans - All Other Customer Class (not single family residential)	0			
Not On Pay Plans - Single Family Residential	0			
Not On Pay Plans - Single Family CAP	0			
Not On Pay Plans - All Other Customer Class (not single family residential)	0			
<b>Reconnection after Disconnect for Non Payment</b>	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect</b>	Count	Debt	Average	Median
Within 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Within 2 days - CAP Single Family	0	\$ -	\$ -	\$ -
Within 2 days - All other customer class (not single family residential)	0	\$ -	\$ -	\$ -
Greater than 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - CAP Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - All Other Customer Class (Not Single Family)	0	\$ -	\$ -	\$ -
<b>Total billed water service revenues</b>	Amount			
	\$	37,703,756.97		

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

	Jul-22			
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family	71			
Newly Enrolled - Other Customer Class	13			
Total Enrolled - Single Family	30310			
Total Enrolled - Other Customer Class	518			
<b>Unpaid Bills 79 days or more</b>	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	120	\$ 106,338.57	\$ 886.15	\$ 708.84
On Pay Plans - Single Family CAP	160	\$ 106,382.77	\$ 664.89	\$ 550.48
On Pay Plans - All Other Customer Class (not single family residential)	19	\$ 21,116.35	\$ 1,111.39	\$ 918.81
Not On Pay Plans - Single Family Residential	8518	\$ 5,345,235.79	\$ 627.52	\$ 352.42
Not On Pay Plans - Single Family CAP	3695	\$ 2,482,709.07	\$ 671.91	\$ 497.87
Not On Pay Plans - All Other Customer Class (not single family residential)	1477	\$ 2,465,573.29	\$ 1,669.31	\$ 636.93
<b>Discontinued for Non Payment</b>				
	Count			
On Pay Plans - Single Family Residential	0			
On Pay Plans - Single Family CAP	0			
On Pay Plans - All Other Customer Class (not single family residential)	0			
Not On Pay Plans - Single Family Residential	0			
Not On Pay Plans - Single Family CAP	0			
Not On Pay Plans - All Other Customer Class (not single family residential)	0			
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Within 2 days - CAP Single Family	0	\$ -	\$ -	\$ -
Within 2 days - All other customer class (not single family residential)	0	\$ -	\$ -	\$ -
Greater than 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - CAP Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - All Other Customer Class (Not Single Family)	0	\$ -	\$ -	\$ -
<b>Total billed water service revenues</b>				
	Amount			
	\$	42,410,848.99		

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

	Aug-22			
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family	35			
Newly Enrolled - Other Customer Class	0			
Total Enrolled - Single Family	30131			
Total Enrolled - Other Customer Class	516			
<b>Unpaid Bills 79 days or more</b>	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	118	\$ 104,423.83	\$ 884.95	\$ 689.28
On Pay Plans - Single Family CAP	146	\$ 91,823.96	\$ 628.93	\$ 472.76
On Pay Plans - All Other Customer Class (not single family residential)	24	\$ 36,818.32	\$ 1,534.10	\$ 908.41
Not On Pay Plans - Single Family Residential	8977	\$ 5,966,636.13	\$ 664.66	\$ 363.93
Not On Pay Plans - Single Family CAP	3811	\$ 2,728,430.78	\$ 715.94	\$ 524.66
Not On Pay Plans - All Other Customer Class (not single family residential)	1544	\$ 2,621,989.55	\$ 1,698.18	\$ 661.21
<b>Discontinued for Non Payment</b>	Count			
On Pay Plans - Single Family Residential	0			
On Pay Plans - Single Family CAP	0			
On Pay Plans - All Other Customer Class (not single family residential)	0			
Not On Pay Plans - Single Family Residential	0			
Not On Pay Plans - Single Family CAP	0			
Not On Pay Plans - All Other Customer Class (not single family residential)	0			
<b>Reconnection after Disconnect for Non Payment</b>	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect</b>	Count	Debt	Average	Median
Within 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Within 2 days - CAP Single Family	0	\$ -	\$ -	\$ -
Within 2 days - All other customer class (not single family residential)	0	\$ -	\$ -	\$ -
Greater than 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - CAP Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - All Other Customer Class (Not Single Family)	0	\$ -	\$ -	\$ -
	Amount			
Total billed water service revenues		\$ 39,955,275.69		

Note: Revenue includes taxes



# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Sep-22				
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family		39		
Newly Enrolled - Other Customer Class		1		
Total Enrolled - Single Family		29968		
Total Enrolled - Other Customer Class		513		
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		183 \$	174,528.05 \$	953.71 \$
On Pay Plans - Single Family CAP		212 \$	156,041.72 \$	736.05 \$
On Pay Plans - All Other Customer Class (not single family residential)		29 \$	36,078.88 \$	1,244.10 \$
Not On Pay Plans - Single Family Residential		8837 \$	6,277,083.55 \$	710.32 \$
Not On Pay Plans - Single Family CAP		3694 \$	2,848,069.73 \$	771.00 \$
Not On Pay Plans - All Other Customer Class (not single family residential)		1547 \$	2,793,732.10 \$	1,805.90 \$
<b>Discontinued for Non Payment</b>				
	Count			
On Pay Plans - Single Family Residential		0		
On Pay Plans - Single Family CAP		0		
On Pay Plans - All Other Customer Class (not single family residential)		0		
Not On Pay Plans - Single Family Residential		0		
Not On Pay Plans - Single Family CAP		0		
Not On Pay Plans - All Other Customer Class (not single family residential)		0		
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential		0 \$	-	-
Within 2 days - CAP Single Family		0 \$	-	-
Within 2 days - All other customer class (not single family residential)		0 \$	-	-
Greater than 2 days - Single Family Residential		0 \$	-	-
Greater than 2 days - CAP Single Family Residential		0 \$	-	-
Greater than 2 days - All Other Customer Class (Not Single Family)		0 \$	-	-
	Amount			
Total billed water service revenues		\$	41,012,050.94	

