

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



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Rulemaking 17-06-024 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.

**GOLDEN STATE WATER COMPANY'S QUARTERLY REPORT
PURSUANT TO D.24-01-034**

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

GOLDEN STATE WATER COMPANY
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November 3, 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 17-06-024

**GOLDEN STATE WATER COMPANY'S QUARTERLY REPORT
PURSUANT TO D.24-01-034**

Pursuant to California Public Utilities Commission ("CPUC" or "Commission") Decision ("D.") 24-01-034, Ordering Paragraph 4, Golden State Water Company ("GSWC") hereby provides its quarterly report attached hereto as Attachment 1 and a "narrative explanation and analysis of the trends of customer debt and disconnection." This quarterly report covers the third quarter of 2025.

I. Customer Debt

GSWC has approximately 264,000 customer connections. In Q3 2025, an average of 20,877 customers had an unpaid bill that was 79 days or more after the invoice date. Of these customers the average number of customers engaged in a payment arrangement increased by 6 customers to 1,952. The average number of customers not engaged in a payment arrangement increased by 422 (2.3%) compared to Q2 2025. Combined, these customers represent a 2.1% increase in customers with an outstanding arrearage of 79 days or more from the prior quarter.

The quarterly average company-wide total arrearage amount increased in Q3 2025 from

Q2 2025, which follows the trend of all customers in arrearages. The average monthly total amount of customer arrearage from customers participating in a special payment arrangement decreased by 8.3%, while arrearages from customers not participating in the special payment arrangement increased by 8.2%. Overall, this led to a company-wide quarterly average increase of \$156,327 (4.2%) compared to Q2 2025.

Residential CAP customers in a special payment arrangement saw quarterly average total arrearage amounts decrease by 14.1%, which represented the largest total average arrearage drop by customer type this quarter. Non-Residential customers not in a special payment arrangement saw the largest quarterly average increase in arrearages of 11.9%. The increase of total arrearage in Q3 2025 breaks the trend of decreases in the past two quarters.

II. Disconnections and Reconnections

Disconnections for nonpayment increased in Q3 2025 by 4.3% on average. This increase in quarterly average disconnections is the first quarterly increase in 2025. Customers engaged in a payment arrangement saw an increase from an average monthly disconnection count of 41 in Q2 2025 to an average of 49 disconnections in Q3 2025, a 19.7% increase. For customers not engaged in a payment arrangement, monthly average disconnections increased in Q3 2025 by 3.7% to 1,007 from 971. Reconnections followed the same trend as disconnections with customers in a special payment arrangement and customers not in a special payment arrangement increasing their average reconnections by 11 (29.1%) and 38 (4.7%), respectively compared to Q2 2025.

In Q3 2025, the average monthly reconnections within 2 days were slightly higher than the previous quarter. With the average monthly reconnections after 2 days of disconnection also slightly higher, this could be attributed to the increase in reconnections in Q3 2025, as

compared to Q2 2025. The upward trend in disconnection and reconnection data follows the overall patterns discussed above and further demonstrates that customers arrearages have increased during Q3 2025.

Executed November 3, 2025, at San Dimas, California

/s/ Marcus Gomez

Marcus Gomez
Golden State Water Company
630 E. Foothill Blvd.
San Dimas, CA 91773

ATTACHMENT 1

Golden State Water Company
COVID-19-Related Customer Impact Data Collection
As of September 2025
(ALJ Houck April 28, 2022 Ruling Data)

Number of newly enrolled customers to the Customer Assistance Program (CAP).	See Tab 1
Number of overall enrolled customers in CAP.	See Tab 2
Number of customers with bills that are 79 days or more after invoice date.	See Tab 3
Amount of bills that are 79 days or more after invoice date.	See Tab 4
Average amount of bills that are 79 days or more after invoice date.	See Tab 5
Median amount of bills that are 79 days or more after invoice date.	See Tab 6
Number of customers disconnected for nonpayment.	See Tab 7
Number of customers reconnected after a disconnection for nonpayment.	See Tab 8
Number of customers reconnected after a disconnection for nonpayment (segregated by number days).	See Tab 9
Rolling 12-Month Total Billed Revenues	See Tab 10

Note: All of the data contained in this report are segregated by Residential CAP, Residential Non-CAP, and Non-Residential. Non-Residential customers include any multi-unit tariff that is likely to include residential customers living in multi-unit dwellings that are billed under tariffs other than single-family residential tariffs.

