Reporting Requirements as per CPUC Decision D.11-05-004 Of Conservation and Low Income OII

California American Water

INFORMATION-ONLY FILING

ATTACHMENT 2

CONSERVATION DATA REPORT

AND

ATTACHMENT 3

LOW-INCOME DATA REPORT

San Diego County District
Ventura County District
Los Angeles County District
Monterey County District
Sacramento District
Larkfield District

ATTACHMENT 2

INFORMATION-ONLY FILING

CONSERVATION DATA REPORT*

- [a] Baseline average (from 2003-2007 or 10-year baseline if it includes 2003-2007 and only includes years prior to the adoption of a conservation rate design) estimated monthly or bimonthly (depending on billing cycle) per customer or service connection consumption by ratemaking district, separated by customer class and meter size. If the water company elects to use a baseline in reliance on the Department of Water Resources methodology developed to implement SBX7-7 without calendar years 2003-2007, the water company shall attach workpapers to support the use of that baseline;

Company Response:

Please see attached file labeled

"Attachment 2 Question a) Baseline Average"

- [b] Average estimated monthly or bimonthly (depending on billing cycle) per customer or service connection consumption in one hundred cubic feet by ratemaking district, separated by customer class and meter size;

Company Response:

Please see attached file labeled

"Attachment 2 Question b) Avg 2012 consumption"

- [c] Comparison table including baseline and annual average estimated consumption by ratemaking district, separated by customer class and meter size, for each year following implementation of conservation rate designs, with the percentage reduction in consumption calculated by district and by customer class and meter size within each ratemaking district;

Company Response:

Please see attached file labeled

"Attachment 2 Question c) Comparison Table"

- [d] Average estimated monthly or bimonthly (depending on billing cycle) consumption per tier or block separated by ratemaking district, by meter size, and by customer class, and the number of customers in each sub-grouping;

Company Response:

Please see attached file labeled

"Attachment 2 Question d) Consumption by Rate Tier"

- [e] Estimated monthly or bimonthly (depending on billing cycle) number of customers by district, monthly or bimonthly number of disconnection notices generated to those customers, number of customers disconnected for non-payment, and number of customers reconnected;

Company Response:

Please see attached file labeled

"Attachment 2 Question e) Disconnections"

- [f] Estimated monthly Best Management Practices compliance costs, by district, separated by customer class, coverage goals or flex track menu (by measure); and

Company Response:

Please see attached file labeled
"Attachment 2 Question f) BMP Compliance costs"

- [g] Any other district-specific factor (such as changes in weather, increases in supply from recycled water, or economic factors) that might contribute to consumption changes.

Company Response:

A number of external factors can impact consumption levels in a given year. Such external factors can include climate, rate increases, changes in rate design, economic factors, behavioral factors, water efficiency retrofits and others. It is typically difficult to quantify the impact of most of these factors to a change in consumption. None of California American Water's

districts had a major change or increase in the use of recycled water in 2012.

*If requested information is provided in another report or format, the water company can provide a copy of the report and note the page on which the information is found.

(END OF ATTACHMENT 2)

ATTACHMENT 3
INFORMATION-ONLY FILING
LOW-INCOME DATA REPORT

- [a] Average estimated monthly or bimonthly (depending on billing cycle) per customer or service connection low-income customer consumption in one hundred cubic feet by ratemaking district, separated by meter size;

Company Response:

Please see attached file labeled "Attachment 3 Question a) Avg Low Income Customer Consumption"

- [b] Average estimated monthly or bimonthly (depending on billing cycle) consumption per tier or block separated by ratemaking district, by meter size, and by customer class for low-income customers and the number of customers in each sub-grouping;

Company Response:

Please see attached file labeled "Attachment 3 Question b) Avg Low Income Customer Consumption by Tier"

- [c] Estimated monthly or bimonthly (depending on billing cycle) number of participating low-income customers by district, monthly or bimonthly number of disconnection notices generated to those customers, number of customers disconnected for non-payment and number of customers reconnected, for all low-income customers;

Company Response:

Please see attached file labeled "Attachment 3 Question c) Disconnections"

- [d] Average low-income customer household size and average estimated monthly or bimonthly (depending on billing cycle) consumption by ratemaking district for low-income households of 5 or more, and the number of customers in each subgrouping;

Company Response:

Please see attached file labeled "Attachment 3 Question d) Avg Low Income Customer Household Size and Consumption"

- [e] Average water revenue adjustment mechanism/Modified Cost Balancing Accounts (WRAM/MCBA) surcharge(s) bill impact on participating low-income customers by ratemaking district. This bill impact should be compared with the same bill under the uniform/standard rate. The bill impact should separately identify bill components, including applicable rates, WRAM/MCBA surcharge(s), and low-income assistance program discount, calculated at average consumption for the typical meter size; and

Company Response:

Please see attached file labeled "Attachment 3 Question e) WRAM, MCBA Bill Impact"

- [f] Participating low-income customer inclusion in conservation programs offered by the water utility:
  - describe the water conservation program by ratemaking district(s),

Company Response:

Please see Conservation Annual Summary Report attached in lieu of CPUC Annual Report Schedule E-3 for a listing of Conservation Programs in each District

  - identify whether it is offered with a third party,

Company Response:

Currently a number of conservation programs are offered or assisted by outside vendors or third parties such as Survey Services, Toilet Install Services, Public Outreach and School Education Services for example. California American Water's Toilet Direct Install Program that is targeted to low income customers is conducted through the help of an outside vendor.

  - specify how low-income customers are targeted by or included in the program,

Company Response:

Currently California American Water offers a Ultra High Efficiency Toilet Direct Install Program available only to low income customers. This program is promoted through a direct mailer (postcard) to all of California American Water's Low Income Customers. All other current conservation programs are available to all customer classes and are promoted through bill inserts, website, conservation booths at public events, third party marketing (rebates) and other means.

- describe outreach efforts used to reach low-income program participants (application, re-certification, separate outreach),

Company Response:

California American Water conducts one annual low income campaign mailer/bill insert to all customers in all districts in order to promote and raise awareness about its Low Income Program. Recertification mailers are being sent out every two years. The low income program is also promoted on the company's website.

- how long has the program been offered, and

Company Response:

Specific low income conservation programs have been offered by California American Water to its customers based on CPUC approval. The current Toilet Direct Install Program is being currently offered to low income customers until funding is depleted.

- what criteria are used to establish the success of the program.

Company Response:

Criteria used to establish the success of California American Water's Low Income toilet direct install program include unit water savings per dollar spent, customer acceptance of program and customer feedback, number of installation or hardware issues, and others.

(END OF ATTACHMENT 3)