



Liberty Utilities®

Liberty Utilities (Apple Valley Ranchos Water) Corp.
21760 Ottawa Road
Apple Valley, CA 92308-6533
Tel: 760-247-6484
Fax: 760-247-1654

June 1, 2021

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

Subject: Information-Only Low-Income Data Report Required by D.11-05-004

Dear Jim:

Please find this Information-Only Low-Income Data Report for Liberty Utilities (Apple Valley Ranchos Water) Corp. for calendar year 2020. This report is provided pursuant to Ordering Paragraph 4 of D.11-05-004 dated May 5, 2011. Attachment 3 of D.11-05-004 requires the reporting of consumption data for participating low-income customers, the average bill impact on participating low-income customers of surcharges resulting from amortization of Water Revenue Adjustment Mechanisms and Modified Cost Balancing Accounts, and conservation programs targeted in whole or in part to low-income program participants.

Attached are schedules providing the information requested in Attachment 3 of D.11-05-004. If the requested information is being provided in the Annual Report to the Commission, a reference to the applicable page in the Annual Report is provided.

Very truly yours,

LIBERTY UTILITIES (APPLE VALLEY RANCHOS WATER) CORP.

/s/ Edward N. Jackson
EDWARD N. JACKSON
Director, Rates and Regulatory Affairs
Liberty Utilities (West Region)
9750 Washburn Road
Downey, CA 90241
562.923.0711
Edward.Jackson@libertyutilities.com

cc: Terence Shia, Water Division, terence.shia@cpuc.ca.gov
Bruce DeBerry, Water Division, bruce.deberry@cpuc.ca.gov
Hani Moussa, Public Advocates, hani.moussa@cpuc.ca.gov

LIBERTY UTILITIES (APPLE VALLEY RANCHOS WATER) CORP.

ATTACHMENT 3

INFORMATION-ONLY FILING

LOW-INCOME DATA REPORT

- 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;

Response:

Please see Annual Report – Item 14 – pp. 84p through 84za.

- 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;

Response:

Please see Annual Report – Item 14 – pp. 84p though 84za.

- 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;

Response:

Please see Annual Report – Items 8 through 13 – pp. 84b through 84c.

- 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;

Response:

Not applicable.

- 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

Response:

Please see attachment 3.5.

- Participating low-income customer inclusion in conservation programs offered by the water utility:

- describe the water conservation program by ratemaking district(s),
- identify whether it is offered with a third party,
- 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),
- how long has the program been offered, and
- what criteria are used to establish the success of the program.

Response:

Please see Annual Report – Schedule E-2 and Schedule E-3 pp. 73 through 76.

(END OF ATTACHMENT 3)

**Liberty Utilities (Apple Valley Ranchos Water) Corp.
2020 Information-Only Filing (D.11-05-020)**

For each data file received:

Number of CARW customer records received	8,336
Number of CARW customers not matched to water Utility	7,350
Number of CARW customers successfully matched	
Hard Match	693
Soft Match	293
	<hr/>
	986

Enrollment Results:

Number of CARW customers automatically enrolled	693
Number of CARW customers re-certified for assistance	1702
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)	33
Customer Service (administration, notice preparation, and mailing)	15
Regulatory reporting	1
Special equipment	
Software costs	\$0
Translation services	\$0
Printing, mailing	\$3,454
Other costs (payroll and payroll related)	\$4,455
Low-income program discounts	\$308,490
Surcharges	\$174,547

* Information is not available.

** Outreach materials are distributed to all customer classes.