Tab 1 Newly Enrolled CAP Custs

Golden State Water Company

Number of newly enrolled customers to the Customer Assistance Program (CAP).

	Non-Residential	Residential CAP	Total
July 2024	0	223	223
August 2024	0	78	78
September 2024	0	54	54
October 2024	1	80	81
November 2024	0	50	50
December 2024	0	41	41
January 2025	0	53	53
February 2025	0	430	430
March 2025	0	541	541
April 2025	0	55	55
May 2025	0	58	58
June 2025	0	159	159
July 2025	0	183	183
August 2025	0	92	92
September 2025	0	69	69

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

Golden State Water Company
Number of overall enrolled customers in CAP.

	Non-Residential	Residential CAP	Total
July 2024	0	45,909	45,909
August 2024	0	44,777	44,777
September 2024	0	44,697	44,697
October 2024	0	43,225	43,225
November 2024	0	43,605	43,605
December 2024	0	43,771	43,771
January 2025	0	46,629	46,629
February 2025	0	46,357	46,357
March 2025	0	43,398	43,398
April 2025	0	44,612	44,612
May 2025	0	44,348	44,348
June 2025	0	44,123	44,123
July 2025	0	45,140	45,140
August 2025	0	42,557	42,557
September 2025	0	42,742	42,742

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

All CAP and Non-CAP customers are billed at their respective rate schedule, depending on the customer service area they reside in and/or special service rate schedule. Non-CAP customers are billed a CAP surcharge to fund CAP. All CAP customers receive a CAP credit based on their customer service area, as listed on Golden State Rate Schedule No. LI.

Golden State Water Company

Number of customers with bills that are 79 days or more after invoice date.

	Number of Customers formally engaged in a payment arrangement				Number of Customers not formally engaged in a payment arrangement				Total
	Non-Residential	Residential Non-CAP	Residential CAP	Total	Non-Residential	Residential Non-CAP	Residential CAP	Total	
July 2024	685	587	780	2,052	5,882	6,674	5,512	18,068	20,120
August 2024	703	644	853	2,200	6,088	6,908	5,666	18,662	20,862
September 2024	700	621	857	2,178	6,355	7,889	6,183	20,427	22,605
October 2024	796	741	1,022	2,559	6,100	7,293	6,155	19,548	22,107
November 2024	824	783	1,048	2,655	6,405	8,017	6,674	21,096	23,751
December 2024	824	770	1,057	2,651	6,857	9,011	7,193	23,061	25,712
January 2025	743	612	905	2,260	6,233	7,996	6,430	20,659	22,919
February 2025	757	622	899	2,278	6,306	7,943	6,446	20,695	22,973
March 2025	734	598	851	2,183	5,865	7,085	5,746	18,696	20,879
April 2025	628	509	773	1,910	5,553	6,375	5,422	17,350	19,260
May 2025	638	552	784	1,974	6,031	7,181	5,877	19,089	21,063
June 2025	641	550	764	1,955	6,099	7,078	5,892	19,069	21,024
July 2025	633	533	725	1,891	5,695	6,583	5,739	18,017	19,908
August 2025	661	578	758	1,997	6,082	7,245	6,084	19,411	21,408
September 2025	659	574	734	1,967	5,998	7,306	6,043	19,347	21,314

Note: This tab contains the number of customers with bills that are 79 days or more after invoice date.

Tab 4 \$ Amt Unpaid 79 Days+

Golden State Water Company
Amount of bills that are 79 days or more after invoice date.

