

**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 the Class A Water Utilities' Low-Income Rate Assistance Programs, Providing Rate Assistance to All Low-Income Customers of Investor-Owned Water Utilities, and Affordability.

Rulemaking No. 17-06-024

(Filed June 29, 2017)

**SAN JOSE WATER COMPANY'S
QUARTERLY REPORT PURSUANT TO DECISION 24-01-034
SECOND QUARTER OF 2025**

SAN JOSE WATER COMPANY
John B. Tang
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August 1, 2025

**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 the Class A Water Utilities' Low-Income Rate Assistance Programs, Providing Rate Assistance to All Low-Income Customers of Investor-Owned Water Utilities, and Affordability.

Rulemaking No. 17-06-024
(Filed June 29, 2017)

**SAN JOSE WATER COMPANY'S
QUARTERLY REPORT PURSUANT TO DECISION 24-01-034
SECOND QUARTER OF 2025**

Pursuant to California Public Utilities Commission ("CPUC" or "Commission") Decision (D) 24-01-034, Ordering Paragraph 4, San Jose Water Company ("SJWC") respectfully 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) 2025.

I. CUSTOMER DEBT

SJWC has approximately 227,433 customer connections. In Q2 2025, an average of 6,700 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 second quarter (Q2 2025) is 830 lower than the average in the first quarter (Q1 2025). The average unpaid balance in Q2 2025 is \$873 which is \$190 lower than Q1 2025. There

were two main reasons for this trend: (1) customer participation on payment plans have increased from an average of 3,515 in Q1 to 3,738 in Q2, and (2) SJWC has resumed disconnection for non-payment.

II. DISCONNECTIONS

SJWC had ceased shutting customers off for non-payment during the COVID pandemic. SJWC resumed disconnections for non-payment on March 13, 2024, only for customers who have new arrearages starting in 2023. As of May 14, 2025, shutoffs were expanded to all customers with past-due balances of \$250 or more. In Q2 2025, SJWC discontinued water service to 1,143 customers due to non-payments, which nearly double the 543 shutoffs recorded in Q2 2025. Of the 1,143 customers, 688 are single family residential, 295 are CAP customers and 160 all other customers.

Date: August 1, 2025

By: /s/ John B. Tang

San Jose Water Company
John B. Tang
Vice President of Regulatory Affairs
and Government Relations
110 West Taylor St.
San Jose, CA 95110

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

EXHIBIT A

**IOR 17-06-024 Low Income
Tracking and Reporting**

As of June 30, 2025

**R1706024 OIR Low Income
Tracking and Reporting**

As of June 30, 2025

	Jun-24				
CAP Customers	Count				
Newly Enrolled - Single Family	40				
Newly Enrolled - Other Customer Class	2				
Total Enrolled - Single Family	23037				
Total Enrolled - Other Customer Class	423				
	23,502				
Unpaid Bills 79 days or more	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	
	8,215				
Discontinued for Non Payment	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	
Reconnection after Disconnect for Non Payment	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	\$ -	\$ -	\$ -	
Reconnection after Disconnect	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)					
Total billed water service revenues	Amount				
	\$ 44,878,074.77				

**R1706024 OIR Low Income
Tracking and Reporting**

As of June 30, 2025

	Jul-24				
CAP Customers	Count				
Newly Enrolled - Single Family	1211				
Newly Enrolled - Other Customer Class	24				
Total Enrolled - Single Family	24082				
Total Enrolled - Other Customer Class	444				
	25,761				
Unpaid Bills 79 days or more	Count				
	Debt	Average	Median		
On Pay Plans - Single Family Residential	742 \$	784,788.46 \$	1,057.67 \$	692.94	
On Pay Plans - Single Family CAP	512 \$	396,258.34 \$	773.94 \$	523.42	
On Pay Plans - All Other Customer Class (not single family residential)	80 \$	165,045.06 \$	2,063.06 \$	1,252.89	
Not On Pay Plans - Single Family Residential	4170 \$	4,876,970.93 \$	1,169.54 \$	605.23	
Not On Pay Plans - Single Family CAP	1517 \$	1,650,745.52 \$	1,088.16 \$	607.63	
Not On Pay Plans - All Other Customer Class (not single family residential)	807 \$	1,948,224.66 \$	2,414.16 \$	1,210.39	
	7,828				
Discontinued for Non Payment	Count				
	Debt	Average	Median		
On Pay Plans - Single Family Residential	22 \$	7,144.37 \$	420.26 \$	236.78	
On Pay Plans - Single Family CAP	7 \$	1,657.34 \$	414.34 \$	161.46	
On Pay Plans - All Other Customer Class (not single family residential)	3 \$	145.65 \$	72.83 \$	72.83	
Not On Pay Plans - Single Family Residential	61 \$	1,943.51 \$	161.96 \$	132.20	
Not On Pay Plans - Single Family CAP	12 \$	736.45 \$	736.45 \$	736.45	
Not On Pay Plans - All Other Customer Class (not single family residential)	20 \$	3,508.06 \$	438.51 \$	455.95	
Reconnection after Disconnect for Non Payment	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	9 \$	-	\$	-	
Not On Pay Plans - Single Family CAP	1 \$	-	\$	-	
Not On Pay Plans - All Other Customer Class (not single family residential)	3 \$	-	\$	-	
Reconnection after Disconnect	Count				
	Debt	Average	Median		
Within 2 days - Single Family Residential	9 \$	-	\$	-	
Within 2 days - CAP Single Family	1 \$	-	\$	-	
Within 2 days - All other customer class (not single family residential)	3 \$	-	\$	-	
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 \$	-	\$	-	
	\$	-	\$	-	
Total billed water service revenues	Amount				
	\$ 50,780,366.00				

