

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



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R1706024

Rulemaking No. 17-06-024

(Filed June 29, 2017)

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.

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

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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**

**R1706024 OIR Low Income  
Tracking and Reporting**

**As of December 31, 2025**

		Jan-25		
<b>CAP Customers</b>				
Newly Enrolled - Single Family		Count		
Newly Enrolled - Other Customer Class		245		
Total Enrolled - Single Family		3		
Total Enrolled - Other Customer Class		23607		
		432		
		24,287		
<b>Unpaid Bills 79 days or more</b>				
On Pay Plans - Single Family Residential		Count		
On Pay Plans - Single Family CAP		Debt		
On Pay Plans - All Other Customer Class (not single family residential)		1,961 \$ 2,631,428.82		
Not On Pay Plans - Single Family Residential		1189 \$ 1,323,740.77		
Not On Pay Plans - Single Family CAP		216 \$ 373,279.31		
Not On Pay Plans - All Other Customer Class (not single family residential)		2717 \$ 1,763,370.37		
Not On Pay Plans - Single Family Residential		649.01 \$ 649.01		
Not On Pay Plans - Single Family CAP		1054 \$ 648,482.54		
Not On Pay Plans - All Other Customer Class (not single family residential)		680 \$ 1,721,971.81		
		7,817 \$ 8,462,273.62		
<b>Discontinued for Non Payment</b>				
On Pay Plans - Single Family Residential		Count		
On Pay Plans - Single Family CAP		Debt		
On Pay Plans - All Other Customer Class (not single family residential)		139 \$ 238,690.26		
Not On Pay Plans - Single Family Residential		79 \$ 96,138.32		
Not On Pay Plans - Single Family CAP		27 \$ 36,525.01		
Not On Pay Plans - All Other Customer Class (not single family residential)		160 \$ 107,036.50		
Not On Pay Plans - Single Family Residential		18 \$ 19,741.42		
Not On Pay Plans - Single Family CAP		77 \$ 72,581.00		
<b>Reconnection after Disconnect for Non Payment</b>				
On Pay Plans - Single Family Residential		Count		
On Pay Plans - Single Family CAP		Debt		
On Pay Plans - All Other Customer Class (not single family residential)		3 \$ 7,988.63		
Not On Pay Plans - Single Family Residential		1 \$ 1,456.48		
Not On Pay Plans - Single Family CAP		0 \$ -		
Not On Pay Plans - All Other Customer Class (not single family residential)		12 \$ -		
<b>Reconnection after Disconnect</b>				
Within 2 days - Single Family Residential		Count		
Within 2 days - CAP Single Family		Debt		
Within 2 days - All other customer class (not single family residential)		15 \$ -		
Greater than 2 days - Single Family Residential		2 \$ -		
Greater than 2 days - CAP Single Family Residential		3 \$ -		
Greater than 2 days - All Other Customer Class (Not Single Family)		0 \$ -		
		0 \$ -		
<b>Total billed water service revenues</b>		Amount		
		\$ 44,534,097.81		