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Oct-22				
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family	23			
Newly Enrolled - Other Customer Class	1			
Total Enrolled - Single Family	29821			
Total Enrolled - Other Customer Class	510			
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	261	\$ 242,326.13	\$ 928.45	\$ 762.67
On Pay Plans - Single Family CAP	246	\$ 184,348.37	\$ 749.38	\$ 557.32
On Pay Plans - All Other Customer Class (not single family residential)	35	\$ 52,256.00	\$ 1,493.03	\$ 1,297.32
Not On Pay Plans - Single Family Residential	8728	\$ 6,778,311.83	\$ 776.62	\$ 426.20
Not On Pay Plans - Single Family CAP	3642	\$ 3,058,223.11	\$ 839.71	\$ 602.67
Not On Pay Plans - All Other Customer Class (not single family residential)	1523	\$ 2,697,151.30	\$ 1,770.95	\$ 754.07
<b>Discontinued for Non Payment</b>				
	Count			
On Pay Plans - Single Family Residential	0			
On Pay Plans - Single Family CAP	0			
On Pay Plans - All Other Customer Class (not single family residential)	0			
Not On Pay Plans - Single Family Residential	0			
Not On Pay Plans - Single Family CAP	0			
Not On Pay Plans - All Other Customer Class (not single family residential)	0			
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Within 2 days - CAP Single Family	0	\$ -	\$ -	\$ -
Within 2 days - All other customer class (not single family residential)	0	\$ -	\$ -	\$ -
Greater than 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - CAP Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - All Other Customer Class (Not Single Family)	0	\$ -	\$ -	\$ -
<b>Total billed water service revenues</b>				
	Amount			
		\$ 38,622,109.56		

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

	Nov-22			
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family		740		
Newly Enrolled - Other Customer Class		9		
Total Enrolled - Single Family		30420		
Total Enrolled - Other Customer Class		514		
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		308 \$	346,380.58 \$	1,124.61 \$
On Pay Plans - Single Family CAP		318 \$	268,713.84 \$	845.01 \$
On Pay Plans - All Other Customer Class (not single family residential)		49 \$	76,010.22 \$	1,551.23 \$
Not On Pay Plans - Single Family Residential		7173 \$	6,194,895.53 \$	863.64 \$
Not On Pay Plans - Single Family CAP		3232 \$	2,982,250.64 \$	922.73 \$
Not On Pay Plans - All Other Customer Class (not single family residential)		1240 \$	2,478,200.24 \$	1,998.55 \$
<b>Discontinued for Non Payment</b>				
	Count			
On Pay Plans - Single Family Residential		0		
On Pay Plans - Single Family CAP		0		
On Pay Plans - All Other Customer Class (not single family residential)		0		
Not On Pay Plans - Single Family Residential		0		
Not On Pay Plans - Single Family CAP		0		
Not On Pay Plans - All Other Customer Class (not single family residential)		0		
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential		0 \$	-	-
Within 2 days - CAP Single Family		0 \$	-	-
Within 2 days - All other customer class (not single family residential)		0 \$	-	-
Greater than 2 days - Single Family Residential		0 \$	-	-
Greater than 2 days - CAP Single Family Residential		0 \$	-	-
Greater than 2 days - All Other Customer Class (Not Single Family)		0 \$	-	-
<b>Total billed water service revenues</b>				
	Amount			
		\$ 41,325,908.10		

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Dec-22				
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family		46		
Newly Enrolled - Other Customer Class		2		
Total Enrolled - Single Family		30331		
Total Enrolled - Other Customer Class		513		
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		664 \$	828,860.03 \$	1,248.28 \$
On Pay Plans - Single Family CAP		681 \$	717,580.09 \$	1,053.72 \$
On Pay Plans - All Other Customer Class (not single family residential)		76 \$	156,081.68 \$	2,053.71 \$
Not On Pay Plans - Single Family Residential		6502 \$	5,417,726.68 \$	833.24 \$
Not On Pay Plans - Single Family CAP		2753 \$	2,576,462.06 \$	935.87 \$
Not On Pay Plans - All Other Customer Class (not single family residential)		1146 \$	2,437,860.05 \$	2,127.28 \$
<b>Discontinued for Non Payment</b>				
	Count			
On Pay Plans - Single Family Residential		0		
On Pay Plans - Single Family CAP		0		
On Pay Plans - All Other Customer Class (not single family residential)		0		
Not On Pay Plans - Single Family Residential		0		
Not On Pay Plans - Single Family CAP		0		
Not On Pay Plans - All Other Customer Class (not single family residential)		0		
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential		0 \$	-	-
Within 2 days - CAP Single Family		0 \$	-	-
Within 2 days - All other customer class (not single family residential)		0 \$	-	-
Greater than 2 days - Single Family Residential		0 \$	-	-
Greater than 2 days - CAP Single Family Residential		0 \$	-	-
Greater than 2 days - All Other Customer Class (Not Single Family)		0 \$	-	-
	Amount			
Total billed water service revenues		\$	38,374,769.94	

