



Liberty Utilities (Apple Valley Ranchos Water) Corp.
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July 31, 2020

Mr. James Boothe
Water Division
505 Van Ness Avenue
San Francisco, CA 94102

Subject: Information-Only Low-Income Data Report Required by D.11-05-020

Dear Jim:

Please find this Information-Only Low-Income Data Report for Liberty Utilities (Apple Valley Ranchos Water) Corp. for calendar year 2019. This report is provided pursuant to Ordering Paragraph 10 of D.11-05-020 dated May 5, 2011. Attachment 3 of D.11-05-020 requires the reporting of low-income customer data received and matched through the data sharing program with the energy utilities, low-income program customer enrollment data, and low-income program costs.

Attached is a schedule providing the information requested in Attachment 3 of D.11-05-020.

Very truly yours,

LIBERTY UTILITIES (APPLE VALLEY RANCHOS WATER) CORP.

/s/ Edward N. Jackson
EDWARD N. JACKSON
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Liberty Utilities (West Region)
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cc: Bruce DeBerry, Water Division, bruce.deberry@cpuc.ca.gov
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**Liberty Utilities (Apple Valley Ranchos Water) Corp.
2019 Information-Only Filing (D.11-05-020)**

For each data file received:

Number of CARW customer records received	3,347
Number of CARW customers not matched to water Utility	3,006
Number of CARW customers successfully matched	
Hard Match	246
Soft Match	95
	<hr/> 341

Enrollment Results:

Number of CARW customers automatically enrolled	246
Number of CARW customers re-certified for assistance	444
Number of CARW customers ineligible for enrollment due to metering conditions (as compared with water utility records)	*
Number of customers opting-out	0
Number of potential customers identified and served with outreach material	**

Program Costs:

Personnel with number of hours allocated to particular data sharing tasks	
IT (programming and pulling data)	10.5
Customer Service (administration, notice preparation, and mailing)	68.5
Regulatory reporting	1
Special equipment	
Software costs	\$0
Translation services	\$0
Printing, mailing	\$767
Other costs (payroll and payroll related)	\$4,528
Low-income program discounts	\$281,580
Surcharges	\$144,035

* Information is not available.

** Outreach materials are distributed to all customer classes.