

**SCHEDULE E-2**  
**DESCRIPTION OF LOW-INCOME RATE ASSISTANCE PROGRAMS**

*For all low income rate assistance programs offered by water utility, provide detailed responses to the following items:*

1. *Brief description of each low-income rate assistance program provided, by district. This shall include but is not limited to the percent of discount, the dollar amount of discount, what rate is discounted (service charge, quantity, or total bill), qualifying income level, dollar rate increase to remaining customers to pay for this program.*

In 2005, San Gabriel Valley Water Company (“San Gabriel”) initiated separate but identical California Alternative Rates for Water (CARW) programs in each of its two ratemaking divisions. To qualify for the CARW program, a customer must be within the Residential class, reside in a single family dwelling or duplex, be served through a 1-inch or smaller meter, and have a household income within the standards published annually by the California Public Utilities Commission. Customers also automatically qualify for the CARW program if they have qualified for the Energy Utility CARE Program. The monthly fixed-charge discounts below were established by D.17-06-008 for the Los Angeles County Division and for the Fontana Water Company Division.

<u>Meter Size</u>	<u>LA County</u>	<u>Fontana</u>
5/8” x 3/4”	\$9.00	\$9.00
3/4”	\$9.00	\$9.00
1”	\$9.00	\$9.00

In the Los Angeles County division, forecasted costs are recovered through a \$0.2128/Ccf surcharge billed to non-CARW customers, subject to later true-up. In the Fontana Water Company division, forecasted costs are recovered through a \$0.2425/Ccf surcharge billed to non-CARW customers, subject to later true-up.

2. *Participation rate for Year 2019 (as a percent of total residential customers served).*

At year end, 20,020 customers or 51.6% of the adopted 38,825 residential single-family customers with a 1-inch or smaller meter qualified for the CARW program in the Los Angeles County division, and 23,678 customers or 57.3% of the adopted 41,320 residential single-family customers with a 1-inch or smaller meter qualified for the CARW program in the Fontana Water Company division.

3. *Details of balancing or memorandum account authorized to record expenses incurred and revenues collected for low income rate assistance program.*

At year end, the total undercollected balance in the CARW balancing accounts was \$940,390.

**SCHEDULE E-3**  
**DESCRIPTION OF WATER CONSERVATION PROGRAMS**

**San Gabriel Valley Water Company (“San Gabriel” or the “Company”) hereby provides responses to Schedule E-3 of the Annual Report, Description of Water Conservation Programs in conformance with Commission Decision No. 11-05-004.**

*1. Provide a brief description of each water conservation program offered by the water company, by district. This description shall include but not limited to the type of program offered (such as provision of low-flow plumbing fixtures, leak detection, leak repair, written water conservation tips, or other similar programs to its customer, whether offered with a third party, whether direct install or rebate, and length of time the program was offered.*

Los Angeles County Division

- 1) Recycled Water – In 2019, the Company partnered with Upper San Gabriel Valley Municipal Water District, Central Basin Municipal Water District and Sanitation Districts of Los Angeles County to deliver 1,360 acre feet (approximately 5% of the Company’s total supply) of recycled water to various customers for non-potable landscape irrigation in place of limited drinking water supplies.
- 2) Low-Flow Plumbing Fixture Rebates – The Company offers its residential customers a rebate on high efficiency clothes washers (“HECW”), landscape rotating nozzles and weather-based irrigation controllers. The Company offers its commercial, industrial, and institutional (“CII”) customers a rebate on large rotary nozzles, high efficiency toilet (“HET”), zero water urinals, pH-cooling tower conductivity controllers, dry vacuum pumps, connectionless food steamers, and ice-making machines.
- 3) Large Landscape Irrigation Efficiency – The Company facilitates installation of wireless irrigation management systems to assist large landscape customers with monitoring water usage and reducing their irrigation demands.
- 4) CII Water Use Audit – The Company offers its CII customers a water audit to identify inefficient indoor water fixtures and outdoor irrigation systems that need to be retrofitted or replaced. Each customer receives a report that describes the needed improvements and resulting estimated water savings.
- 5) CII Retrofit – The Company provides financial assistance to CII customers to help offset the cost of implementing the improvements recommended in the CII Audit Reports.
- 6) HET – The Company hired EcoTech Services, Inc. to deliver HETs to its customers. Each residential customer is eligible to receive a maximum of two HETs per household and have them installed within one month. After a month, participants of the programs are subject to a random inspection.
- 7) Water Conservation Kits – Water Conservation Kits (“Kits”) include 1.5 gallons per minute (“GPM”) showerhead, a 1.5 GPM flow dual spray kitchen aerator, and a 1 GPM aerator. The Kits are distributed to residential and CII customers at the Company’s commercial offices, during