**R1706024 OIR Low Income  
Tracking and Reporting**

**As of December 31, 2025**

		Feb-25		
<b>CAP Customers</b>				
Newly Enrolled - Single Family		Count		
Newly Enrolled - Other Customer Class		50		
Total Enrolled - Single Family		1		
Total Enrolled - Other Customer Class		23528		
		431		
		24,010		
<b>Unpaid Bills 79 days or more</b>				
On Pay Plans - Single Family Residential		Count		
On Pay Plans - Single Family CAP		Debt		
On Pay Plans - All Other Customer Class (not single family residential)		2062 \$ 2,615,968.65		
Not On Pay Plans - Single Family Residential		1,268.66 \$ 946.07		
Not On Pay Plans - Single Family CAP		1323 \$ 1,401,680.87		
Not On Pay Plans - All Other Customer Class (not single family residential)		1,059.47 \$ 799.65		
Not On Pay Plans - Single Family Residential		213 \$ 376,873.45		
Not On Pay Plans - Single Family CAP		1,769.36 \$ 1,329.82		
Not On Pay Plans - All Other Customer Class (not single family residential)		2346 \$ 1,428,301.24		
Not On Pay Plans - Single Family Residential		608.82 \$ 272.56		
Not On Pay Plans - Single Family CAP		921 \$ 482,296.08		
Not On Pay Plans - All Other Customer Class (not single family residential)		523.67 \$ 257.12		
		597 \$ 1,612,893.51		
		2,701.66 \$ 627.95		
		7,462 \$ 7,918,013.80		
<b>Discontinued for Non Payment</b>				
On Pay Plans - Single Family Residential		Count		
On Pay Plans - Single Family CAP		Debt		
On Pay Plans - All Other Customer Class (not single family residential)		240 \$ 357,248.97		
Not On Pay Plans - Single Family Residential		1,693.12 \$ 1,264.30		
Not On Pay Plans - Single Family CAP		158 \$ 183,602.72		
Not On Pay Plans - All Other Customer Class (not single family residential)		1,215.91 \$ 989.79		
Not On Pay Plans - Single Family Residential		25 \$ 44,393.44		
Not On Pay Plans - Single Family CAP		3,789.55 \$ 3,324.36		
Not On Pay Plans - All Other Customer Class (not single family residential)		186 \$ 106,934.94		
Not On Pay Plans - Single Family Residential		1,336.69 \$ 1,374.36		
Not On Pay Plans - Single Family CAP		29 \$ 10,497.52		
Not On Pay Plans - All Other Customer Class (not single family residential)		1,499.65 \$ 1,617.43		
		42 \$ 31,948.35		
		1,452.20 \$ 1,564.92		
<b>Reconnection after Disconnect for Non Payment</b>				
On Pay Plans - Single Family Residential		Count		
On Pay Plans - Single Family CAP		Debt		
On Pay Plans - All Other Customer Class (not single family residential)		7 \$ 6,698.69		
Not On Pay Plans - Single Family Residential		1,339.74 \$ 911.16		
Not On Pay Plans - Single Family CAP		2 \$ 953.79		
Not On Pay Plans - All Other Customer Class (not single family residential)		953.79 \$ 953.79		
Not On Pay Plans - Single Family Residential		0 \$ -		
Not On Pay Plans - Single Family CAP		- \$ -		
Not On Pay Plans - All Other Customer Class (not single family residential)		17 \$ 1,119.83		
Not On Pay Plans - Single Family Residential		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		
<b>Reconnection after Disconnect</b>				
Within 2 days - Single Family Residential		Count		
Within 2 days - CAP Single Family		Debt		
Within 2 days - All other customer class (not single family residential)		24 \$ -		
Greater than 2 days - Single Family Residential		- \$ -		
Greater than 2 days - CAP Single Family Residential		5 \$ -		
Greater than 2 days - All Other Customer Class (Not Single Family)		6 \$ -		
		0 \$ -		
<b>Total billed water service revenues</b>		Amount		
		\$ 41,135,841.11		

## 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			
		<b>23,183</b>			
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
		<b>7,312</b>	<b>\$ 7,629,376.63</b>		
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 December 31, 2025**