**R1706024 OIR Low Income
Tracking and Reporting**

As of June 30, 2025

	Aug-24					
CAP Customers	Count					
Newly Enrolled - Single Family		40				
Newly Enrolled - Other Customer Class		0				
Total Enrolled - Single Family		23969				
Total Enrolled - Other Customer Class		443				
		24,452				
Unpaid Bills 79 days or more	Count	Debt	Average	Median		
On Pay Plans - Single Family Residential		1130 \$	1,181,050.78 \$	1,045.18 \$	675.50	
On Pay Plans - Single Family CAP		699 \$	584,848.16 \$	836.69 \$	540.48	
On Pay Plans - All Other Customer Class (not single family residential)		126 \$	229,607.89 \$	1,822.28 \$	1,017.93	
Not On Pay Plans - Single Family Residential		3373 \$	4,364,630.26 \$	1,293.99 \$	704.63	
Not On Pay Plans - Single Family CAP		1348 \$	1,515,005.01 \$	1,123.89 \$	638.96	
Not On Pay Plans - All Other Customer Class (not single family residential)		745 \$	1,700,798.35 \$	2,282.95 \$	1,145.20	
		7,421				
Discontinued for Non Payment	Count	Debt	Average	Median		
On Pay Plans - Single Family Residential		35 \$	21,109.39 \$	639.68 \$	416.01	
On Pay Plans - Single Family CAP		8 \$	6,880.59 \$	1,146.77 \$	124.83	
On Pay Plans - All Other Customer Class (not single family residential)		5 \$	365.60 \$	91.40 \$	74.67	
Not On Pay Plans - Single Family Residential		53 \$	2,739.49 \$	152.19 \$	142.20	
Not On Pay Plans - Single Family CAP		11 \$	361.06 \$	180.53 \$	180.53	
Not On Pay Plans - All Other Customer Class (not single family residential)		17 \$	7,112.36 \$	1,016.05 \$	611.01	
Reconnection after Disconnect for Non Payment	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		11 \$	50.00 \$	50.00 \$	50.00	
Not On Pay Plans - Single Family CAP		0 \$	- \$	- \$	-	
Not On Pay Plans - All Other Customer Class (not single family residential)		0 \$	- \$	- \$	-	
Reconnection after Disconnect	Count	Debt	Average	Median		
Within 2 days - Single Family Residential		11 \$	- \$	- \$	-	
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 \$	- \$	- \$	-	
Total billed water service revenues	Amount	\$ 51,041,350.33				