conservation events and after completion of a residential water audit conducted at the customer's home.

- 8) Single-Family Residential Audits – The Company offers free water conservation surveys to assist residential customers who are interested in reducing their indoor and outdoor water usage.
- 9) School Conservation Education – The Company contracted with the Eco Voices to provide educational presentations in schools within its Los Angeles County division service area. Eco Voices provides all required instructional assistance, educational materials and classroom presentations. A total of 20 presentations were completed during the 2019-2020 school year.
- 10) HECW Distribution with Southern California Gas Company – Low Income Residential customers are eligible to receive a HECW.
- 11) Education/Public Outreach – The Company participated in numerous local public events in calendar year 2019 by providing water conservation materials and helping customers become more water efficient. These events include, but are not limited to, the following:

<u>Date</u>	<u>Name of Event</u>
March 21	Taste and Sound of El Monte and South El Monte
April 13	Sanitation District Earth Day
April 20	Baldwin Park Arbor Day Celebration
April 26	El Monte Earth Day
May 1	Bassett Unified School District Career Fair
May 4	Montebello Community Expo
July 24	El Monte Concerts in the Park
August 6	Montebello National Night Out
September 15	Veterans Fair at Rose Hills Memorial Park
October 12	Upper District WaterFest
October 18	Montebello Taste of the Town

#### Fontana Water Company Division

- 1) HET Direct Installation for California Alternative Rate for Water Customers – The Company works with EcoTech Services Inc. to provide and install a maximum of two HETs to eligible California Alternative Rates for Water Customers.
- 2) CII Water Use Audit – The Company offers its CII customers a water audit to identify inefficient indoor water fixtures and outdoor irrigation systems that need to be retrofitted or replaced. Each customer receives a report that describes the needed improvements and resulting estimated water savings.
- 3) CII Retrofit – The Company provides financial assistance for CII customers to help offset the cost of implementing improvements recommended in the CII Audit Reports. Colton Joint Unified School District is a customer that applied for the program. The school district removed 8,058 sq. ft. of grass for paths and artificial turf in its front landscape

- 4) Water Conservation Kits – Water conservation kits include a 1.5 GPM showerhead, a 1.5 GPM flow dual spray kitchen aerator, and a 1 GPM aerator distributed to residential and CII customers at the Company’s commercial office, during conservation events and after a residential water audit is completed at the customer’s home.
- 5) Single-Family Residential Audits – The Company offers free water conservation surveys to assist residential customers who are interested in reducing their indoor and outdoor water usage.
- 6) Gardening Workshop – The Company offers gardening workshops to provide customers with helpful information about efficient landscaping and water use. Participants receive a gardening magazine, irrigation controller, positive shut-off hose nozzles, brochures on water saving tips for outdoor use and information on native California plants.
- 7) Weather Based Irrigation Controller and High Efficiency Nozzle Residential Retrofit and Installation Pilot Program – The Company hired EcoTech Services, Inc. to evaluate the customer’s existing irrigation system and to install the WBIC and nozzles. Upon completion of the retrofit and installation EcoTech will confirm that the irrigation system is working properly and train the customer on their new WBIC, including how to make adjustments and program it.
- 8) SoCal Gas – Low Income Residential High Efficiency Clothes Washer rebate program with Southern California Gas Company. Gas Company determines customer eligibility and then installs new high efficiency clothes washers.
- 9) Woman’s Club of Fontana Landscape Retrofit and Redesign – The Company partnership with the mayor of Fontana, Acquanetta Warren, local clubs and other local businesses could help modernize the Woman's Club with both landscape plants and irrigation fixtures.
- 10) Education/Public Outreach – The Company participated in numerous local public events by providing water conservation materials and helping customers become more water efficient. These events include, but are not limited to, the following:

<u>Date</u>	<u>Name of Event</u>
February 23	Garden Intro Workshop
March 9	Irrigation, Watering, and Water Capture Workshop
March 23	Landscape Design & Prep Workshop
April 13	Mulching, Composting, & Soil Workshop
April 27	Water Efficient Plants, Pruning, & More Workshop
May 4	Family STEM Showcase Fontana Unified School District
May 30 - June 2	Fontana Days Festival
Oct 12	CBWCD 2019 Landscape & Water Conservation Festival
Oct 12	Let’s Move! On the trail City of Fontana event

2. For each water conservation program described above, prepare an estimated conservation savings report in the following basic format (If it is necessary to deviate from this table, provide estimated program savings).

See Attachment A for details.

**INFORMATION-ONLY CONSERVATION DATA REPORT**

1. *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 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.*

San Gabriel utilized the methodologies developed by Department of Water Resources to calculate baseline per capita water use expressed in gallons per capita per day (“GPCD”). These baselines, which are detailed in the Company’s adopted 2015 Urban Water Management Plans, on file with the Commission, are 161 GPCD for the Los Angeles County division and 220 GPCD for the Fontana Water Company division.

2. *Average estimated monthly per customer consumption in one hundred cubic feet by ratemaking district, separated by customer class and meter size.*

San Gabriel’s conservation tiered rate design applies only to the residential single family customer classification.

**Los Angeles County Division**

Meter Size	Average Monthly Residential Consumption (Ccf)	Average Residential Connections	Average Monthly Consumption per Customer (Ccf)
5/8"	350,099	30,972	11.3
3/4"	44,365	2,923	15.2
1"	70,404	5,021	14.0
1 1/2"	2,508	76	33.0
2"	1,175	24	49.0
3"	15	0	Undefined

**Fontana Water Company Division**

Meter Size	Average Monthly Residential Consumption (Ccf)	Average Residential Connections	Average Monthly Consumption per Customer (Ccf)
5/8"	320,507	22,789	14.1
3/4"	1,069	61	17.5
1"	300,434	19,137	15.7
1 1/2"	189	8	23.6
2"	525	6	87.5

3. 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 calculation by district and by customer class and meter size within in ratemaking district.

San Gabriel’s baseline per capita water use is 161 GPCD for the Los Angeles County division and 220 GPCD for the Fontana Water Company division. The method to calculate per capita water use in GPCD is not comparable to the annual average estimated consumption in hundred cubic feet. However, the following Table shows 2019 annual average consumption by ratemaking district.

**Los Angeles County Division**

Meter Size	Annual Residential Conservation Rate Customer Consumption (Ccf)	Average Residential Conservation Rate Connections	Annual Average Consumption (Ccf)
5/8"	4,201,189	30,972	135.6
3/4"	532,374	2,923	182.1
1"	844,848	5,021	168.3
1 1/2"	30,095	76	396.0
2"	14,102	24	587.6
3"	184	0	Undefined

**Fontana Water Company Division**

Meter Size	Annual Residential Conservation Rate Customer Consumption (Ccf)	Average Residential Conservation Rate Connections	Annual Average Consumption (Ccf)
5/8"	3,846,084	22,789	168.8
3/4"	12,830	61	210.3
1"	3,605,212	19,137	188.4
1 1/2"	2,268	8	283.5
2"	6,297	6	1,049.5

4. Average estimated monthly 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.

**Los Angeles County Division**

	Average Monthly Residential Conservation Rate Customer Consumption (Ccf)	Average Residential Conservation Rate Connections	Monthly Average Consumption (Ccf)
5/8"	350,099	30,972	11.3
Tier 1	281,919	30,972	9.1
Tier 2	68,181	30,972	2.2
3/4"	44,365	2,923	15.2
Tier 1	29,150	2,923	10.0
Tier 2	15,215	2,923	5.2
1"	70,404	5,021	14.0
Tier 1	45,894	5,021	9.1
Tier 2	24,510	5,021	4.9
1 1/2"	2,508	76	33.0
Tier 1	840	76	11.1