Apr-25					
<b>CAP Customers</b>					
Newly Enrolled - Single Family	Count				
Newly Enrolled - Other Customer Class	1016				
Total Enrolled - Single Family	20				
Total Enrolled - Other Customer Class	23,617				
	429				
	<b>25,082</b>				
<b>Unpaid Bills 79 days or more</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP	Debt				
On Pay Plans - All Other Customer Class (not single family residential)	2,370,307.50				
Not On Pay Plans - Single Family Residential	Average				
Not On Pay Plans - Single Family CAP	1,151.75				
Not On Pay Plans - All Other Customer Class (not single family residential)	838.40				
	747.17				
	995.09				
	2202				
	1,131,573.62				
	513.88				
	259.12				
	859				
	408,832.35				
	475.94				
	223.63				
	506				
	1,014,288.17				
	2,004.52				
	494.38				
	<b>7,184</b>				
	<b>6,525,691.82</b>				
<b>Discontinued for Non Payment</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP	Debt				
On Pay Plans - All Other Customer Class (not single family residential)	93 \$ 139,597.40				
Not On Pay Plans - Single Family Residential	Average				
Not On Pay Plans - Single Family CAP	1,702.41				
Not On Pay Plans - All Other Customer Class (not single family residential)	1,195.32				
	60 \$ 84,750.04				
	1,513.39				
	828.80				
	18 \$ 18,965.36				
	1,354.67				
	1,299.47				
	38 \$ 14,837.67				
	1,059.83				
	860.71				
	12 \$ 16,360.49				
	3,272.10				
	2,254.37				
	7,116.33				
	790.23				
<b>Reconnection after Disconnect for Non Payment</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP	Debt				
On Pay Plans - All Other Customer Class (not single family residential)	10,751.22				
Not On Pay Plans - Single Family Residential	Average				
Not On Pay Plans - Single Family CAP	3,583.74				
Not On Pay Plans - All Other Customer Class (not single family residential)	639.73				
	0 \$ -				
	- \$ -				
	0 \$ -				
	- \$ -				
	1 \$ -				
	- \$ -				
	1 \$ 2,254.37				
	2,254.37				
	1 \$ 20.00				
	20.00				
	20.00 \$				
<b>Reconnection after Disconnect</b>					
Within 2 days - Single Family Residential	Count				
Within 2 days - CAP Single Family	Debt				
Within 2 days - All other customer class (not single family residential)	7 \$ -				
Greater than 2 days - Single Family Residential	Average				
Greater than 2 days - CAP Single Family Residential	- \$ -				
Greater than 2 days - All Other Customer Class (Not Single Family)	- \$ -				
	1 \$ -				
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**R1706024 OIR Low Income  
Tracking and Reporting**

**As of December 31, 2025**

		May-25		
<b>CAP Customers</b>				
Newly Enrolled - Single Family		Count		
Newly Enrolled - Other Customer Class		62		
Total Enrolled - Single Family		1		
Total Enrolled - Other Customer Class		23,523		
		425		
		24,011		
<b>Unpaid Bills 79 days or more</b>				
On Pay Plans - Single Family Residential		Count		
On Pay Plans - Single Family CAP		Debt		
On Pay Plans - All Other Customer Class (not single family residential)		2,184,002.33		
Not On Pay Plans - Single Family Residential		\$ 1,043.98		
Not On Pay Plans - Single Family CAP		\$ 732.02		
Not On Pay Plans - All Other Customer Class (not single family residential)		890.17		
		\$ 648.80		
215 \$ 246,040.60		\$ 1,144.37		
1659 \$ 784,051.87		\$ 472.61		
636 \$ 303,444.94		\$ 211.94		
425 \$ 895,662.44		\$ 477.11		
		\$ 200.16		
6,470 \$ 5,697,717.10		\$ 2,107.44		
\$ 504.29				
<b>Discontinued for Non Payment</b>				
On Pay Plans - Single Family Residential		Count		
On Pay Plans - Single Family CAP		Debt		
On Pay Plans - All Other Customer Class (not single family residential)		147,745.19		
Not On Pay Plans - Single Family Residential		\$ 1,221.03		
Not On Pay Plans - Single Family CAP		\$ 908.61		
Not On Pay Plans - All Other Customer Class (not single family residential)		71,271.05		
		\$ 1,003.82		
16 \$ 17,315.78		\$ 2,860.52		
73 \$ 11,060.68		\$ 425.41		
16 \$ 291.52		\$ 462.60		
20 \$ 2,746.61		\$ 145.76		
		\$ 145.76		
Not On Pay Plans - All Other Customer Class (not single family residential)		\$ 549.32		
\$ 638.98				
<b>Reconnection after Disconnect for Non Payment</b>				
On Pay Plans - Single Family Residential		Count		
On Pay Plans - Single Family CAP		Debt		
On Pay Plans - All Other Customer Class (not single family residential)		4,696.40		
Not On Pay Plans - Single Family Residential		\$ 1,565.47		
Not On Pay Plans - Single Family CAP		\$ 1,573.29		
Not On Pay Plans - All Other Customer Class (not single family residential)		2,335.49		
		\$ 1,167.75		
0 \$ -		\$ -		
5 \$ 7.89		\$ 7.89		
1 \$ -		\$ -		
5 \$ 5.00		\$ -		
		\$ -		
<b>Reconnection after Disconnect</b>				
Within 2 days - Single Family Residential		Count		
Within 2 days - CAP Single Family		Debt		
Within 2 days - All other customer class (not single family residential)		-		
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		
		\$ 47,650,157.39		