	Debt in any special payment arrangement				Debt not in any special payment arrangement				Total
	Non-Residential	Residential Non-CAP	Residential CAP	Total	Non-Residential	Residential Non-CAP	Residential CAP	Total	
July 2024	\$ 285,642	\$ 262,110	\$ 305,895	\$ 853,648	\$ 953,027	\$ 1,061,415	\$ 846,605	\$ 2,861,046	\$ 3,714,694
August 2024	\$ 320,717	\$ 293,972	\$ 349,923	\$ 964,612	\$ 1,046,937	\$ 1,176,279	\$ 912,914	\$ 3,136,130	\$ 4,100,742
September 2024	\$ 324,534	\$ 272,657	\$ 344,348	\$ 941,539	\$ 1,067,718	\$ 1,430,765	\$ 1,090,899	\$ 3,589,382	\$ 4,530,921
October 2024	\$ 359,308	\$ 353,770	\$ 496,075	\$ 1,209,153	\$ 998,887	\$ 1,220,860	\$ 995,372	\$ 3,215,118	\$ 4,424,271
November 2024	\$ 400,491	\$ 394,815	\$ 535,868	\$ 1,331,174	\$ 1,079,501	\$ 1,403,807	\$ 1,102,542	\$ 3,585,850	\$ 4,917,024
December 2024	\$ 432,514	\$ 383,641	\$ 518,596	\$ 1,334,751	\$ 1,175,447	\$ 1,685,268	\$ 1,237,358	\$ 4,098,073	\$ 5,432,825
January 2025	\$ 382,735	\$ 326,229	\$ 462,784	\$ 1,171,749	\$ 1,068,813	\$ 1,404,823	\$ 1,076,884	\$ 3,550,520	\$ 4,722,269
February 2025	\$ 389,251	\$ 328,936	\$ 462,797	\$ 1,180,983	\$ 1,109,070	\$ 1,383,720	\$ 1,043,211	\$ 3,536,001	\$ 4,716,984
March 2025	\$ 368,728	\$ 298,199	\$ 409,415	\$ 1,076,341	\$ 1,015,540	\$ 1,218,303	\$ 927,528	\$ 3,161,372	\$ 4,237,713
April 2025	\$ 311,641	\$ 247,844	\$ 347,862	\$ 907,347	\$ 944,076	\$ 987,975	\$ 832,448	\$ 2,764,499	\$ 3,671,846
May 2025	\$ 315,990	\$ 264,029	\$ 360,660	\$ 940,679	\$ 976,397	\$ 1,066,936	\$ 846,432	\$ 2,889,765	\$ 3,830,444
June 2025	\$ 303,935	\$ 256,070	\$ 339,103	\$ 899,108	\$ 982,127	\$ 1,067,301	\$ 844,943	\$ 2,894,372	\$ 3,793,480
July 2025	\$ 290,028	\$ 227,659	\$ 289,124	\$ 806,811	\$ 946,972	\$ 968,883	\$ 845,715	\$ 2,761,570	\$ 3,568,381
August 2025	\$ 309,345	\$ 259,258	\$ 315,166	\$ 883,769	\$ 1,122,860	\$ 1,129,012	\$ 915,446	\$ 3,167,318	\$ 4,051,087
September 2025	\$ 284,250	\$ 248,376	\$ 296,080	\$ 828,706	\$ 1,178,665	\$ 1,204,333	\$ 933,579	\$ 3,316,577	\$ 4,145,283

Note: This tab contains the amount of bills that are 79 days or more after invoice date.

Golden State Water Company

Average amount of bills that are 79 days or more after invoice date.