**Los Angeles County Division - Continued**

	<b>Average Monthly Residential Conservation Rate Customer Consumption (Ccf)</b>	<b>Average Residential Conservation Rate Connections</b>	<b>Monthly Average Consumption (Ccf)</b>
Tier 2	1,668	76	21.9
2"	1,175	24	49.0
Tier 1	261	24	10.9
Tier 2	914	24	38.1
3"	15	0	Undefined
Tier 1	2	0	Undefined
Tier 2	13	0	Undefined

**Fontana Water Company Division**

	<b>Average Monthly Residential Conservation Rate Customer Consumption (Ccf)</b>	<b>Average Residential Conservation Rate Connections</b>	<b>Monthly Average Consumption (Ccf)</b>
5/8"	320,507	22,789	14.1
Tier 1	253,323	22,789	11.1
Tier 2	67,184	22,789	2.9
3/4"	1,069	61	17.5
Tier 1	721	61	11.8
Tier 2	347	61	5.7
1"	300,434	19,137	15.7
Tier 1	225,502	19,137	11.8
Tier 2	74,932	19,137	3.9
1 1/2"	189	8	23.6
Tier 1	105	8	13.1
Tier 2	84	8	10.5
2"	525	6	87.5
Tier 1	95	6	15.8
Tier 2	430	6	71.7

5. *Estimated monthly number of customers by district, monthly number of disconnection notices generated to those customers, number of customers disconnected for non-payment, and number of customers reconnected.*

**Los Angeles County Division**

	<b>Monthly Average</b>
Total Residential Conservation Rate Customers	39,017
Disconnection Notices	6,307
Disconnected for Non-Payment	231
Reconnected	103

**Fontana Water Company Division**

	<b>Monthly Average</b>
Total Residential Conservation Rate Customers	41,999
Disconnection Notices	8,710
Disconnected for Non-Payment	702
Reconnected	280

6. *Estimated monthly Best Management Practice (“BMP”) compliance costs, by district, separated by customer class, coverage goals or flex track menu (by measure).*

The estimated monthly BMP compliance cost for 2019 was \$63,930 for the Los Angeles County division and \$9,052 for the Fontana Water Company division.

7. *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.*

San Gabriel’s Los Angeles County division delivered 1,360 acre feet (592,415Ccf) and Fontana Water Company division delivered 148 acre feet (64,695 Ccf) in 2019 to its CII customers. Recycled water is accounted for in the DWR per-capita water use calculation, and as such its increased use in place of potable water would lower GPCD water use.

**INFORMATION-ONLY FILING LOW-INCOME DATA REPORT**

1. *Average estimated monthly per customer or service connection low-income customer consumption in one hundred cubic feet by ratemaking district, separated by meter size*

**Los Angeles County Division**

<b>Meter Size</b>	<b>Average Monthly Residential Conservation Rate Low-Income Consumption (Ccf)</b>	<b>Average Low-Income Residential Conservation Rate Connections</b>	<b>Average Monthly Consumption (Ccf)</b>
5/8"	194,165	16,595	11.7
3/4"	12,682	839	15.1
1"	20,947	1,836	11.4

**Fontana Water Company Division**

<b>Meter Size</b>	<b>Average Monthly Residential Conservation Rate Low-Income Consumption (Ccf)</b>	<b>Average Low-Income Residential Conservation Rate Connections</b>	<b>Average Monthly Consumption (Ccf)</b>
5/8"	217,244	15,171	14.3
3/4"	609	33	18.3
1"	126,949	7,993	15.9



2. Average estimated monthly 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.

**Los Angeles County Division**

	Average Monthly Residential Conservation Rate Low-Income Consumption (Ccf)	Average Low-Income Residential Conservation Rate Connections	Average Monthly Consumption (Ccf)
5/8"	194,165	16,595	11.7
Tier 1	157,120	16,595	9.5
Tier 2	37,045	16,595	2.2
3/4"	12,682	839	15.1
Tier 1	8,461	839	10.1
Tier 2	4,222	839	5.0
1"	20,947	1,836	11.4
Tier 1	16,419	1,836	8.9
Tier 2	4,528	1,836	2.5