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

	Jan-23			
<b>CAP Customers</b>	Count			
Newly Enrolled - Single Family	35			
Newly Enrolled - Other Customer Class	1			
Total Enrolled - Single Family	26957			
Total Enrolled - Other Customer Class	431			
<b>Unpaid Bills 79 days or more</b>	Count                  Debt                  Average                  Median			
On Pay Plans - Single Family Residential	778	\$ 973,550.91	\$ 1,251.35	\$ 947.79
On Pay Plans - Single Family CAP	598	\$ 601,886.94	\$ 1,006.50	\$ 840.05
On Pay Plans - All Other Customer Class (not single family residential)	66	\$ 141,365.53	\$ 2,141.90	\$ 1,372.73
Not On Pay Plans - Single Family Residential	6616	\$ 5,796,478.28	\$ 876.13	\$ 420.63
Not On Pay Plans - Single Family CAP	2186	\$ 1,974,651.10	\$ 903.32	\$ 604.40
Not On Pay Plans - All Other Customer Class (not single family residential)	1114	\$ 2,577,260.92	\$ 2,313.52	\$ 845.60
<b>Discontinued for Non Payment</b>	Count			
On Pay Plans - Single Family Residential	0			
On Pay Plans - Single Family CAP	0			
On Pay Plans - All Other Customer Class (not single family residential)	0			
Not On Pay Plans - Single Family Residential	0			
Not On Pay Plans - Single Family CAP	0			
Not On Pay Plans - All Other Customer Class (not single family residential)	0			
<b>Reconnection after Disconnect for Non Payment</b>	Count                  Debt                  Average                  Median			
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect</b>	Count                  Debt                  Average                  Median			
Within 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Within 2 days - CAP Single Family	0	\$ -	\$ -	\$ -
Within 2 days - All other customer class (not single family residential)	0	\$ -	\$ -	\$ -
Greater than 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - CAP Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - All Other Customer Class (Not Single Family)	0	\$ -	\$ -	\$ -
<b>Total billed water service revenues</b>	Amount			
	\$ 38,990,013.88			

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Feb-23				
<b>CAP Customers</b>				
Newly Enrolled - Single Family	Count	685		
Newly Enrolled - Other Customer Class		22		
Total Enrolled - Single Family		27523		
Total Enrolled - Other Customer Class		447		
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		625 \$	773,386.25 \$	1,237.42 \$
On Pay Plans - Single Family CAP		494 \$	492,446.07 \$	996.85 \$
On Pay Plans - All Other Customer Class (not single family residential)		57 \$	133,737.56 \$	2,346.27 \$
Not On Pay Plans - Single Family Residential		4932 \$	5,069,624.92 \$	1,027.90 \$
Not On Pay Plans - Single Family CAP		2212 \$	2,072,811.87 \$	937.08 \$
Not On Pay Plans - All Other Customer Class (not single family residential)		1013 \$	2,567,011.96 \$	2,534.07 \$
<b>Discontinued for Non Payment</b>				
On Pay Plans - Single Family Residential	Count	0		
On Pay Plans - Single Family CAP		0		
On Pay Plans - All Other Customer Class (not single family residential)		0		
Not On Pay Plans - Single Family Residential		0		
Not On Pay Plans - Single Family CAP		0		
Not On Pay Plans - All Other Customer Class (not single family residential)		0		
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential		0 \$	-	-
Within 2 days - CAP Single Family		0 \$	-	-
Within 2 days - All other customer class (not single family residential)		0 \$	-	-
Greater than 2 days - Single Family Residential		0 \$	-	-
Greater than 2 days - CAP Single Family Residential		0 \$	-	-
Greater than 2 days - All Other Customer Class (Not Single Family)		0 \$	-	-
<b>Total billed water service revenues</b>				
	Amount	\$ 35,249,138.11		

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Mar-23				
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family		69		
Newly Enrolled - Other Customer Class		2		
Total Enrolled - Single Family		26178		
Total Enrolled - Other Customer Class		432		
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		546 \$	621,520.19 \$	1,138.32 \$
On Pay Plans - Single Family CAP		428 \$	412,961.96 \$	964.86 \$
On Pay Plans - All Other Customer Class (not single family residential)		52 \$	95,725.95 \$	1,840.88 \$
Not On Pay Plans - Single Family Residential		4872 \$	5,405,223.45 \$	1,109.45 \$
Not On Pay Plans - Single Family CAP		2096 \$	2,035,526.12 \$	971.15 \$
Not On Pay Plans - All Other Customer Class (not single family residential)		963 \$	2,594,890.08 \$	2,694.59 \$
<b>Discontinued for Non Payment</b>				
	Count			
On Pay Plans - Single Family Residential		0		
On Pay Plans - Single Family CAP		0		
On Pay Plans - All Other Customer Class (not single family residential)		0		
Not On Pay Plans - Single Family Residential		0		
Not On Pay Plans - Single Family CAP		0		
Not On Pay Plans - All Other Customer Class (not single family residential)		0		
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential		0 \$	-	-
Within 2 days - CAP Single Family		0 \$	-	-
Within 2 days - All other customer class (not single family residential)		0 \$	-	-
Greater than 2 days - Single Family Residential		0 \$	-	-
Greater than 2 days - CAP Single Family Residential		0 \$	-	-
Greater than 2 days - All Other Customer Class (Not Single Family)		0 \$	-	-
<b>Total billed water service revenues</b>	Amount			
		\$	35,606,087.95	