**R1706024 OIR Low Income
Tracking and Reporting**

As of June 30, 2025

	Sep-24				
CAP Customers	Count				
Newly Enrolled - Single Family	37				
Newly Enrolled - Other Customer Class	0				
Total Enrolled - Single Family	22442				
Total Enrolled - Other Customer Class	421				
	22,900				
Unpaid Bills 79 days or more	Count				
	Debt				
	Average				
	Median				
On Pay Plans - Single Family Residential	1490	\$	1,853,712.90	\$	1,244.10
On Pay Plans - Single Family CAP	877	\$	862,284.41	\$	983.22
On Pay Plans - All Other Customer Class (not single family residential)	154	\$	320,171.51	\$	2,079.04
Not On Pay Plans - Single Family Residential	2860	\$	3,532,993.06	\$	1,235.31
Not On Pay Plans - Single Family CAP	1060	\$	1,104,973.00	\$	1,042.43
Not On Pay Plans - All Other Customer Class (not single family residential)	669	\$	1,654,395.47	\$	2,472.94
	7,110				
Discontinued for Non Payment	Count				
	Debt				
	Average				
	Median				
On Pay Plans - Single Family Residential	121	\$	272,457.91	\$	2,411.13
On Pay Plans - Single Family CAP	47	\$	111,624.65	\$	2,657.73
On Pay Plans - All Other Customer Class (not single family residential)	15	\$	57,497.43	\$	5,430.29
Not On Pay Plans - Single Family Residential	87	\$	126,231.42	\$	3,411.66
Not On Pay Plans - Single Family CAP	11	\$	13,632.50	\$	3,408.13
Not On Pay Plans - All Other Customer Class (not single family residential)	36	\$	44,729.42	\$	2,631.14
Reconnection after Disconnect for Non Payment	Count				
	Debt				
	Average				
	Median				
On Pay Plans - Single Family Residential	3	\$	12,979.84	\$	4,326.61
On Pay Plans - Single Family CAP	3	\$	4,598.88	\$	1,532.96
On Pay Plans - All Other Customer Class (not single family residential)	0	\$	-	\$	-
Not On Pay Plans - Single Family Residential	9	\$	2,257.00	\$	564.25
Not On Pay Plans - Single Family CAP	3	\$	-	\$	-
Not On Pay Plans - All Other Customer Class (not single family residential)	2	\$	-	\$	-
Reconnection after Disconnect	Count				
	Debt				
	Average				
	Median				
Within 2 days - Single Family Residential	12	\$	-	\$	-
Within 2 days - CAP Single Family	6	\$	-	\$	-
Within 2 days - All other customer class (not single family residential)	2	\$	-	\$	-
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	\$	-	\$	-
Total billed water service revenues	Amount				
	\$ 52,333,077.08				

**R1706024 OIR Low Income
Tracking and Reporting**

As of June 30, 2025

	Oct-24				
CAP Customers	Count				
Newly Enrolled - Single Family	1085				
Newly Enrolled - Other Customer Class	14				
Total Enrolled - Single Family	23391				
Total Enrolled - Other Customer Class	431				
	24,921				
Unpaid Bills 79 days or more	Count Debt Average Median				
On Pay Plans - Single Family Residential	1764	\$ 2,574,390.82	\$ 1,459.41	\$ 914.48	
On Pay Plans - Single Family CAP	965	\$ 1,128,334.15	\$ 1,169.26	\$ 709.77	
On Pay Plans - All Other Customer Class (not single family residential)	183	\$ 397,205.71	\$ 2,170.52	\$ 1,585.58	
Not On Pay Plans - Single Family Residential	2723	\$ 2,570,362.23	\$ 943.94	\$ 446.72	
Not On Pay Plans - Single Family CAP	1087	\$ 831,547.83	\$ 764.99	\$ 413.42	
Not On Pay Plans - All Other Customer Class (not single family residential)	655	\$ 1,491,527.24	\$ 2,277.14	\$ 935.92	
	7,377				
Discontinued for Non Payment	Count Debt Average Median				
On Pay Plans - Single Family Residential	189	\$ 543,792.27	\$ 2,955.39	\$ 2,356.42	
On Pay Plans - Single Family CAP	84	\$ 234,175.66	\$ 2,964.25	\$ 2,216.90	
On Pay Plans - All Other Customer Class (not single family residential)	33	\$ 68,269.23	\$ 5,569.90	\$ 5,164.96	
Not On Pay Plans - Single Family Residential	138	\$ 341,171.74	\$ 4,013.79	\$ 2,869.49	
Not On Pay Plans - Single Family CAP	26	\$ 78,330.75	\$ 3,263.78	\$ 2,745.08	
Not On Pay Plans - All Other Customer Class (not single family residential)	58	\$ 189,561.83	\$ 10,493.59	\$ 9,596.17	
Reconnection after Disconnect for Non Payment	Count Debt Average Median				
On Pay Plans - Single Family Residential	8	\$ 30,690.54	\$ 4,384.36	\$ 3,484.74	
On Pay Plans - Single Family CAP	5	\$ 6,177.53	\$ 3,088.77	\$ 3,088.77	
On Pay Plans - All Other Customer Class (not single family residential)	1	\$ 2,760.69	\$ 2,760.69	\$ 2,760.69	
Not On Pay Plans - Single Family Residential	11	\$ 9,062.17	\$ 4,531.09	\$ 4,531.09	
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -	
Not On Pay Plans - All Other Customer Class (not single family residential)	10	\$ 380.74	\$ 190.37	\$ 190.37	
Reconnection after Disconnect	Count Debt Average Median				
Within 2 days - Single Family Residential	19	\$ -	\$ -	\$ -	
Within 2 days - CAP Single Family	5	\$ -	\$ -	\$ -	
Within 2 days - All other customer class (not single family residential)	11	\$ -	\$ -	\$ -	
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	\$ -	\$ -	\$ -	
Total billed water service revenues	Amount \$ 52,301,188.61				