**Fontana Water Company Division**

	Average Monthly Residential Conservation Rate Low-Income Consumption (Ccf)	Average Low-Income Residential Conservation Rate Connections	Average Monthly Consumption (Ccf)
5/8"	217,244	15,171	14.3
Tier 1	173,611	15,171	11.4
Tier 2	43,633	15,171	2.9
3/4"	608.6	33	18.4
Tier 1	400.8	33	12.1
Tier 2	207.8	33	6.3
1"	126,949	7,993	15.9
Tier 1	96,058	7,993	12.0
Tier 2	30,891	7,993	3.9

3. Estimated monthly 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;

**Los Angeles County Division**

	Monthly Average
Total Low-Income Conservation Rate Customers	19,270
Disconnection Notices	Not Available
Disconnected for Non-Payment	117
Reconnected	55

**Fontana Water Company Division**

	<b>Monthly Average</b>
Total Low-Income Conservation Rate Customers	23,211
Disconnection Notices	Not Available
Disconnected for Non-Payment	440
Reconnected	187

4. Average low-income customer household size and average estimated monthly consumption by ratemaking district for low-income households of 5 or more, and the number of customer in each subgrouping;

**Los Angeles County Division**

	<b>Monthly Average</b>
Average Low-Income Conservation Rate Customer Household Size	6
Average Estimated Consumption for Low-Income Conservation Rate Customer's Households of 5 or more	13.5

**Fontana Water Company Division**

	<b>Monthly Average</b>
Average Low-Income Conservation Rate Customer Household Size	6
Average Estimated Consumption for Low-Income Conservation Rate Customer's Households of 5 or more	15.3

5. Low-income customers that participate in conservation programs

- Describe the water conservation programs by ratemaking district(s),

The Los Angeles County division, in cooperation with its regional wholesale water suppliers, provides a number of programs to residential low-income customers. These programs include rebates, direct installation of high efficiency water saving devices, water audits, high-efficiency toilet distribution program and education and public outreach.

The Fontana Water Company division provides various conservation programs in cooperation with its regional wholesale water suppliers such as: High-efficiency toilet installation programs, residential water surveys, gardening classes, convert turf in front yards, and education and public outreach.

- Identify whether it is offered with a third party,

The Los Angeles County division coordinates its low income programs with the Metropolitan Water District of Southern California, Upper San Gabriel Valley Municipal Water District and Central Basin Municipal Water District.

The Fontana Water Company division coordinates its low-income program with Metropolitan Water District of Southern California, Inland Empire Utilities Agency and Santa Ana Watershed Project Authority.

- *Specify how low-income customers are targeted by or included in the program, describe outreach efforts used to reach low income program participants (application, re-certification, separate outreach), length of time the program been offered, and criteria used to establish the success of the program.*

Low-income program applications are available in San Gabriel's commercial offices, our website [www.sgvwater.com](http://www.sgvwater.com) and [www.fontanawater.com](http://www.fontanawater.com), and during conservation events. San Gabriel uses a number of methods to inform low-income customers about various conservation programs. Each year, all customers receive a bill insert that provides information and application regarding the California Alternative Rates program. Targeted programs to low-income customers included direct mailing of post cards, distributing flyers at public events and posting information in each of the Company's commercial offices.