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Apr-23				
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family	999			
Newly Enrolled - Other Customer Class	20			
Total Enrolled - Single Family	27060			
Total Enrolled - Other Customer Class	450			
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	562	\$ 640,313.96	\$ 1,139.35	\$ 776.74
On Pay Plans - Single Family CAP	430	\$ 408,115.97	\$ 949.11	\$ 769.43
On Pay Plans - All Other Customer Class (not single family residential)	52	\$ 105,680.33	\$ 2,032.31	\$ 1,147.94
Not On Pay Plans - Single Family Residential	5241	\$ 5,718,515.28	\$ 1,091.11	\$ 558.64
Not On Pay Plans - Single Family CAP	2271	\$ 2,210,048.79	\$ 973.16	\$ 619.56
Not On Pay Plans - All Other Customer Class (not single family residential)	999	\$ 2,754,718.18	\$ 2,757.48	\$ 1,038.62
<b>Discontinued for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Within 2 days - CAP Single Family	0	\$ -	\$ -	\$ -
Within 2 days - All other customer class (not single family residential)	0	\$ -	\$ -	\$ -
Greater than 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - CAP Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - All Other Customer Class (Not Single Family)	0	\$ -	\$ -	\$ -
<b>Total billed water service revenues</b>				
	Amount			
	\$	33,554,902.77		

Note: Revenue includes taxes



# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

May-23				
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family		54		
Newly Enrolled - Other Customer Class		3		
Total Enrolled - Single Family		26959		
Total Enrolled - Other Customer Class		328		
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		561 \$	641,279.82 \$	1,143.10 \$
On Pay Plans - Single Family CAP		443 \$	397,710.52 \$	897.77 \$
On Pay Plans - All Other Customer Class (not single family residential)		53 \$	78,995.76 \$	1,490.49 \$
Not On Pay Plans - Single Family Residential		5003 \$	5,879,414.62 \$	1,175.18 \$
Not On Pay Plans - Single Family CAP		2223 \$	2,287,938.57 \$	1,029.21 \$
Not On Pay Plans - All Other Customer Class (not single family residential)		999 \$	2,767,096.26 \$	2,769.87 \$
<b>Discontinued for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential		0 \$	-	-
Within 2 days - CAP Single Family		0 \$	-	-
Within 2 days - All other customer class (not single family residential)		0 \$	-	-
Greater than 2 days - Single Family Residential		0 \$	-	-
Greater than 2 days - CAP Single Family Residential		0 \$	-	-
Greater than 2 days - All Other Customer Class (Not Single Family)		0 \$	-	-
	Amount			
Total billed water service revenues		\$	35,264,937.71	

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Jun-23				
<b>CAP Customers</b>	<b>Count</b>			
Newly Enrolled - Single Family		69		
Newly Enrolled - Other Customer Class		2		
Total Enrolled - Single Family		25746		
Total Enrolled - Other Customer Class		432		
<b>Unpaid Bills 79 days or more</b>	<b>Count</b>	<b>Debt</b>	<b>Average</b>	<b>Median</b>
On Pay Plans - Single Family Residential		566 \$	661,434.39 \$	1,168.61 \$
On Pay Plans - Single Family CAP		449 \$	406,448.85 \$	905.23 \$
On Pay Plans - All Other Customer Class (not single family residential)		52 \$	241,643.56 \$	4,646.99 \$
Not On Pay Plans - Single Family Residential		5077 \$	6,170,930.99 \$	1,215.47 \$
Not On Pay Plans - Single Family CAP		2177 \$	2,344,231.92 \$	1,076.82 \$
Not On Pay Plans - All Other Customer Class (not single family residential)		1008 \$	2,802,307.11 \$	2,780.07 \$
<b>Discontinued for Non Payment</b>	<b>Count</b>	<b>Debt</b>	<b>Average</b>	<b>Median</b>
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect for Non Payment</b>	<b>Count</b>	<b>Debt</b>	<b>Average</b>	<b>Median</b>
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect</b>	<b>Count</b>	<b>Debt</b>	<b>Average</b>	<b>Median</b>
Within 2 days - Single Family Residential		0 \$	-	-
Within 2 days - CAP Single Family		0 \$	-	-
Within 2 days - All other customer class (not single family residential)		0 \$	-	-
Greater than 2 days - Single Family Residential		0 \$	-	-
Greater than 2 days - CAP Single Family Residential		0 \$	-	-
Greater than 2 days - All Other Customer Class (Not Single Family)		0 \$	-	-
<b>Total billed water service revenues</b>	<b>Amount</b>	<b>\$ 39,540,789.95</b>		