**R1706024 OIR Low Income  
Tracking and Reporting**

**As of December 31, 2025**

Jun-25					
<b>CAP Customers</b>					
Newly Enrolled - Single Family	Count				
Newly Enrolled - Other Customer Class					
Total Enrolled - Single Family					
Total Enrolled - Other Customer Class					
<b>Unpaid Bills 79 days or more</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP					
On Pay Plans - All Other Customer Class (not single family residential)					
Not On Pay Plans - Single Family Residential					
Not On Pay Plans - Single Family CAP					
Not On Pay Plans - All Other Customer Class (not single family residential)					
	Debt				
	Average				
	Median				
2140 \$ 2,044,894.89					
1492 \$ 1,258,036.77					
214 \$ 258,732.71					
1654 \$ 725,664.89					
535 \$ 234,475.75					
412 \$ 800,526.23					
<b>6,447 \$ 5,322,331.24</b>					
<b>Discontinued for Non Payment</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP					
On Pay Plans - All Other Customer Class (not single family residential)					
Not On Pay Plans - Single Family Residential					
Not On Pay Plans - Single Family CAP					
Not On Pay Plans - All Other Customer Class (not single family residential)					
	Debt				
	Average				
	Median				
222 \$ 172,649.85					
107 \$ 75,963.52					
36 \$ 14,640.25					
123 \$ 22,328.05					
19 \$ 4,783.05					
36 \$ 9,285.41					
<b>Reconnection after Disconnect for Non Payment</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP					
On Pay Plans - All Other Customer Class (not single family residential)					
Not On Pay Plans - Single Family Residential					
Not On Pay Plans - Single Family CAP					
Not On Pay Plans - All Other Customer Class (not single family residential)					
	Debt				
	Average				
	Median				
9 \$ 2,248.64					
2 \$ 3,749.35					
1 \$ 663.77					
15 \$ 60.00					
2 \$ 37.73					
6 \$ -					
<b>Reconnection after Disconnect</b>					
Within 2 days - Single Family Residential	Count				
Within 2 days - CAP Single Family					
Within 2 days - All other customer class (not single family residential)					
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>	<b>Amount</b>				
	\$ 51,705,072.34				

