

San Jose Water Company

(U-168-W)

2012 Annual Report

Compliance Filing as Required by the “Decision Adopting Guidelines for Sharing of Low-Income Customer Information” as authorized in Decision 11-05-020.

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(U-168-W)

Information-Only Filing Low-Income Data Report

As Required by California Public Utilities Commission's

Decision No.11-05-020

March 31, 2013

INTRODUCTION

In compliance with California Public Utilities Commission (“CPUC”) Decision (“D.”) 11-05-0020 SJWC provides the following information:

- For each data file received:
 - Number of CARE customer records received.
Approximately 86,400
 - Number of CARE customers not matched to water utility records.
Approximately 65,000
 - Number of CARE customers successfully matched.
Approximately 21,400
- Enrollment Results:
 - Number of CARE customers automatically enrolled.
Approximately 16,200
 - Number of customers re-certified for assistance.
Approximately 5,200 matched customers were already in SJWC’s program
 - Number of CARE customers ineligible for enrollment due to metering conditions (as compared with water utility records).
This could not be determined from the information provided by PG&E.
 - Number of customers opting-out.
46
 - Number of potential customers identified and served with outreach material.
The 16,200 matched customers not already in SJWC’s program were automatically enrolled and sent opt-out letters.
- Program Costs:
 - Itemized annual expenses specifically incurred for operating and administering the data sharing program, including:

- Personnel with number of hours allocated to particular data sharing tasks.

SJWC does not track staff hours spent on data sharing tasks. Approximately 242 hours of consultant time was spent implementing data sharing

- Special equipment.

None

- Translation services.

None

- Printing, mailing and other costs. Specify if any costs are included in rates.

\$12,212 for printing and mailing of Opt-Out letters. These costs are tracked in the CPUC authorized Data Sharing Cost Tracking Memorandum Account and are not included in base rates.

- Summary of annual low-income program discounts, surcharges, and itemized low-income program costs.

Discounts: \$841,640; Surcharges: \$510,910; Program Costs: \$3,240 in translation and printing costs.

Specify which costs are included in rates, if any.

These costs are tracked in the WRAP Discount Balancing Account and are not included in base rates.