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Jul-23				
<b>CAP Customers</b>	Count			
Newly Enrolled - Single Family	1031			
Newly Enrolled - Other Customer Class	14			
Total Enrolled - Single Family	26650			
Total Enrolled - Other Customer Class	442			
<b>Unpaid Bills 79 days or more</b>	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	548	\$ 627,541.78	\$ 1,145.15	\$ 687.93
On Pay Plans - Single Family CAP	433	\$ 355,850.27	\$ 821.83	\$ 601.44
On Pay Plans - All Other Customer Class (not single family residential)	54	\$ 337,519.50	\$ 6,250.36	\$ 972.27
Not On Pay Plans - Single Family Residential	5078	\$ 6,236,797.14	\$ 1,228.20	\$ 637.27
Not On Pay Plans - Single Family CAP	2225	\$ 2,451,969.49	\$ 1,102.01	\$ 729.41
Not On Pay Plans - All Other Customer Class (not single family residential)	1002	\$ 2,495,155.36	\$ 2,490.18	\$ 1,114.20
<b>Discontinued for Non Payment</b>	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect for Non Payment</b>	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect</b>	Count	Debt	Average	Median
Within 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Within 2 days - CAP Single Family	0	\$ -	\$ -	\$ -
Within 2 days - All other customer class (not single family residential)	0	\$ -	\$ -	\$ -
Greater than 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - CAP Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - All Other Customer Class (Not Single Family)	0	\$ -	\$ -	\$ -
<b>Total billed water service revenues</b>	Amount			
	\$ 49,015,627.45			

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Aug-23				
<b>CAP Customers</b>	Count			
Newly Enrolled - Single Family		66		
Newly Enrolled - Other Customer Class		1		
Total Enrolled - Single Family		26524		
Total Enrolled - Other Customer Class		438		
<b>Unpaid Bills 79 days or more</b>	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		540 \$	606,240.55 \$	1,122.67 \$
On Pay Plans - Single Family CAP		420 \$	363,059.11 \$	864.43 \$
On Pay Plans - All Other Customer Class (not single family residential)		54 \$	322,779.97 \$	5,977.41 \$
Not On Pay Plans - Single Family Residential		4864 \$	6,256,201.83 \$	1,286.23 \$
Not On Pay Plans - Single Family CAP		2188 \$	2,534,862.54 \$	1,158.53 \$
Not On Pay Plans - All Other Customer Class (not single family residential)		1028 \$	2,247,133.48 \$	2,185.93 \$
<b>Discontinued for Non Payment</b>	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect for Non Payment</b>	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect</b>	Count	Debt	Average	Median
Within 2 days - Single Family Residential		0 \$	-	-
Within 2 days - CAP Single Family		0 \$	-	-
Within 2 days - All other customer class (not single family residential)		0 \$	-	-
Greater than 2 days - Single Family Residential		0 \$	-	-
Greater than 2 days - CAP Single Family Residential		0 \$	-	-
Greater than 2 days - All Other Customer Class (Not Single Family)		0 \$	-	-
<b>Total billed water service revenues</b>	Amount			
		\$	50,018,837.99	

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Sep-23				
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family	37			
Newly Enrolled - Other Customer Class	0			
Total Enrolled - Single Family	26437			
Total Enrolled - Other Customer Class	437			
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	511	\$ 563,159.97	\$ 1,102.07	\$ 695.33
On Pay Plans - Single Family CAP	415	\$ 351,793.22	\$ 847.69	\$ 593.76
On Pay Plans - All Other Customer Class (not single family residential)	54	\$ 302,040.82	\$ 5,593.35	\$ 734.68
Not On Pay Plans - Single Family Residential	4744	\$ 6,372,377.14	\$ 1,343.25	\$ 732.80
Not On Pay Plans - Single Family CAP	2166	\$ 2,591,641.81	\$ 1,196.51	\$ 774.59
Not On Pay Plans - All Other Customer Class (not single family residential)	975	\$ 2,586,015.30	\$ 2,652.32	\$ 1,219.19
<b>Discontinued for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Within 2 days - CAP Single Family	0	\$ -	\$ -	\$ -
Within 2 days - All other customer class (not single family residential)	0	\$ -	\$ -	\$ -
Greater than 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - CAP Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - All Other Customer Class (Not Single Family)	0	\$ -	\$ -	\$ -
	Amount			
Total billed water service revenues		\$ 51,640,188.90		

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Oct-23				
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family		66		
Newly Enrolled - Other Customer Class		2		
Total Enrolled - Single Family		25531		
Total Enrolled - Other Customer Class		428		
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		496 \$	526,862.27 \$	1,062.22 \$
On Pay Plans - Single Family CAP		396 \$	333,503.80 \$	842.18 \$
On Pay Plans - All Other Customer Class (not single family residential)		44 \$	313,116.27 \$	7,116.28 \$
Not On Pay Plans - Single Family Residential		4914 \$	6,612,241.17 \$	1,345.59 \$
Not On Pay Plans - Single Family CAP		2243 \$	2,865,032.12 \$	1,277.32 \$
Not On Pay Plans - All Other Customer Class (not single family residential)		964 \$	2,206,738.65 \$	2,289.15 \$
<b>Discontinued for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential		0 \$	-	-
Within 2 days - CAP Single Family		0 \$	-	-
Within 2 days - All other customer class (not single family residential)		0 \$	-	-
Greater than 2 days - Single Family Residential		0 \$	-	-
Greater than 2 days - CAP Single Family Residential		0 \$	-	-
Greater than 2 days - All Other Customer Class (Not Single Family)		0 \$	-	-
	Amount			
Total billed water service revenues		\$ 49,049,345.34		