	Avg. amount of past due debt in any special payment arrangement			Avg. amount of past due debt not in any special payment arrangement		
	Non-Residential	Residential Non-CAP	Residential CAP	Non-Residential	Residential Non-CAP	Residential CAP
July 2024	\$ 417.00	\$ 446.53	\$ 392.17	\$ 162.02	\$ 159.04	\$ 153.59
August 2024	\$ 456.21	\$ 456.48	\$ 410.23	\$ 171.97	\$ 170.28	\$ 161.12
September 2024	\$ 463.62	\$ 439.06	\$ 401.81	\$ 168.01	\$ 181.36	\$ 176.44
October 2024	\$ 451.39	\$ 477.42	\$ 485.40	\$ 163.75	\$ 167.40	\$ 161.72
November 2024	\$ 486.03	\$ 504.23	\$ 511.32	\$ 168.54	\$ 175.10	\$ 165.20
December 2024	\$ 524.90	\$ 498.24	\$ 490.63	\$ 171.42	\$ 187.02	\$ 172.02
January 2025	\$ 515.12	\$ 533.05	\$ 511.36	\$ 171.48	\$ 175.69	\$ 167.48
February 2025	\$ 514.20	\$ 528.84	\$ 514.79	\$ 175.88	\$ 174.21	\$ 161.84
March 2025	\$ 502.35	\$ 498.66	\$ 481.10	\$ 173.15	\$ 171.96	\$ 161.42
April 2025	\$ 496.24	\$ 486.92	\$ 450.02	\$ 170.01	\$ 154.98	\$ 153.53
May 2025	\$ 495.28	\$ 478.31	\$ 460.03	\$ 161.90	\$ 148.58	\$ 144.02
June 2025	\$ 474.16	\$ 465.58	\$ 443.85	\$ 161.03	\$ 150.79	\$ 143.41
July 2025	\$ 458.18	\$ 427.13	\$ 398.79	\$ 166.28	\$ 147.18	\$ 147.36
August 2025	\$ 468.00	\$ 448.54	\$ 415.79	\$ 184.62	\$ 155.83	\$ 150.47
September 2025	\$ 431.34	\$ 432.71	\$ 403.38	\$ 196.51	\$ 164.84	\$ 154.49

Note: This tab contains the average amount of bills that are 79 days or more after invoice date.

Golden State Water Company

Median amount of bills that are 79 days or more after invoice date.

	Median amount of past due debt in any special payment arrangement			Median amount of past due debt not in any special payment arrangement		
	Non-Residential	Residential Non-CAP	Residential CAP	Non-Residential	Residential Non-CAP	Residential CAP
July 2024	\$ 325.07	\$ 273.03	\$ 230.57	\$ 87.64	\$ 86.24	\$ 85.24
August 2024	\$ 332.04	\$ 294.41	\$ 264.24	\$ 89.43	\$ 94.50	\$ 91.72
September 2024	\$ 322.08	\$ 288.42	\$ 243.60	\$ 88.94	\$ 100.90	\$ 98.11
October 2024	\$ 351.26	\$ 306.10	\$ 275.33	\$ 89.79	\$ 101.16	\$ 101.38
November 2024	\$ 355.81	\$ 340.82	\$ 305.45	\$ 93.66	\$ 105.94	\$ 104.36
December 2024	\$ 353.41	\$ 326.65	\$ 300.61	\$ 93.88	\$ 105.03	\$ 104.18
January 2025	\$ 379.43	\$ 321.82	\$ 299.70	\$ 90.28	\$ 100.00	\$ 101.37
February 2025	\$ 386.70	\$ 336.42	\$ 308.20	\$ 92.13	\$ 100.21	\$ 98.50
March 2025	\$ 393.68	\$ 305.13	\$ 270.08	\$ 96.06	\$ 96.71	\$ 96.13
April 2025	\$ 397.66	\$ 239.26	\$ 231.59	\$ 102.95	\$ 89.05	\$ 93.45
May 2025	\$ 389.27	\$ 251.21	\$ 255.69	\$ 101.20	\$ 93.49	\$ 87.43
June 2025	\$ 356.99	\$ 261.58	\$ 240.31	\$ 102.46	\$ 95.00	\$ 91.32
July 2025	\$ 347.81	\$ 215.27	\$ 199.10	\$ 106.11	\$ 97.28	\$ 97.82
August 2025	\$ 385.57	\$ 265.23	\$ 237.83	\$ 107.38	\$ 103.98	\$ 99.81
September 2025	\$ 349.58	\$ 267.95	\$ 247.86	\$ 105.07	\$ 108.34	\$ 102.91

Note: Median amount of bills that are 79 days or more after invoice date.