**R1706024 OIR Low Income
Tracking and Reporting**

As of June 30, 2025

	Nov-24				
CAP Customers	Count				
Newly Enrolled - Single Family	81				
Newly Enrolled - Other Customer Class	3				
Total Enrolled - Single Family	22435				
Total Enrolled - Other Customer Class	411				
	22,930				
Unpaid Bills 79 days or more	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	1766	\$ 2,566,471.66	\$ 1,453.27	\$ 1,007.97	
On Pay Plans - Single Family CAP	981	\$ 1,181,362.90	\$ 1,204.24	\$ 770.78	
On Pay Plans - All Other Customer Class (not single family residential)	190	\$ 387,278.02	\$ 2,038.31	\$ 1,618.77	
Not On Pay Plans - Single Family Residential	2950	\$ 2,572,762.97	\$ 872.12	\$ 389.56	
Not On Pay Plans - Single Family CAP	1117	\$ 755,981.80	\$ 676.80	\$ 379.80	
Not On Pay Plans - All Other Customer Class (not single family residential)	648	\$ 1,375,755.86	\$ 2,123.08	\$ 814.99	
	7,652				
Discontinued for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	46	\$ 84,264.84	\$ 1,872.55	\$ 1,684.99	
On Pay Plans - Single Family CAP	12	\$ 18,426.34	\$ 1,535.53	\$ 1,630.64	
On Pay Plans - All Other Customer Class (not single family residential)	11	\$ 20,876.49	\$ 2,087.65	\$ 1,752.06	
Not On Pay Plans - Single Family Residential	31	\$ 57,211.32	\$ 2,860.57	\$ 2,231.61	
Not On Pay Plans - Single Family CAP	4	\$ 5,659.81	\$ 1,886.60	\$ 1,854.23	
Not On Pay Plans - All Other Customer Class (not single family residential)	15	\$ 49,170.88	\$ 4,470.08	\$ 4,561.93	
Reconnection after Disconnect for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	1	\$ 4,078.81	\$ 4,078.81	\$ 4,078.81	
On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -	
On Pay Plans - All Other Customer Class (not single family residential)	1	\$ 1,807.40	\$ 1,807.40	\$ 1,807.40	
Not On Pay Plans - Single Family Residential	4	\$ -	\$ -	\$ -	
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -	
Not On Pay Plans - All Other Customer Class (not single family residential)	4	\$ 841.87	\$ 841.87	\$ 841.87	
Reconnection after Disconnect	Count	Debt	Average	Median	
Within 2 days - Single Family Residential	5	\$ -	\$ -	\$ -	
Within 2 days - CAP Single Family	0	\$ -	\$ -	\$ -	
Within 2 days - All other customer class (not single family residential)	5	\$ -	\$ -	\$ -	
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	\$ -	\$ -	\$ -	
Total billed water service revenues	Amount	\$ 53,957,484.62			

**R1706024 OIR Low Income
Tracking and Reporting**

As of June 30, 2025

	Dec-24				
CAP Customers	Count				
Newly Enrolled - Single Family	747				
Newly Enrolled - Other Customer Class	18				
Total Enrolled - Single Family	23485				
Total Enrolled - Other Customer Class	431				
	24,681				
Unpaid Bills 79 days or more	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	1840	\$ 2,568,048.15	\$ 1,395.68	\$ 960.59	
On Pay Plans - Single Family CAP	1081	\$ 1,252,315.09	\$ 1,158.48	\$ 749.55	
On Pay Plans - All Other Customer Class (not single family residential)	195	\$ 362,093.53	\$ 1,856.89	\$ 1,461.77	
Not On Pay Plans - Single Family Residential	3112	\$ 2,319,516.06	\$ 745.35	\$ 363.51	
Not On Pay Plans - Single Family CAP	1209	\$ 803,038.11	\$ 664.22	\$ 355.80	
Not On Pay Plans - All Other Customer Class (not single family residential)	687	\$ 1,500,973.42	\$ 2,184.82	\$ 767.69	
	8,124				
Discontinued for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	29	\$ 65,565.86	\$ 2,521.76	\$ 1,749.84	
On Pay Plans - Single Family CAP	15	\$ 36,493.85	\$ 2,432.92	\$ 1,762.78	
On Pay Plans - All Other Customer Class (not single family residential)	2	\$ 5,280.67	\$ 2,640.34	\$ 2,640.34	
Not On Pay Plans - Single Family Residential	19	\$ 22,488.66	\$ 3,212.67	\$ 2,149.81	
Not On Pay Plans - Single Family CAP	5	\$ 5,708.83	\$ 2,854.42	\$ 2,854.42	
Not On Pay Plans - All Other Customer Class (not single family residential)	10	\$ 9,892.78	\$ 1,978.56	\$ 2,074.81	
Reconnection after Disconnect for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	1	\$ 2,114.02	\$ 2,114.02	\$ 2,114.02	
On Pay Plans - Single Family CAP	1	\$ 1,988.33	\$ 1,988.33	\$ 1,988.33	
On Pay Plans - All Other Customer Class (not single family residential)	1	\$ 2,819.26	\$ 2,819.26	\$ 2,819.26	
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)	1	\$ -	\$ -	\$ -	
Reconnection after Disconnect	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)	2	\$ -	\$ -	\$ -	
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	\$ -	\$ -	\$ -	
Total billed water service revenues	Amount	\$ 46,760,892.94			

