

**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
FOURTH QUARTER OF 2025**

SAN JOSE WATER COMPANY
John B. Tang
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February 2, 2026

**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
FOURTH 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 fourth quarter (Q4) 2025.

I. CUSTOMER DEBT

SJWC has approximately 227,390 customer connections. In Q4 2025, an average of 5,578 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 fourth quarter (Q4 2025) is 373 lower than the average in the third quarter (Q3 2025). The average unpaid balance in Q4 2025 is \$688 which is \$64 lower than Q3 2025. There

were two main reasons for this trend: (1) the number of customers reconnected services have increased from an average of 108 in Q3 to 113 in Q4, 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 October 1, 2025, shutoffs were expanded to all customers with past-due balances of \$100 or more. In Q4 2025, SJWC discontinued water service to 1,446 customers due to non-payments, which is 28 higher than shutoffs recorded in Q3 2025. Of the 1,446 customers, 894 are single family residential, 400 are CAP customers and 152 all other customers.

Date: February 2, 2026

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 December 31, 2025

EXHIBIT A

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R1706024 OIR Low Income
Tracking and Reporting

As of December 31, 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	\$ 8,462,273.62			
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				

EXHIBIT A

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R1706024 OIR Low Income
Tracking and Reporting

As of December 31, 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	\$ 7,918,013.80			
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				

EXHIBIT A

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R1706024 OIR Low Income
Tracking and Reporting

As of December 31, 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	\$ 7,629,376.63			
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				

EXHIBIT A

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R1706024 OIR Low Income
Tracking and Reporting

As of December 31, 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	\$ 6,525,691.82			
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				

EXHIBIT A

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R1706024 OIR Low Income
Tracking and Reporting

As of December 31, 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
On Pay Plans - Single Family CAP	1443	\$ 1,284,514.92	\$	890.17	\$ 648.80
On Pay Plans - All Other Customer Class (not single family residential)	215	\$ 246,040.60	\$	1,144.37	\$ 883.65
Not On Pay Plans - Single Family Residential	1659	\$ 784,051.87	\$	472.61	\$ 211.94
Not On Pay Plans - Single Family CAP	636	\$ 303,444.94	\$	477.11	\$ 200.16
Not On Pay Plans - All Other Customer Class (not single family residential)	425	\$ 895,662.44	\$	2,107.44	\$ 504.29
	6,470	\$ 5,697,717.10			
Discontinued for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	139	\$ 147,745.19	\$	1,221.03	\$ 908.61
On Pay Plans - Single Family CAP	81	\$ 71,271.05	\$	1,003.82	\$ 832.70
On Pay Plans - All Other Customer Class (not single family residential)	16	\$ 17,315.78	\$	2,860.52	\$ 2,264.92
Not On Pay Plans - Single Family Residential	73	\$ 11,060.68	\$	425.41	\$ 462.60
Not On Pay Plans - Single Family CAP	16	\$ 291.52	\$	145.76	\$ 145.76
Not On Pay Plans - All Other Customer Class (not single family residential)	20	\$ 2,746.61	\$	549.32	\$ 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
On Pay Plans - Single Family CAP	3	\$ 2,335.49	\$	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
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				

EXHIBIT A

R1706024 OIR Low Income
Tracking and Reporting

As of December 31, 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	\$ 5,322,331.24			
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				