**Schedule E-3  
Los Angeles County Division  
2019**

A	B	C	D	E	F	G	H	I	J
Name of Measure, as listed in Decision or Settlement	Description of Measure	Authorized \$	# of Units/activities purchased, provided, performed	\$ per unit activity, etc.	Total \$ spent	Designed water saving per unit per year (AFY)	Unit lifespan *	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
					(D X E)			(D X G)	(I X H)
Direct Installation of High Efficiency Clothes Washer Program with Southern California Gas Company	High Efficiency Clothes Washer		50	150	\$7,500	0.1075	20	5.4	107.5
Controller and Nozzle Retrofit	WBIC		210	470		0.325	7.5	68.3	511.9
	Sprinkler Nozzles		9052	6	\$250,882	0.0044	5	39.8	199.1
High Efficiency Toilet Distribution Program	High Efficiency Toilets		345	200	\$69,115	0.0517	20	17.8	356.7
Create Your Garden					\$9,445				
Recycle Water Retrofit					\$378,861		75	60.5	4,533.8
Educational Materials and Outreach	Promotional materials, postage, conservation meetings, event sponsorships, CUWCC dues, employee education, over time, and ads				\$51,351				
<b>Grand Total</b>		<b>\$494,169</b>			<b>\$767,154</b>			<b>192</b>	<b>5,709</b>

\* If not specifically listed, state the category in which the activity and or program falls and rationale for including this particular activity

\*\* This may not apply to all activities, e.g., public information/education

**Schedule E-3  
Fontana Water Company Division  
2019**

A	B	C	D	E	F	G	H	I	J
Name of Measure, as listed in Decision or Settlement*	Description of Measure	Authorized \$	# of Units/activities purchased, provided, performed	\$ per unit activity, etc.	Total \$ spent	Designed water saving per unit per year (AFY)	Unit lifespan **	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
<b>(D x E)**</b>								<b>(D x G)</b>	
								<b>(I x H)</b>	
<b>Regional Programs</b>									
1. Rebates Incentives	IEUA rebate program for both Residential and CII customers. ***		3317	varries	\$0	varries	varries	68.4	796.2
<b>Residential</b>									
2. Water Conservation Kits	1.5 GPM showerhead, 1.5 GPM kitchen aerator, and 1.0 GPM aerator		250		\$2,814				
	Less 30% of Uninstalled Kits		175			0.1466	10.0	25.7	256.6
3. Weather Based Irrigation Controller and High Efficiency Nozzle Residential Retrofit and Installation Pilot Program	WBIC		71	\$470	\$64,741	0.325	7.5	23.1	173.1
	Sprinkler Nozzles		2313	\$4 to \$7		0.0044	5.0	10.2	50.9
4. High Efficient Toilet Direct Install Program for CARW	Replacing and installing 3.5 GPF toilets with new 0.8 GPF toilet for CARW customers. Program with EcoTech.		188	\$215 to \$330	\$50,400	0.0425	20	8.0	159.8
	Supplies and Ads for program				\$503				
5. 5 Water Wise Smart Gardening Workshops	FWC offers gardening workshops to provide customers information about efficient landscape and water use. Eligablitie to customers who attended on participating in WBIC & Nozzle install program.		5		\$3,803				
6. HE Clothes Washers for CARW customers	Replacing clotheswashers with new HE units. Program with SoCal Gas Co.		143	\$150	\$23,250	0.0345	14	4.9	69.1
<b>Commercial, Industrial &amp; Institutional (CII)</b>									
7. Woman's Club of Fontana Turf and Landscape Retrofitt	Removed 2,250 sq ft of existing grass and replaced with plants. Installed 1 WBIC and 43 nozzles. Follow minor repairs to irrigation and plant replacements.		1	1 site	\$3,840	varries	varries	0.8	7.5
8. Colton-Joint Unified School District Landscape Retrofit Phase 1 & 2	Front of Lewis Elementary School removal of landscape to change to more appling and water saving landscape. 8,058 square feet of grass removed along with shrubs.		8058	1 site	\$65,190	0.00013	10	1.0	10.5
<b>Education and Public Outreach</b>									
9. Education and Public Outreach Materials / Other	Promotional materials, postage, conservation meetings, event sponsorships, membership dues, employees education, over time, and ads.				\$9,052				
<b>Grand Total</b>			<b>\$431,344</b>		<b>\$223,593</b>			<b>152</b>	<b>1,599</b>

\* If not specifically listed, state the category in which the activity and or program falls and rationale for including this particular activity

\*\* This may not apply to all activities, e.g., public information/education

\*\*\* Based off IEUA Annual Water Use Efficiency Program Reports