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Nov-23				
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family	950			
Newly Enrolled - Other Customer Class	27			
Total Enrolled - Single Family	26332			
Total Enrolled - Other Customer Class	454			
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	440	\$ 505,317.07	\$ 1,148.45	\$ 745.38
On Pay Plans - Single Family CAP	391	\$ 344,262.51	\$ 880.47	\$ 579.52
On Pay Plans - All Other Customer Class (not single family residential)	41	\$ 154,785.62	\$ 3,775.26	\$ 714.31
Not On Pay Plans - Single Family Residential	4922	\$ 6,833,774.61	\$ 1,388.41	\$ 761.55
Not On Pay Plans - Single Family CAP	2253	\$ 2,997,339.03	\$ 1,330.38	\$ 893.75
Not On Pay Plans - All Other Customer Class (not single family residential)	927	\$ 2,130,005.29	\$ 2,297.74	\$ 1,055.81
<b>Discontinued for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Within 2 days - CAP Single Family	0	\$ -	\$ -	\$ -
Within 2 days - All other customer class (not single family residential)	0	\$ -	\$ -	\$ -
Greater than 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - CAP Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - All Other Customer Class (Not Single Family)	0	\$ -	\$ -	\$ -
<b>Total billed water service revenues</b>				
	Amount			
	\$ 47,205,168.21			

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Dec-23				
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family		37		
Newly Enrolled - Other Customer Class		3		
Total Enrolled - Single Family		25190		
Total Enrolled - Other Customer Class		435		
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		452 \$	567,788.03 \$	1,256.17 \$
On Pay Plans - Single Family CAP		382 \$	343,038.42 \$	898.01 \$
On Pay Plans - All Other Customer Class (not single family residential)		52 \$	347,410.73 \$	6,680.98 \$
Not On Pay Plans - Single Family Residential		5623 \$	7,477,887.74 \$	1,329.88 \$
Not On Pay Plans - Single Family CAP		2319 \$	3,039,848.26 \$	1,310.84 \$
Not On Pay Plans - All Other Customer Class (not single family residential)		1036 \$	2,410,254.59 \$	2,326.50 \$
<b>Discontinued for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0 \$	-	-
On Pay Plans - Single Family CAP		0 \$	-	-
On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
Not On Pay Plans - Single Family Residential		0 \$	-	-
Not On Pay Plans - Single Family CAP		0 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	-	-
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential		0 \$	-	-
Within 2 days - CAP Single Family		0 \$	-	-
Within 2 days - All other customer class (not single family residential)		0 \$	-	-
Greater than 2 days - Single Family Residential		0 \$	-	-
Greater than 2 days - CAP Single Family Residential		0 \$	-	-
Greater than 2 days - All Other Customer Class (Not Single Family)		0 \$	-	-
	Amount			
Total billed water service revenues		\$ 42,794,347.84		

Note: Revenue includes taxes



# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

	Jan-24			
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family	845			
Newly Enrolled - Other Customer Class	14			
Total Enrolled - Single Family	25896			
Total Enrolled - Other Customer Class	448			
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	490	\$ 695,068.53	\$ 1,418.51	\$ 731.14
On Pay Plans - Single Family CAP	384	\$ 348,703.05	\$ 908.08	\$ 605.07
On Pay Plans - All Other Customer Class (not single family residential)	48	\$ 275,221.53	\$ 5,733.78	\$ 1,311.35
Not On Pay Plans - Single Family Residential	5363	\$ 7,533,627.66	\$ 1,404.74	\$ 742.07
Not On Pay Plans - Single Family CAP	2226	\$ 3,112,939.24	\$ 1,398.45	\$ 934.89
Not On Pay Plans - All Other Customer Class (not single family residential)	1021	\$ 2,457,588.53	\$ 2,407.04	\$ 1,173.79
<b>Discontinued for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Within 2 days - CAP Single Family	0	\$ -	\$ -	\$ -
Within 2 days - All other customer class (not single family residential)	0	\$ -	\$ -	\$ -
Greater than 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - CAP Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - All Other Customer Class (Not Single Family)	0	\$ -	\$ -	\$ -
<b>Total billed water service revenues</b>				
	Amount			
	\$ 42,282,621.83			