**R1706024 OIR Low Income
Tracking and Reporting**

As of June 30, 2025

	Jan-25				
CAP Customers	Count				
Newly Enrolled - Single Family	245				
Newly Enrolled - Other Customer Class	3				
Total Enrolled - Single Family	23607				
Total Enrolled - Other Customer Class	432				
	24,287				
Unpaid Bills 79 days or more	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	1961	\$ 2,631,428.82	\$	\$ 1,341.88	\$ 975.67
On Pay Plans - Single Family CAP	1189	\$ 1,323,740.77	\$	\$ 1,113.32	\$ 790.07
On Pay Plans - All Other Customer Class (not single family residential)	216	\$ 373,279.31	\$	\$ 1,728.14	\$ 1,331.83
Not On Pay Plans - Single Family Residential	2717	\$ 1,763,370.37	\$	\$ 649.01	\$ 300.00
Not On Pay Plans - Single Family CAP	1054	\$ 648,482.54	\$	\$ 615.26	\$ 319.22
Not On Pay Plans - All Other Customer Class (not single family residential)	680	\$ 1,721,971.81	\$	\$ 2,532.31	\$ 643.53
	7,817				
Discontinued for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	139	\$ 238,690.26	\$	\$ 1,909.52	\$ 1,338.33
On Pay Plans - Single Family CAP	79	\$ 96,138.32	\$	\$ 1,316.96	\$ 1,184.29
On Pay Plans - All Other Customer Class (not single family residential)	27	\$ 36,525.01	\$	\$ 3,832.33	\$ 3,216.61
Not On Pay Plans - Single Family Residential	160	\$ 107,036.50	\$	\$ 1,574.07	\$ 1,463.86
Not On Pay Plans - Single Family CAP	18	\$ 19,741.42	\$	\$ 1,316.09	\$ 1,447.10
Not On Pay Plans - All Other Customer Class (not single family residential)	77	\$ 72,581.00	\$	\$ 2,199.42	\$ 1,598.08
Reconnection after Disconnect for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	3	\$ 7,988.63	\$	\$ 2,662.88	\$ 1,925.82
On Pay Plans - Single Family CAP	1	\$ 1,456.48	\$	\$ 1,456.48	\$ 1,456.48
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$	\$ -	\$ -
Not On Pay Plans - Single Family Residential	12	\$ -	\$	\$ -	\$ -
Not On Pay Plans - Single Family CAP	1	\$ 17.89	\$	\$ 17.89	\$ 17.89
Not On Pay Plans - All Other Customer Class (not single family residential)	3	\$ -	\$	\$ -	\$ -
Reconnection after Disconnect	Count	Debt	Average	Median	
Within 2 days - Single Family Residential	15	\$ -	\$	\$ -	\$ -
Within 2 days - CAP Single Family	2	\$ -	\$	\$ -	\$ -
Within 2 days - All other customer class (not single family residential)	3	\$ -	\$	\$ -	\$ -
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	\$ -	\$	\$ -	\$ -
Total billed water service revenues	Amount				
	\$ 44,534,097.81				