EXHIBIT A

7/12

R1706024 OIR Low Income
Tracking and Reporting

As of December 31, 2025

	Jul-25				
CAP Customers	Count				
Newly Enrolled - Single Family	983				
Newly Enrolled - Other Customer Class	16				
Total Enrolled - Single Family	23,451				
Total Enrolled - Other Customer Class	420				
	24,870				
Unpaid Bills 79 days or more	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	2027	\$ 1,836,584.77	\$ 906.06	\$ 573.88	
On Pay Plans - Single Family CAP	1428	\$ 1,161,834.92	\$ 813.61	\$ 557.80	
On Pay Plans - All Other Customer Class (not single family residential)	192	\$ 216,567.96	\$ 1,127.96	\$ 705.45	
Not On Pay Plans - Single Family Residential	1487	\$ 670,280.99	\$ 450.76	\$ 202.23	
Not On Pay Plans - Single Family CAP	573	\$ 262,361.62	\$ 457.87	\$ 182.15	
Not On Pay Plans - All Other Customer Class (not single family residential)	367	\$ 643,791.76	\$ 1,754.20	\$ 283.19	
	6,074	\$ 4,791,422.02			
Discontinued for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	180	\$ 175,055.06	\$ 1,190.85	\$ 793.93	
On Pay Plans - Single Family CAP	112	\$ 112,242.16	\$ 1,145.33	\$ 835.04	
On Pay Plans - All Other Customer Class (not single family residential)	18	\$ 8,953.00	\$ 1,959.64	\$ 1,825.78	
Not On Pay Plans - Single Family Residential	101	\$ 13,386.97	\$ 495.81	\$ 490.70	
Not On Pay Plans - Single Family CAP	25	\$ 2,114.13	\$ 528.53	\$ 605.45	
Not On Pay Plans - All Other Customer Class (not single family residential)	30	\$ 10,439.04	\$ 1,043.90	\$ 801.36	
	466				
Reconnection after Disconnect for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	15	\$ 25,967.49	\$ 3,245.94	\$ 1,347.71	
On Pay Plans - Single Family CAP	3	\$ 2,194.01	\$ 731.34	\$ 772.68	
On Pay Plans - All Other Customer Class (not single family residential)	1	\$ 44.44	\$ 44.44	\$ 44.44	
Not On Pay Plans - Single Family Residential	11	\$ -	\$ -	\$ -	
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -	
Not On Pay Plans - All Other Customer Class (not single family residential)	3	\$ 852.76	\$ 426.38	\$ 426.38	
	33				
Reconnection after Disconnect	Count	Debt	Average	Median	
Within 2 days - Single Family Residential	26	\$ -	\$ -	\$ -	
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	0	\$ -	\$ -	\$ -	
Greater than 2 days - CAP Single Family Residential	0	\$ -	\$ -	\$ -	
Greater than 2 days - All Other Customer Class (Not Single Family)	0	\$ -	\$ -	\$ -	
	33				
Total billed water service revenues	Amount \$ 64,446,879.42				

EXHIBIT A

8/12

R1706024 OIR Low Income
Tracking and Reporting

As of December 31, 2025

	Aug-25				
CAP Customers	Count				
Newly Enrolled - Single Family	107				
Newly Enrolled - Other Customer Class	1				
Total Enrolled - Single Family	23,428				
Total Enrolled - Other Customer Class	418				
	23,954				
Unpaid Bills 79 days or more	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	1934	\$ 1,684,728.47	\$ 871.11	\$ 558.80	
On Pay Plans - Single Family CAP	1407	\$ 1,051,270.40	\$ 747.17	\$ 511.66	
On Pay Plans - All Other Customer Class (not single family residential)	180	\$ 197,680.87	\$ 1,098.23	\$ 721.81	
Not On Pay Plans - Single Family Residential	1611	\$ 699,716.51	\$ 434.34	\$ 197.91	
Not On Pay Plans - Single Family CAP	621	\$ 313,053.35	\$ 504.11	\$ 191.49	
Not On Pay Plans - All Other Customer Class (not single family residential)	310	\$ 525,608.24	\$ 1,695.51	\$ 296.58	
	6,063	\$ 4,472,057.84			
Discontinued for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	218	\$ 234,613.85	\$ 1,318.06	\$ 775.23	
On Pay Plans - Single Family CAP	122	\$ 101,174.05	\$ 963.56	\$ 819.75	
On Pay Plans - All Other Customer Class (not single family residential)	20	\$ 14,607.53	\$ 1,522.06	\$ 1,383.80	
Not On Pay Plans - Single Family Residential	94	\$ 4,974.04	\$ 331.60	\$ 321.12	
Not On Pay Plans - Single Family CAP	17	\$ 1,391.37	\$ 231.90	\$ 149.27	
Not On Pay Plans - All Other Customer Class (not single family residential)	21	\$ 1,376.38	\$ 344.10	\$ 374.17	
	492				
Reconnection after Disconnect for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	18	\$ 11,823.48	\$ 1,313.72	\$ 727.34	
On Pay Plans - Single Family CAP	4	\$ 3,756.54	\$ 1,252.18	\$ 669.23	
On Pay Plans - All Other Customer Class (not single family residential)	2	\$ 1,451.28	\$ 725.64	\$ 725.64	
Not On Pay Plans - Single Family Residential	15	\$ 30.00	\$ 30.00	\$ 30.00	
Not On Pay Plans - Single Family CAP	1	\$ -	\$ -	\$ -	
Not On Pay Plans - All Other Customer Class (not single family residential)	2	\$ -	\$ -	\$ -	
	42				
Reconnection after Disconnect	Count	Debt	Average	Median	
Within 2 days - Single Family Residential	33	\$ -	\$ -	\$ -	
Within 2 days - CAP Single Family	5	\$ -	\$ -	\$ -	
Within 2 days - All other customer class (not single family residential)	4	\$ -	\$ -	\$ -	
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	\$ -	\$ -	\$ -	
	42				
Total billed water service revenues	Amount				
	\$ 55,193,186.75				