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Feb-24				
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family	67			
Newly Enrolled - Other Customer Class	1			
Total Enrolled - Single Family	25841			
Total Enrolled - Other Customer Class	448			
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	480	\$ 683,180.58	\$ 1,423.29	\$ 731.63
On Pay Plans - Single Family CAP	363	\$ 324,632.34	\$ 894.30	\$ 602.21
On Pay Plans - All Other Customer Class (not single family residential)	65	\$ 439,901.02	\$ 6,767.71	\$ 1,572.54
Not On Pay Plans - Single Family Residential	5144	\$ 7,691,872.63	\$ 1,495.31	\$ 825.11
Not On Pay Plans - Single Family CAP	2238	\$ 3,254,663.99	\$ 1,454.27	\$ 975.09
Not On Pay Plans - All Other Customer Class (not single family residential)	1042	\$ 2,742,958.21	\$ 2,632.40	\$ 1,271.32
<b>Discontinued for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Within 2 days - CAP Single Family	0	\$ -	\$ -	\$ -
Within 2 days - All other customer class (not single family residential)	0	\$ -	\$ -	\$ -
Greater than 2 days - Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - CAP Single Family Residential	0	\$ -	\$ -	\$ -
Greater than 2 days - All Other Customer Class (Not Single Family)	0	\$ -	\$ -	\$ -
<b>Total billed water service revenues</b>				
	Amount			
	\$	38,338,766.23		

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

Mar-24				
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family		66		
Newly Enrolled - Other Customer Class		2		
Total Enrolled - Single Family		22691		
Total Enrolled - Other Customer Class		411		
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		518 \$	696,396.09 \$	1,344.39 \$
On Pay Plans - Single Family CAP		363 \$	336,474.06 \$	926.93 \$
On Pay Plans - All Other Customer Class (not single family residential)		65 \$	476,043.20 \$	7,323.74 \$
Not On Pay Plans - Single Family Residential		5281 \$	8,202,043.69 \$	1,553.12 \$
Not On Pay Plans - Single Family CAP		1948 \$	2,998,037.05 \$	1,539.03 \$
Not On Pay Plans - All Other Customer Class (not single family residential)		1021 \$	2,729,756.78 \$	2,673.61 \$
<b>Discontinued for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		10 \$	4,360.98 \$	545.12 \$
On Pay Plans - Single Family CAP		3 \$	409.95 \$	136.65 \$
On Pay Plans - All Other Customer Class (not single family residential)		1 \$	378.32 \$	378.32 \$
Not On Pay Plans - Single Family Residential		33 \$	1,113.57 \$	123.73 \$
Not On Pay Plans - Single Family CAP		2 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		6 \$	-	-
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		0		
On Pay Plans - Single Family CAP		1 \$	101.52 \$	101.52 \$
On Pay Plans - All Other Customer Class (not single family residential)		0		
Not On Pay Plans - Single Family Residential		3 \$	-	-
Not On Pay Plans - Single Family CAP		0		
Not On Pay Plans - All Other Customer Class (not single family residential)		0		
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential		0 \$	-	-
Within 2 days - CAP Single Family		0 \$	-	-
Within 2 days - All other customer class (not single family residential)		0 \$	-	-
Greater than 2 days - Single Family Residential		3 \$	-	-
Greater than 2 days - CAP Single Family Residential		1 \$	101.52 \$	101.52 \$
Greater than 2 days - All Other Customer Class (Not Single Family)		0 \$	-	-
<b>Total billed water service revenues</b>				
	Amount			
		\$ 35,166,948.39		

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

	Apr-24			
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family		1039		
Newly Enrolled - Other Customer Class		30		
Total Enrolled - Single Family		23602		
Total Enrolled - Other Customer Class		433		
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		594 \$	938,280.89 \$	1,579.60 \$
On Pay Plans - Single Family CAP		431 \$	502,681.30 \$	1,166.31 \$
On Pay Plans - All Other Customer Class (not single family residential)		65 \$	526,485.27 \$	8,099.77 \$
Not On Pay Plans - Single Family Residential		5224 \$	7,963,129.92 \$	1,524.34 \$
Not On Pay Plans - Single Family CAP		1974 \$	2,883,944.06 \$	1,460.96 \$
Not On Pay Plans - All Other Customer Class (not single family residential)		1051 \$	2,871,678.57 \$	2,732.33 \$
<b>Discontinued for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential		23 \$	10,726.18 \$	510.77 \$
On Pay Plans - Single Family CAP		19 \$	6,193.32 \$	344.07 \$
On Pay Plans - All Other Customer Class (not single family residential)		2 \$	7,340.30 \$	3,670.15 \$
Not On Pay Plans - Single Family Residential		63 \$	6,435.45 \$	643.55 \$
Not On Pay Plans - Single Family CAP		9 \$	466.23 \$	466.23 \$
Not On Pay Plans - All Other Customer Class (not single family residential)		9 \$	1,282.96 \$	213.83 \$
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential				
On Pay Plans - Single Family CAP				
On Pay Plans - All Other Customer Class (not single family residential)				
Not On Pay Plans - Single Family Residential		8 \$	-	-
Not On Pay Plans - Single Family CAP		2 \$	-	-
Not On Pay Plans - All Other Customer Class (not single family residential)		2 \$	-	-
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential		1 \$	-	-
Within 2 days - CAP Single Family		1 \$	-	-
Within 2 days - All other customer class (not single family residential)				
Greater than 2 days - Single Family Residential		7 \$	-	-
Greater than 2 days - CAP Single Family Residential		1 \$	-	-
Greater than 2 days - All Other Customer Class (Not Single Family)		2 \$	-	-
<b>Total billed water service revenues</b>				
	Amount			
		\$ 34,259,424.63		