**R1706024 OIR Low Income
Tracking and Reporting**

As of June 30, 2025

	Feb-25				
CAP Customers	Count				
Newly Enrolled - Single Family	50				
Newly Enrolled - Other Customer Class	1				
Total Enrolled - Single Family	23528				
Total Enrolled - Other Customer Class	431				
	24,010				
Unpaid Bills 79 days or more	Count Debt Average Median				
On Pay Plans - Single Family Residential	2062	\$ 2,615,968.65	\$ 1,268.66	\$ 946.07	
On Pay Plans - Single Family CAP	1323	\$ 1,401,680.87	\$ 1,059.47	\$ 799.65	
On Pay Plans - All Other Customer Class (not single family residential)	213	\$ 376,873.45	\$ 1,769.36	\$ 1,329.82	
Not On Pay Plans - Single Family Residential	2346	\$ 1,428,301.24	\$ 608.82	\$ 272.56	
Not On Pay Plans - Single Family CAP	921	\$ 482,296.08	\$ 523.67	\$ 257.12	
Not On Pay Plans - All Other Customer Class (not single family residential)	597	\$ 1,612,893.51	\$ 2,701.66	\$ 627.95	
	7,462				
Discontinued for Non Payment	Count Debt Average Median				
On Pay Plans - Single Family Residential	240	\$ 357,248.97	\$ 1,693.12	\$ 1,264.30	
On Pay Plans - Single Family CAP	158	\$ 183,602.72	\$ 1,215.91	\$ 989.79	
On Pay Plans - All Other Customer Class (not single family residential)	25	\$ 44,393.44	\$ 3,789.55	\$ 3,324.36	
Not On Pay Plans - Single Family Residential	186	\$ 106,934.94	\$ 1,336.69	\$ 1,374.36	
Not On Pay Plans - Single Family CAP	29	\$ 10,497.52	\$ 1,499.65	\$ 1,617.43	
Not On Pay Plans - All Other Customer Class (not single family residential)	42	\$ 31,948.35	\$ 1,452.20	\$ 1,564.92	
Reconnection after Disconnect for Non Payment	Count Debt Average Median				
On Pay Plans - Single Family Residential	7	\$ 6,698.69	\$ 1,339.74	\$ 911.16	
On Pay Plans - Single Family CAP	2	\$ 953.79	\$ 953.79	\$ 953.79	
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -	
Not On Pay Plans - Single Family Residential	17	\$ 1,119.83	\$ 559.92	\$ 559.92	
Not On Pay Plans - Single Family CAP	3	\$ -	\$ -	\$ -	
Not On Pay Plans - All Other Customer Class (not single family residential)	6	\$ 1,312.36	\$ 656.18	\$ 656.18	
Reconnection after Disconnect	Count Debt Average Median				
Within 2 days - Single Family Residential	24	\$ -	\$ -	\$ -	
Within 2 days - CAP Single Family	5	\$ -	\$ -	\$ -	
Within 2 days - All other customer class (not single family residential)	6	\$ -	\$ -	\$ -	
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	\$ -	\$ -	\$ -	
Total billed water service revenues	Amount \$ 41,135,841.11				

**R1706024 OIR Low Income
Tracking and Reporting**

As of June 30, 2025

	Mar-25				
CAP Customers	Count				
Newly Enrolled - Single Family	39				
Newly Enrolled - Other Customer Class	0				
Total Enrolled - Single Family	22,735				
Total Enrolled - Other Customer Class	409				
	23,183				
Unpaid Bills 79 days or more	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	2038	\$ 2,462,874.17	\$	\$ 1,208.48	\$ 898.57
On Pay Plans - Single Family CAP	1335	\$ 1,378,309.12	\$	\$ 1,032.44	\$ 793.51
On Pay Plans - All Other Customer Class (not single family residential)	208	\$ 309,459.01	\$	\$ 1,487.78	\$ 1,140.91
Not On Pay Plans - Single Family Residential	2302	\$ 1,437,084.37	\$	\$ 624.28	\$ 274.36
Not On Pay Plans - Single Family CAP	831	\$ 375,846.50	\$	\$ 452.28	\$ 229.51
Not On Pay Plans - All Other Customer Class (not single family residential)	598	\$ 1,665,803.46	\$	\$ 2,785.62	\$ 588.67
	7,312				
Discontinued for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	129	\$ 247,008.81	\$	\$ 2,041.40	\$ 1,361.32
On Pay Plans - Single Family CAP	67	\$ 107,392.83	\$	\$ 1,760.54	\$ 1,007.78
On Pay Plans - All Other Customer Class (not single family residential)	16	\$ 15,847.36	\$	\$ 2,267.04	\$ 1,717.79
Not On Pay Plans - Single Family Residential	54	\$ 35,203.38	\$	\$ 1,303.83	\$ 1,221.51
Not On Pay Plans - Single Family CAP	10	\$ 3,748.04	\$	\$ 937.01	\$ 1,066.76
Not On Pay Plans - All Other Customer Class (not single family residential)	23	\$ 16,085.20	\$	\$ 2,297.89	\$ 1,267.16
Reconnection after Disconnect for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	4	\$ 5,730.61	\$	\$ 1,432.65	\$ 751.87
On Pay Plans - Single Family CAP	1	\$ 631.09	\$	\$ 631.09	\$ 631.09
On Pay Plans - All Other Customer Class (not single family residential)	1	\$ -	\$	\$ -	\$ -
Not On Pay Plans - Single Family Residential	1	\$ 896.95	\$	\$ 896.95	\$ 896.95
Not On Pay Plans - Single Family CAP	0	\$ -	\$	\$ -	\$ -
Not On Pay Plans - All Other Customer Class (not single family residential)	4	\$ -	\$	\$ -	\$ -
Reconnection after Disconnect	Count	Debt	Average	Median	
Within 2 days - Single Family Residential	5	\$ -	\$	\$ -	\$ -
Within 2 days - CAP Single Family	1	\$ -	\$	\$ -	\$ -
Within 2 days - All other customer class (not single family residential)	5	\$ -	\$	\$ -	\$ -
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	\$ -	\$	\$ -	\$ -
Total billed water service revenues	Amount				
	\$ 40,195,510.10				