EXHIBIT A

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R1706024 OIR Low Income
Tracking and Reporting

As of December 31, 2025

	Sep-25				
CAP Customers	Count				
Newly Enrolled - Single Family	39				
Newly Enrolled - Other Customer Class	2				
Total Enrolled - Single Family	22,363				
Total Enrolled - Other Customer Class	396				
	22,800				
Unpaid Bills 79 days or more	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	1803	\$ 1,482,591.67	\$ 822.29	\$ 502.03	
On Pay Plans - Single Family CAP	1323	\$ 974,523.43	\$ 736.60	\$ 482.71	
On Pay Plans - All Other Customer Class (not single family residential)	161	\$ 168,748.39	\$ 1,048.13	\$ 640.66	
Not On Pay Plans - Single Family Residential	1584	\$ 744,617.12	\$ 470.09	\$ 197.42	
Not On Pay Plans - Single Family CAP	551	\$ 237,277.40	\$ 430.63	\$ 171.74	
Not On Pay Plans - All Other Customer Class (not single family residential)	293	\$ 543,478.25	\$ 1,854.87	\$ 245.60	
	5,715	\$ 4,151,236.26			
Discontinued for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	153	\$ 108,141.99	\$ 983.11	\$ 739.06	
On Pay Plans - Single Family CAP	103	\$ 68,585.59	\$ 890.72	\$ 632.40	
On Pay Plans - All Other Customer Class (not single family residential)	29	\$ 21,447.81	\$ 2,119.56	\$ 1,578.13	
Not On Pay Plans - Single Family Residential	114	\$ 14,909.66	\$ 438.52	\$ 388.62	
Not On Pay Plans - Single Family CAP	25	\$ 2,184.49	\$ 436.90	\$ 325.60	
Not On Pay Plans - All Other Customer Class (not single family residential)	36	\$ 12,834.49	\$ 1,069.54	\$ 729.39	
	460				
Reconnection after Disconnect for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	10	\$ 3,693.08	\$ 615.51	\$ 656.34	
On Pay Plans - Single Family CAP	2	\$ 118.53	\$ 118.53	\$ 118.53	
On Pay Plans - All Other Customer Class (not single family residential)	0	\$ -	\$ -	\$ -	
Not On Pay Plans - Single Family Residential	19	\$ 125.33	\$ 31.33	\$ 30.00	
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -	
Not On Pay Plans - All Other Customer Class (not single family residential)	2	\$ -	\$ -	\$ -	
	33				
Reconnection after Disconnect	Count	Debt	Average	Median	
Within 2 days - Single Family Residential	29	\$ -	\$ -	\$ -	
Within 2 days - CAP Single Family	2	\$ -	\$ -	\$ -	
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	\$ -	\$ -	\$ -	
	33				
Total billed water service revenues	Amount \$ 64,493,321.15				