**R1706024 OIR Low Income  
Tracking and Reporting**

**As of December 31, 2025**

<b>Jul-25</b>					
<b>CAP Customers</b>					
Newly Enrolled - Single Family	Count				
Newly Enrolled - Other Customer Class	983				
Total Enrolled - Single Family	16				
Total Enrolled - Other Customer Class	23,451				
	420				
	<b>24,870</b>				
<b>Unpaid Bills 79 days or more</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP	Debt				
On Pay Plans - All Other Customer Class (not single family residential)	2027 \$ 1,836,584.77				
Not On Pay Plans - Single Family Residential	1428 \$ 1,161,834.92				
Not On Pay Plans - Single Family CAP	192 \$ 216,567.96				
Not On Pay Plans - All Other Customer Class (not single family residential)	1487 \$ 670,280.99				
	573 \$ 262,361.62				
	367 \$ 643,791.76				
	<b>6,074 \$ 4,791,422.02</b>				
<b>Discontinued for Non Payment</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP	Debt				
On Pay Plans - All Other Customer Class (not single family residential)	180 \$ 175,055.06				
Not On Pay Plans - Single Family Residential	112 \$ 112,242.16				
Not On Pay Plans - Single Family CAP	18 \$ 8,953.00				
Not On Pay Plans - All Other Customer Class (not single family residential)	101 \$ 13,386.97				
	25 \$ 2,114.13				
	30 \$ 10,439.04				
	<b>466</b>				
<b>Reconnection after Disconnect for Non Payment</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP	Debt				
On Pay Plans - All Other Customer Class (not single family residential)	15 \$ 25,967.49				
Not On Pay Plans - Single Family Residential	3 \$ 2,194.01				
Not On Pay Plans - Single Family CAP	1 \$ 44.44				
Not On Pay Plans - All Other Customer Class (not single family residential)	11 \$ -				
	0 \$ -				
	3 \$ 852.76				
	<b>33</b>				
<b>Reconnection after Disconnect</b>					
Within 2 days - Single Family Residential	Count				
Within 2 days - CAP Single Family	Debt				
Within 2 days - All other customer class (not single family residential)	26 \$ -				
Greater than 2 days - Single Family Residential	3 \$ -				
Greater than 2 days - CAP Single Family Residential	4 \$ -				
Greater than 2 days - All Other Customer Class (Not Single Family)	0 \$ -				
	0 \$ -				
	0 \$ -				
	<b>33</b>				
<b>Total billed water service revenues</b>	Amount				
	\$ 64,446,879.42				

**R1706024 OIR Low Income  
Tracking and Reporting**

**As of December 31, 2025**

Aug-25					
<b>CAP Customers</b>					
Newly Enrolled - Single Family	Count				
Newly Enrolled - Other Customer Class	107				
Total Enrolled - Single Family	1				
Total Enrolled - Other Customer Class	23,428				
	418				
	<b>23,954</b>				
<b>Unpaid Bills 79 days or more</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP	1934				
On Pay Plans - All Other Customer Class (not single family residential)	1,684,728.47				
Not On Pay Plans - Single Family Residential	1407				
Not On Pay Plans - Single Family CAP	1,051,270.40				
Not On Pay Plans - All Other Customer Class (not single family residential)	180				
Not On Pay Plans - Single Family Residential	197,680.87				
Not On Pay Plans - Single Family CAP	1,098.23				
Not On Pay Plans - All Other Customer Class (not single family residential)	1611				
Not On Pay Plans - Single Family Residential	699,716.51				
Not On Pay Plans - Single Family CAP	434.34				
Not On Pay Plans - All Other Customer Class (not single family residential)	621				
Not On Pay Plans - Single Family Residential	313,053.35				
Not On Pay Plans - Single Family CAP	504.11				
Not On Pay Plans - All Other Customer Class (not single family residential)	310				
Not On Pay Plans - Single Family Residential	525,608.24				
Not On Pay Plans - Single Family CAP	1,695.51				
	<b>6,063</b>				
	<b>4,472,057.84</b>				
<b>Discontinued for Non Payment</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP	218				
On Pay Plans - All Other Customer Class (not single family residential)	234,613.85				
Not On Pay Plans - Single Family Residential	122				
Not On Pay Plans - Single Family CAP	101,174.05				
Not On Pay Plans - All Other Customer Class (not single family residential)	20				
Not On Pay Plans - Single Family Residential	14,607.53				
Not On Pay Plans - Single Family CAP	1,522.06				
Not On Pay Plans - All Other Customer Class (not single family residential)	94				
Not On Pay Plans - Single Family Residential	4,974.04				
Not On Pay Plans - Single Family CAP	331.60				
Not On Pay Plans - All Other Customer Class (not single family residential)	17				
Not On Pay Plans - Single Family Residential	1,391.37				
Not On Pay Plans - Single Family CAP	231.90				
Not On Pay Plans - All Other Customer Class (not single family residential)	21				
Not On Pay Plans - Single Family Residential	1,376.38				
Not On Pay Plans - Single Family CAP	344.10				
	<b>492</b>				
<b>Reconnection after Disconnect for Non Payment</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP	18				
On Pay Plans - All Other Customer Class (not single family residential)	11,823.48				
Not On Pay Plans - Single Family Residential	4				
Not On Pay Plans - Single Family CAP	3,756.54				
Not On Pay Plans - All Other Customer Class (not single family residential)	2				
Not On Pay Plans - Single Family Residential	1,451.28				
Not On Pay Plans - Single Family CAP	725.64				
Not On Pay Plans - All Other Customer Class (not single family residential)	15				
Not On Pay Plans - Single Family Residential	30.00				
Not On Pay Plans - Single Family CAP	30.00				
Not On Pay Plans - All Other Customer Class (not single family residential)	1				
Not On Pay Plans - Single Family Residential	-				
Not On Pay Plans - Single Family CAP	-				
Not On Pay Plans - All Other Customer Class (not single family residential)	2				
Not On Pay Plans - Single Family Residential	-				
Not On Pay Plans - Single Family CAP	-				
	<b>42</b>				
<b>Reconnection after Disconnect</b>					
Within 2 days - Single Family Residential	Count				
Within 2 days - CAP Single Family	33				
Within 2 days - All other customer class (not single family residential)	-				
Greater than 2 days - Single Family Residential	5				
Greater than 2 days - CAP Single Family Residential	-				
Greater than 2 days - All Other Customer Class (Not Single Family)	4				
Greater than 2 days - Single Family Residential	-				
Greater than 2 days - CAP Single Family Residential	0				
Greater than 2 days - All Other Customer Class (Not Single Family)	0				
Greater than 2 days - Single Family Residential	-				
Greater than 2 days - CAP Single Family Residential	0				
Greater than 2 days - All Other Customer Class (Not Single Family)	0				
	<b>42</b>				
<b>Total billed water service revenues</b>	Amount				
	\$ 55,193,186.75				