**R1706024 OIR Low Income
Tracking and Reporting**

As of June 30, 2025

	Apr-25				
CAP Customers	Count				
Newly Enrolled - Single Family	1016				
Newly Enrolled - Other Customer Class	20				
Total Enrolled - Single Family	23,617				
Total Enrolled - Other Customer Class	429				
	25,082				
Unpaid Bills 79 days or more	Count Debt Average Median				
On Pay Plans - Single Family Residential	2058	\$ 2,370,307.50	\$ 1,151.75	\$ 838.40	
On Pay Plans - Single Family CAP	1340	\$ 1,312,907.09	\$ 979.78	\$ 747.17	
On Pay Plans - All Other Customer Class (not single family residential)	219	\$ 287,783.09	\$ 1,314.08	\$ 995.09	
Not On Pay Plans - Single Family Residential	2202	\$ 1,131,573.62	\$ 513.88	\$ 259.12	
Not On Pay Plans - Single Family CAP	859	\$ 408,832.35	\$ 475.94	\$ 223.63	
Not On Pay Plans - All Other Customer Class (not single family residential)	506	\$ 1,014,288.17	\$ 2,004.52	\$ 494.38	
	7,184				
Discontinued for Non Payment	Count Debt Average Median				
On Pay Plans - Single Family Residential	93	\$ 139,597.40	\$ 1,702.41	\$ 1,195.32	
On Pay Plans - Single Family CAP	60	\$ 84,750.04	\$ 1,513.39	\$ 828.80	
On Pay Plans - All Other Customer Class (not single family residential)	18	\$ 18,965.36	\$ 1,354.67	\$ 1,299.47	
Not On Pay Plans - Single Family Residential	38	\$ 14,837.67	\$ 1,059.83	\$ 860.71	
Not On Pay Plans - Single Family CAP	12	\$ 16,360.49	\$ 3,272.10	\$ 2,254.37	
Not On Pay Plans - All Other Customer Class (not single family residential)	34	\$ 29,177.57	\$ 1,716.33	\$ 790.23	
Reconnection after Disconnect for Non Payment	Count Debt Average Median				
On Pay Plans - Single Family Residential	6	\$ 10,751.22	\$ 3,583.74	\$ 639.73	
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	1	\$ -	\$ -	\$ -	
Not On Pay Plans - Single Family CAP	1	\$ 2,254.37	\$ 2,254.37	\$ 2,254.37	
Not On Pay Plans - All Other Customer Class (not single family residential)	1	\$ 20.00	\$ 20.00	\$ 20.00	
Reconnection after Disconnect	Count Debt Average Median				
Within 2 days - Single Family Residential	7	\$ -	\$ -	\$ -	
Within 2 days - CAP Single Family	1	\$ -	\$ -	\$ -	
Within 2 days - All other customer class (not single family residential)	1	\$ -	\$ -	\$ -	
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	\$ -	\$ -	\$ -	
Total billed water service revenues	Amount \$ 44,211,227.21				