EXHIBIT A

10/12

R1706024 OIR Low Income
Tracking and Reporting

As of December 31, 2025

	Oct-25				
CAP Customers	Count				
Newly Enrolled - Single Family	979				
Newly Enrolled - Other Customer Class	13				
Total Enrolled - Single Family	23,223				
Total Enrolled - Other Customer Class	407				
	24,622				
Unpaid Bills 79 days or more	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	1778	\$ 1,380,924.85	\$ 776.67	\$ 478.47	
On Pay Plans - Single Family CAP	1361	\$ 940,987.89	\$ 691.39	\$ 451.82	
On Pay Plans - All Other Customer Class (not single family residential)	157	\$ 169,506.13	\$ 1,079.66	\$ 612.20	
Not On Pay Plans - Single Family Residential	1593	\$ 780,533.85	\$ 489.98	\$ 198.41	
Not On Pay Plans - Single Family CAP	577	\$ 236,048.61	\$ 409.10	\$ 185.78	
Not On Pay Plans - All Other Customer Class (not single family residential)	279	\$ 588,242.23	\$ 2,108.40	\$ 241.52	
	5,745	\$ 4,096,243.56			
Discontinued for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	156	\$ 98,927.89	\$ 969.88	\$ 720.96	
On Pay Plans - Single Family CAP	106	\$ 83,623.32	\$ 939.59	\$ 715.95	
On Pay Plans - All Other Customer Class (not single family residential)	22	\$ 19,920.67	\$ 3,503.58	\$ 3,348.86	
Not On Pay Plans - Single Family Residential	99	\$ 11,974.23	\$ 460.55	\$ 333.41	
Not On Pay Plans - Single Family CAP	16	\$ 1,656.92	\$ 276.15	\$ 315.83	
Not On Pay Plans - All Other Customer Class (not single family residential)	34	\$ 2,225.03	\$ 445.01	\$ 441.19	
Reconnection after Disconnect for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	5	\$ 229.52	\$ 229.52	\$ 229.52	
On Pay Plans - Single Family CAP	3	\$ -	\$ -	\$ -	
On Pay Plans - All Other Customer Class (not single family residential)	1	\$ -	\$ -	\$ -	
Not On Pay Plans - Single Family Residential	10	\$ 408.08	\$ 408.08	\$ 408.08	
Not On Pay Plans - Single Family CAP	0	\$ -	\$ -	\$ -	
Not On Pay Plans - All Other Customer Class (not single family residential)	6	\$ 230.79	\$ 230.79	\$ 230.79	
Reconnection after Disconnect	Count	Debt	Average	Median	
Within 2 days - Single Family Residential	15	\$ -	\$ -	\$ -	
Within 2 days - CAP Single Family	3	\$ -	\$ -	\$ -	
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)	1	\$ -	\$ -	\$ -	
Total billed water service revenues	Amount \$ 57,173,309.55				

EXHIBIT A

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R1706024 OIR Low Income
Tracking and Reporting

As of December 31, 2025

Nov-25					
CAP Customers					
Newly Enrolled - Single Family	Count	72			
Newly Enrolled - Other Customer Class		3			
Total Enrolled - Single Family		23,201			
Total Enrolled - Other Customer Class		405			
		23,681			
Unpaid Bills 79 days or more					
On Pay Plans - Single Family Residential	Count	Debt	Average	Median	
On Pay Plans - Single Family CAP	1907	\$ 1,328,801.70	\$ 696.80	\$ 430.75	
On Pay Plans - All Other Customer Class (not single family residential)	1375	\$ 869,891.45	\$ 632.65	\$ 388.76	
Not On Pay Plans - Single Family Residential	168	\$ 144,835.79	\$ 862.12	\$ 549.55	
Not On Pay Plans - Single Family CAP	1333	\$ 718,480.66	\$ 539.00	\$ 196.03	
Not On Pay Plans - Single Family CAP	525	\$ 236,224.89	\$ 449.95	\$ 180.41	
Not On Pay Plans - All Other Customer Class (not single family residential)	298	\$ 522,296.39	\$ 1,752.67	\$ 365.70	
	5,606	\$ 3,820,530.88			
Discontinued for Non Payment					
On Pay Plans - Single Family Residential	Count	Debt	Average	Median	
On Pay Plans - Single Family CAP	192	\$ 112,252.38	\$ 801.80	\$ 633.39	
On Pay Plans - All Other Customer Class (not single family residential)	108	\$ 69,160.98	\$ 853.84	\$ 614.70	
Not On Pay Plans - Single Family Residential	20	\$ 12,777.17	\$ 851.81	\$ 774.04	
Not On Pay Plans - Single Family CAP	85	\$ 6,452.88	\$ 379.58	\$ 302.39	
Not On Pay Plans - Single Family CAP	27	\$ 2,372.55	\$ 237.26	\$ 318.11	
Not On Pay Plans - All Other Customer Class (not single family residential)	18	\$ 1,940.41	\$ 277.20	\$ 313.46	
Reconnection after Disconnect for Non Payment					
On Pay Plans - Single Family Residential	Count	Debt	Average	Median	
On Pay Plans - Single Family CAP	16	\$ 5,854.53	\$ 731.82	\$ 523.20	
On Pay Plans - All Other Customer Class (not single family residential)	6	\$ 4,226.13	\$ 1,056.53	\$ 1,101.98	
Not On Pay Plans - Single Family Residential	0	\$ -	\$ -	\$ -	
Not On Pay Plans - Single Family CAP	11	\$ -	\$ -	\$ -	
Not On Pay Plans - Single Family CAP	2	\$ -	\$ -	\$ -	
Not On Pay Plans - All Other Customer Class (not single family residential)	4	\$ -	\$ -	\$ -	
Reconnection after Disconnect					
Within 2 days - Single Family Residential	Count	Debt	Average	Median	
Within 2 days - CAP Single Family	27	\$ -	\$ -	\$ -	
Within 2 days - All other customer class (not single family residential)	8	\$ -	\$ -	\$ -	
Greater than 2 days - Single Family Residential	4	\$ -	\$ -	\$ -	
Greater than 2 days - CAP Single Family Residential	0	\$ -	\$ -	\$ -	
Greater than 2 days - CAP Single Family CAP	0	\$ -	\$ -	\$ -	
Greater than 2 days - All Other Customer Class (Not Single Family)	0	\$ -	\$ -	\$ -	
Total billed water service revenues					
	Amount				
	\$ 44,724,763.93				