Golden State Water Company
Number of customers disconnected for nonpayment.

	Number of customers disconnected that were in any special payment arrangement				Number of Customers disconnected that were not in any special payment arrangement				Total
	Non-Residential	Residential Non-CAP	Residential CAP	Total	Non-Residential	Residential Non-CAP	Residential CAP	Total	
July 2024	9	27	22	58	208	511	150	869	927
August 2024	5	30	13	48	151	603	191	945	993
September 2024	9	60	24	93	131	525	176	832	925
October 2024	8	50	30	88	201	848	281	1,330	1,418
November 2024	9	34	19	62	158	549	205	912	974
December 2024	9	73	50	132	165	636	231	1,032	1,164
January 2025	9	33	20	62	160	739	273	1,172	1,234
February 2025	4	17	19	40	153	555	179	887	927
March 2025	7	52	29	88	145	649	216	1,010	1,098
April 2025	3	13	14	30	137	579	213	929	959
May 2025	5	19	17	41	170	657	223	1,050	1,091
June 2025	2	29	20	51	140	597	198	935	986
July 2025	13	23	15	51	166	672	233	1,071	1,122
August 2025	8	10	10	28	171	592	187	950	978
September 2025	10	41	16	67	174	616	211	1,001	1,068

Note: This tab contains the number of customers disconnected for nonpayment.

Golden State Water Company**Number of customers reconnected after a disconnection for nonpayment.**

	Number of Customers reconnected engaged in a special payment arrangement				Amount engaged in a special payment arrangement			
	Non-Residential	Residential Non-CAP	Residential CAP	Total	Non-Residential	Residential Non-CAP	Residential CAP	Total
July 2024	6	24	21	51	\$ 7,332	\$ 21,397	\$ 18,164	\$ 46,893
August 2024	3	29	13	45	\$ 2,594	\$ 32,902	\$ 12,720	\$ 48,215
September 2024	11	58	20	89	\$ 14,374	\$ 54,239	\$ 23,533	\$ 92,145
October 2024	8	50	27	85	\$ 21,962	\$ 46,376	\$ 28,413	\$ 96,751
November 2024	8	34	19	61	\$ 10,254	\$ 49,109	\$ 19,441	\$ 78,803
December 2024	13	67	43	123	\$ 26,565	\$ 65,613	\$ 42,594	\$ 134,772
January 2025	10	32	21	63	\$ 19,543	\$ 36,136	\$ 18,894	\$ 74,573
February 2025	6	18	19	43	\$ 23,192	\$ 25,959	\$ 22,286	\$ 71,438
March 2025	6	49	32	87	\$ 11,583	\$ 54,078	\$ 33,369	\$ 99,030
April 2025	4	14	14	32	\$ 5,812	\$ 18,635	\$ 12,448	\$ 36,895
May 2025	4	13	17	34	\$ 6,999	\$ 15,718	\$ 11,294	\$ 34,011
June 2025	2	32	17	51	\$ 5,928	\$ 34,833	\$ 12,855	\$ 53,615
July 2025	16	25	19	60	\$ 80,318	\$ 24,653	\$ 11,072	\$ 116,043
August 2025	6	9	9	24	\$ 3,967	\$ 6,255	\$ 10,042	\$ 20,264
September 2025	14	37	16	67	\$ 11,881	\$ 34,132	\$ 19,023	\$ 65,036