**R1706024 OIR Low Income
Tracking and Reporting**

As of June 30, 2025

	May-25					
CAP Customers	Count					
Newly Enrolled - Single Family	62					
Newly Enrolled - Other Customer Class	1					
Total Enrolled - Single Family	23,523					
Total Enrolled - Other Customer Class	425					
	24,011					
Unpaid Bills 79 days or more	Count Debt Average Median					
On Pay Plans - Single Family Residential	2092	\$ 2,184,002.33	\$ 1,043.98	\$ 732.02	\$ 732.02	
On Pay Plans - Single Family CAP	1443	\$ 1,284,514.92	\$ 890.17	\$ 648.80	\$ 648.80	
On Pay Plans - All Other Customer Class (not single family residential)	215	\$ 246,040.60	\$ 1,144.37	\$ 883.65	\$ 883.65	
Not On Pay Plans - Single Family Residential	1659	\$ 784,051.87	\$ 472.61	\$ 211.94	\$ 211.94	
Not On Pay Plans - Single Family CAP	636	\$ 303,444.94	\$ 477.11	\$ 200.16	\$ 200.16	
Not On Pay Plans - All Other Customer Class (not single family residential)	425	\$ 895,662.44	\$ 2,107.44	\$ 504.29	\$ 504.29	
	6,470					
Discontinued for Non Payment	Count Debt Average Median					
On Pay Plans - Single Family Residential	139	\$ 147,745.19	\$ 1,221.03	\$ 908.61	\$ 908.61	
On Pay Plans - Single Family CAP	81	\$ 71,271.05	\$ 1,003.82	\$ 832.70	\$ 832.70	
On Pay Plans - All Other Customer Class (not single family residential)	16	\$ 17,315.78	\$ 2,860.52	\$ 2,264.92	\$ 2,264.92	
Not On Pay Plans - Single Family Residential	73	\$ 11,060.68	\$ 425.41	\$ 462.60	\$ 462.60	
Not On Pay Plans - Single Family CAP	16	\$ 291.52	\$ 145.76	\$ 145.76	\$ 145.76	
Not On Pay Plans - All Other Customer Class (not single family residential)	20	\$ 2,746.61	\$ 549.32	\$ 638.98	\$ 638.98	
Reconnection after Disconnect for Non Payment	Count Debt Average Median					
On Pay Plans - Single Family Residential	6	\$ 4,696.40	\$ 1,565.47	\$ 1,573.29	\$ 1,573.29	
On Pay Plans - Single Family CAP	3	\$ 2,335.49	\$ 1,167.75	\$ 1,167.75	\$ 1,167.75	
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -	\$ -	
Not On Pay Plans - Single Family Residential	5	\$ 7.89	\$ 7.89	\$ 7.89	\$ 7.89	
Not On Pay Plans - Single Family CAP	1	\$ -	\$ -	\$ -	\$ -	
Not On Pay Plans - All Other Customer Class (not single family residential)	5	\$ 5.00	\$ -	\$ -	\$ -	
Reconnection after Disconnect	Count Debt Average Median					
Within 2 days - Single Family Residential	11	\$ -	\$ -	\$ -	\$ -	
Within 2 days - CAP Single Family	4	\$ -	\$ -	\$ -	\$ -	
Within 2 days - All other customer class (not single family residential)	5	\$ -	\$ -	\$ -	\$ -	
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	\$ -	\$ -	\$ -	\$ -	
Total billed water service revenues	Amount \$ 47,650,157.39					

**R1706024 OIR Low Income
Tracking and Reporting**

As of June 30, 2025

	Jun-25					
CAP Customers	Count					
Newly Enrolled - Single Family	53					
Newly Enrolled - Other Customer Class	1					
Total Enrolled - Single Family	22,627					
Total Enrolled - Other Customer Class	410					
	23,091					
Unpaid Bills 79 days or more	Count					
	Debt		Average		Median	
On Pay Plans - Single Family Residential	2140	\$ 2,044,894.89	\$	955.56	\$	628.86
On Pay Plans - Single Family CAP	1492	\$ 1,258,036.77	\$	843.19	\$	598.21
On Pay Plans - All Other Customer Class (not single family residential)	214	\$ 258,732.71	\$	1,209.03	\$	746.05
Not On Pay Plans - Single Family Residential	1654	\$ 725,664.89	\$	438.73	\$	194.63
Not On Pay Plans - Single Family CAP	535	\$ 234,475.75	\$	438.27	\$	180.86
Not On Pay Plans - All Other Customer Class (not single family residential)	412	\$ 800,526.23	\$	1,943.02	\$	500.23
	6,447					
Discontinued for Non Payment	Count					
	Debt		Average		Median	
On Pay Plans - Single Family Residential	222	\$ 172,649.85	\$	980.97	\$	687.75
On Pay Plans - Single Family CAP	107	\$ 75,963.52	\$	825.69	\$	690.61
On Pay Plans - All Other Customer Class (not single family residential)	36	\$ 14,640.25	\$	665.47	\$	486.04
Not On Pay Plans - Single Family Residential	123	\$ 22,328.05	\$	455.67	\$	414.95
Not On Pay Plans - Single Family CAP	19	\$ 4,783.05	\$	531.45	\$	355.05
Not On Pay Plans - All Other Customer Class (not single family residential)	36	\$ 9,285.41	\$	844.13	\$	500.45
Reconnection after Disconnect for Non Payment	Count					
	Debt		Average		Median	
On Pay Plans - Single Family Residential	9	\$ 2,248.64	\$	449.73	\$	363.70
On Pay Plans - Single Family CAP	2	\$ 3,749.35	\$	1,874.68	\$	1,874.68
On Pay Plans - All Other Customer Class (not single family residential)	1	\$ 663.77	\$	663.77	\$	663.77
Not On Pay Plans - Single Family Residential	15	\$ 60.00	\$	30.00	\$	30.00
Not On Pay Plans - Single Family CAP	2	\$ 37.73	\$	37.73	\$	37.73
Not On Pay Plans - All Other Customer Class (not single family residential)	6	\$ -	\$	-	\$	-
Reconnection after Disconnect	Count					
	Debt		Average		Median	
Within 2 days - Single Family Residential	24	\$ -	\$	-	\$	-
Within 2 days - CAP Single Family	4	\$ -	\$	-	\$	-
Within 2 days - All other customer class (not single family residential)	7	\$ -	\$	-	\$	-
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	\$ -	\$	-	\$	-
Total billed water service revenues	Amount					
	\$ 51,705,072.34					