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

	May-24			
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family	40			
Newly Enrolled - Other Customer Class	1			
Total Enrolled - Single Family	23507			
Total Enrolled - Other Customer Class	430			
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	744	\$ 1,147,507.43	\$ 1,542.35	\$ 920.43
On Pay Plans - Single Family CAP	530	\$ 717,787.14	\$ 1,354.32	\$ 844.56
On Pay Plans - All Other Customer Class (not single family residential)	78	\$ 482,024.32	\$ 6,179.80	\$ 1,618.82
Not On Pay Plans - Single Family Residential	4838	\$ 7,609,166.28	\$ 1,572.79	\$ 738.65
Not On Pay Plans - Single Family CAP	1793	\$ 2,662,663.74	\$ 1,485.03	\$ 898.79
Not On Pay Plans - All Other Customer Class (not single family residential)	1021	\$ 3,070,769.36	\$ 3,007.61	\$ 1,455.42
<b>Discontinued for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	70	\$ 51,674.26	\$ 807.41	\$ 506.68
On Pay Plans - Single Family CAP	28	\$ 31,216.00	\$ 1,200.62	\$ 918.50
On Pay Plans - All Other Customer Class (not single family residential)	6	\$ 5,406.58	\$ 1,497.07	\$ 1,284.16
Not On Pay Plans - Single Family Residential	109	\$ 30,357.25	\$ 919.92	\$ 800.90
Not On Pay Plans - Single Family CAP	19	\$ 4,936.16	\$ 705.17	\$ 526.59
Not On Pay Plans - All Other Customer Class (not single family residential)	39	\$ 33,587.35	\$ 1,399.47	\$ 1,243.03
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	1	\$ 104.07	\$ 104.07	\$ 104.07
On Pay Plans - Single Family CAP	1	\$ 808.96	\$ 808.96	\$ 808.96
On Pay Plans - All Other Customer Class (not single family residential)				
Not On Pay Plans - Single Family Residential	9	\$ -	\$ -	\$ -
Not On Pay Plans - Single Family CAP				
Not On Pay Plans - All Other Customer Class (not single family residential)	2	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential	10			
Within 2 days - CAP Single Family	1			
Within 2 days - All other customer class (not single family residential)	2			
Greater than 2 days - Single Family Residential				
Greater than 2 days - CAP Single Family Residential				
Greater than 2 days - All Other Customer Class (Not Single Family)				
	Amount			
Total billed water service revenues		\$ 38,577,668.16		

Note: Revenue includes taxes

# EXHIBIT A

## Customer Assistance Program Tracking and Reporting

As of June 30, 2024

	Jun-24			
<b>CAP Customers</b>				
	Count			
Newly Enrolled - Single Family	40			
Newly Enrolled - Other Customer Class	2			
Total Enrolled - Single Family	23037			
Total Enrolled - Other Customer Class	423			
<b>Unpaid Bills 79 days or more</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	672	\$ 747,275.97	\$ 1,112.02	\$ 722.48
On Pay Plans - Single Family CAP	462	\$ 375,932.18	\$ 813.71	\$ 541.18
On Pay Plans - All Other Customer Class (not single family residential)	74	\$ 191,606.93	\$ 2,589.28	\$ 1,251.33
Not On Pay Plans - Single Family Residential	4501	\$ 5,052,652.28	\$ 1,122.56	\$ 585.62
Not On Pay Plans - Single Family CAP	1576	\$ 1,641,898.10	\$ 1,041.81	\$ 617.75
Not On Pay Plans - All Other Customer Class (not single family residential)	930	\$ 2,372,901.61	\$ 2,551.51	\$ 1,135.45
<b>Discontinued for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential	32	\$ 22,951.92	\$ 765.06	\$ 387.18
On Pay Plans - Single Family CAP	10	\$ 3,396.60	\$ 377.40	\$ 230.97
On Pay Plans - All Other Customer Class (not single family residential)	3	\$ 1,478.40	\$ 492.80	\$ 155.97
Not On Pay Plans - Single Family Residential	67	\$ 5,706.81	\$ 300.36	\$ 118.20
Not On Pay Plans - Single Family CAP	13	\$ 67.47	\$ 22.49	\$ 20.00
Not On Pay Plans - All Other Customer Class (not single family residential)	16	\$ 3,963.27	\$ 1,321.09	\$ 1,117.07
<b>Reconnection after Disconnect for Non Payment</b>				
	Count	Debt	Average	Median
On Pay Plans - Single Family Residential				
On Pay Plans - Single Family CAP	1	\$ 155.07	\$ 155.07	\$ 155.07
On Pay Plans - All Other Customer Class (not single family residential)				
Not On Pay Plans - Single Family Residential	8	\$ 30.00	\$ 30.00	\$ 30.00
Not On Pay Plans - Single Family CAP	2	\$ -	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	4	\$ -	\$ -	\$ -
<b>Reconnection after Disconnect</b>				
	Count	Debt	Average	Median
Within 2 days - Single Family Residential	8			
Within 2 days - CAP Single Family	3			
Within 2 days - All other customer class (not single family residential)	4			
Greater than 2 days - Single Family Residential				
Greater than 2 days - CAP Single Family Residential				
Greater than 2 days - All Other Customer Class (Not Single Family)				
<b>Total billed water service revenues</b>				
	Amount			
	\$ 44,878,074.77			

Note: Revenue includes taxes