**R1706024 OIR Low Income  
Tracking and Reporting**

**As of December 31, 2025**

		Sep-25		
<b>CAP Customers</b>				
Newly Enrolled - Single Family		Count		
Newly Enrolled - Other Customer Class		39		
Total Enrolled - Single Family		2		
Total Enrolled - Other Customer Class		22,363		
		396		
		22,860		
<b>Unpaid Bills 79 days or more</b>				
On Pay Plans - Single Family Residential		Count		
On Pay Plans - Single Family CAP		Debt		
On Pay Plans - All Other Customer Class (not single family residential)		\$ 1,482,591.67		
Not On Pay Plans - Single Family Residential		\$ 974,523.43		
Not On Pay Plans - Single Family CAP		\$ 168,748.39		
Not On Pay Plans - All Other Customer Class (not single family residential)		\$ 744,617.12		
Total		\$ 4,151,236.26		
		5,715		
<b>Discontinued for Non Payment</b>				
On Pay Plans - Single Family Residential		Count		
On Pay Plans - Single Family CAP		Debt		
On Pay Plans - All Other Customer Class (not single family residential)		\$ 108,141.99		
Not On Pay Plans - Single Family Residential		\$ 68,585.59		
Not On Pay Plans - Single Family CAP		\$ 21,447.81		
Not On Pay Plans - All Other Customer Class (not single family residential)		\$ 14,909.66		
Total		\$ 2,119.56		
		460		
<b>Reconnection after Disconnect for Non Payment</b>				
On Pay Plans - Single Family Residential		Count		
On Pay Plans - Single Family CAP		Debt		
On Pay Plans - All Other Customer Class (not single family residential)		\$ 3,693.08		
Not On Pay Plans - Single Family Residential		\$ 118.53		
Not On Pay Plans - Single Family CAP		\$ 0		
Not On Pay Plans - All Other Customer Class (not single family residential)		\$ 125.33		
Total		\$ 31.33		
		33		
<b>Reconnection after Disconnect</b>				
Within 2 days - Single Family Residential		Count		
Within 2 days - CAP Single Family		Debt		
Within 2 days - All other customer class (not single family residential)		\$ 29		
Greater than 2 days - Single Family Residential		\$ 2		
Greater than 2 days - CAP Single Family Residential		\$ 2		
Greater than 2 days - All Other Customer Class (Not Single Family)		\$ 0		
Total		\$ 0		
		33		
<b>Total billed water service revenues</b>		Amount		
		\$ 64,493,321.15		