	Number of Customers reconnected not engaged in a special payment arrangement				Amount not engaged in a special payment arrangement			
	Non-Residential	Residential Non-CAP	Residential CAP	Total	Non-Residential	Residential Non-CAP	Residential CAP	Total
July 2024	161	406	130	697	\$ 66,336	\$ 82,886	\$ 44,544	\$ 193,766
August 2024	122	447	176	745	\$ 36,768	\$ 121,179	\$ 55,349	\$ 213,295
September 2024	98	425	149	672	\$ 30,213	\$ 114,426	\$ 50,337	\$ 194,976
October 2024	170	666	257	1,093	\$ 101,949	\$ 196,731	\$ 94,457	\$ 393,137
November 2024	153	425	170	748	\$ 93,019	\$ 129,050	\$ 66,727	\$ 288,797
December 2024	131	526	214	871	\$ 54,989	\$ 155,457	\$ 72,773	\$ 283,219
January 2025	154	597	257	1,008	\$ 71,268	\$ 185,097	\$ 100,967	\$ 357,332
February 2025	117	464	170	751	\$ 43,322	\$ 157,776	\$ 61,760	\$ 262,858
March 2025	128	518	207	853	\$ 117,364	\$ 148,238	\$ 81,326	\$ 346,928
April 2025	113	478	207	798	\$ 83,775	\$ 197,848	\$ 86,432	\$ 368,054
May 2025	138	540	214	892	\$ 57,067	\$ 215,087	\$ 93,883	\$ 366,037
June 2025	112	463	168	743	\$ 35,435	\$ 114,090	\$ 72,198	\$ 221,723
July 2025	146	535	214	895	\$ 38,966	\$ 123,786	\$ 64,163	\$ 226,915
August 2025	148	512	176	836	\$ 85,785	\$ 147,688	\$ 68,552	\$ 302,025
September 2025	147	473	196	816	\$ 73,485	\$ 106,589	\$ 64,527	\$ 244,601

Note: This tab contains the number of customers reconnected after a disconnection for nonpayment.

Golden State Water Company

Number of customers reconnected after a disconnection for nonpayment (segregated by

Number of customers reconnected within 2 days of being disconnected for nonpayment

Non-Residential	Residential Non-CAP	Residential CAP	Total
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July 2024	141	373	136	650
August 2024	87	398	165	650
September 2024	76	367	145	588
October 2024	126	603	250	979
November 2024	110	352	169	631
December 2024	102	475	214	791
January 2025	101	518	224	843
February 2025	88	383	155	626
March 2025	95	463	195	753
April 2025	90	408	195	693
May 2025	110	458	200	768
June 2025	83	407	158	648
July 2025	118	467	204	789
August 2025	117	432	156	705
September 2025	117	433	182	732

Number of customers reconnected after 2 days of being disconnected for nonpayment

Non-Residential	Residential Non-CAP	Residential CAP	Total
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July 2024	26	57	15	98
August 2024	38	78	24	140
September 2024	33	116	24	173
October 2024	52	113	34	199
November 2024	51	107	20	178
December 2024	42	118	43	203
January 2025	63	111	54	228
February 2025	35	99	34	168
March 2025	39	104	44	187
April 2025	27	84	26	137
May 2025	32	95	31	158
June 2025	31	88	27	146
July 2025	44	93	29	166
August 2025	37	89	29	155
September 2025	44	77	30	151

Note: This tab contains the number of customers reconnected, within 2 days and after 2 days, of being disconne

Tab 10 Total Billed Revenues

Golden State Water Company		
	Rolling 12-Month Total Billed Revenues	
July 2024	\$	405,318,726
August 2024	\$	407,879,590
September 2024	\$	409,717,197
October 2024	\$	411,738,140
November 2024	\$	413,322,692
December 2024	\$	414,763,832
January 2025	\$	419,643,479
February 2025	\$	422,428,049
March 2025	\$	426,473,377
April 2025	\$	431,181,136
May 2025	\$	433,991,950
June 2025	\$	435,725,120
July 2025	\$	438,478,729
August 2025	\$	441,036,050
September 2025	\$	444,018,290

Note: This tab contains the Total Billed Revenues and is consistent with the data reported in Schedule B.1, line 38, of GSWC's CPUC Annual Report.