EXHIBIT A

12/12

R1706024 OIR Low Income
Tracking and Reporting

As of December 31, 2025

	Dec-25				
CAP Customers	Count				
Newly Enrolled - Single Family	69				
Newly Enrolled - Other Customer Class	0				
Total Enrolled - Single Family	22,702				
Total Enrolled - Other Customer Class	388				
	23,159				
Unpaid Bills 79 days or more	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	1951	\$ 1,247,699.04	\$	639.52	\$ 392.42
On Pay Plans - Single Family CAP	1378	\$ 821,360.17	\$	596.05	\$ 380.18
On Pay Plans - All Other Customer Class (not single family residential)	157	\$ 146,555.60	\$	933.48	\$ 507.24
Not On Pay Plans - Single Family Residential	1164	\$ 689,449.90	\$	592.31	\$ 187.79
Not On Pay Plans - Single Family CAP	457	\$ 193,901.73	\$	424.29	\$ 160.87
Not On Pay Plans - All Other Customer Class (not single family residential)	275	\$ 491,752.77	\$	1,788.19	\$ 356.32
	5,382	\$ 3,590,719.21			
Discontinued for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	208	\$ 157,170.66	\$	1,027.26	\$ 653.85
On Pay Plans - Single Family CAP	119	\$ 79,313.81	\$	817.67	\$ 502.66
On Pay Plans - All Other Customer Class (not single family residential)	29	\$ 20,219.55	\$	1,303.73	\$ 619.39
Not On Pay Plans - Single Family Residential	154	\$ 27,364.46	\$	667.43	\$ 389.90
Not On Pay Plans - Single Family CAP	24	\$ 389.08	\$	64.85	\$ 30.00
Not On Pay Plans - All Other Customer Class (not single family residential)	29	\$ 2,699.87	\$	385.70	\$ 337.17
Reconnection after Disconnect for Non Payment	Count	Debt	Average	Median	
On Pay Plans - Single Family Residential	20	\$ 8,862.53	\$	805.68	\$ 327.09
On Pay Plans - Single Family CAP	5	\$ 3,487.81	\$	697.56	\$ 428.72
On Pay Plans - All Other Customer Class (not single family residential)	2	\$ 82.01	\$	82.01	\$ 82.01
Not On Pay Plans - Single Family Residential	19	\$ -	\$	-	\$ -
Not On Pay Plans - Single Family CAP	1	\$ -	\$	-	\$ -
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	39	\$ -	\$	-	\$ -
Within 2 days - CAP Single Family	6	\$ -	\$	-	\$ -
Within 2 days - All other customer class (not single family residential)	4	\$ -	\$	-	\$ -
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 \$ 46,399,887.97				