**EXHIBIT A**

## 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			
		<b>24,622</b>			
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
		<b>5,745</b>	<b>\$ 4,096,243.56</b>		
Discontinued for Non Payment		Count	Debt	Average	Median
On Pay Plans - Single Family Residential		156	\$ 98,927.89	\$ 696.88	\$ 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			
Total billed water service revenues		\$ 57,173,309.55			

## EXHIBIT A

R1706024 OIR Low Income  
Tracking and Reporting

As of December 31, 2025

Nov-25					
<b>CAP Customers</b>					
Newly Enrolled - Single Family	Count				
Newly Enrolled - Other Customer Class					
Total Enrolled - Single Family					
Total Enrolled - Other Customer Class					
	<b>23,681</b>				
<b>Unpaid Bills 79 days or more</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP					
On Pay Plans - All Other Customer Class (not single family residential)					
Not On Pay Plans - Single Family Residential					
Not On Pay Plans - Single Family CAP					
Not On Pay Plans - All Other Customer Class (not single family residential)					
	<b>5,606</b>				
	<b>3,820,530.88</b>				
<b>Discontinued for Non Payment</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP					
On Pay Plans - All Other Customer Class (not single family residential)					
Not On Pay Plans - Single Family Residential					
Not On Pay Plans - Single Family CAP					
Not On Pay Plans - All Other Customer Class (not single family residential)					
	<b>18</b>				
<b>Reconnection after Disconnect for Non Payment</b>					
On Pay Plans - Single Family Residential	Count				
On Pay Plans - Single Family CAP					
On Pay Plans - All Other Customer Class (not single family residential)					
Not On Pay Plans - Single Family Residential					
Not On Pay Plans - Single Family CAP					
Not On Pay Plans - All Other Customer Class (not single family residential)					
	<b>4</b>				
<b>Reconnection after Disconnect</b>					
Within 2 days - Single Family Residential	Count				
Within 2 days - CAP Single Family					
Within 2 days - All other customer class (not single family residential)					
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>0</b>				
<b>Total billed water service revenues</b>	<b>Amount</b>				
	<b>\$ 44,724,763.93</b>				

## EXHIBIT A

## 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		
		<b>23,159</b>		
Unpaid Bills 79 days or more		Count	Debt	Average
On Pay Plans - Single Family Residential		1951	\$ 1,247,699.04	\$ 639.52
On Pay Plans - Single Family CAP		1378	\$ 821,360.17	\$ 596.05
On Pay Plans - All Other Customer Class (not single family residential)		157	\$ 146,555.60	\$ 933.48
Not On Pay Plans - Single Family Residential		1164	\$ 689,449.90	\$ 592.31
Not On Pay Plans - Single Family CAP		457	\$ 193,901.73	\$ 424.29
Not On Pay Plans - All Other Customer Class (not single family residential)		275	\$ 491,752.77	\$ 1,788.19
		<b>5,382</b>	<b>\$ 3,590,719.21</b>	
Discontinued for Non Payment		Count	Debt	Median
On Pay Plans - Single Family Residential		208	\$ 157,170.66	\$ 1,027.26
On Pay Plans - Single Family CAP		119	\$ 79,313.81	\$ 817.67
On Pay Plans - All Other Customer Class (not single family residential)		29	\$ 20,219.55	\$ 1,303.73
Not On Pay Plans - Single Family Residential		154	\$ 27,364.46	\$ 667.43
Not On Pay Plans - Single Family CAP		24	\$ 389.08	\$ 64.85
Not On Pay Plans - All Other Customer Class (not single family residential)		29	\$ 2,699.87	\$ 385.70
Reconnection after Disconnect for Non Payment		Count	Debt	Median
On Pay Plans - Single Family Residential		20	\$ 8,862.53	\$ 805.68
On Pay Plans - Single Family CAP		5	\$ 3,487.81	\$ 697.56
On Pay Plans - All Other Customer Class (not single family residential)		2	\$ 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	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		