

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.20-08-006 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”	\$9.82	\$9.82
3/4”	\$9.82	\$9.82
1”	\$9.82	\$9.82

In the Los Angeles County division, forecasted costs are recovered through a \$0.2158/Ccf surcharge billed to non-CARW customers, subject to later true-up. In the Fontana Water Company division, forecasted costs are recovered through a \$0.2389/Ccf surcharge billed to non-CARW customers, subject to later true-up.

2. *Participation rate for Year 2023 (as a percent of total residential customers served).*

At year end, 21,704 customers or 55.0% of the adopted 39,489 residential single-family customers with a 1-inch or smaller meter qualified for the CARW program in the Los Angeles County division, and 25,305 customers or 58.6% of the adopted 43,180 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 \$2,961,145.

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 2023, the Company partnered with Upper San Gabriel Valley Municipal Water District (“Upper District”) and Central Basin Municipal Water District (“Central Basin”) to deliver 1,476.24 acre feet (approximately 4.6% 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, 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 toilets (“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 the 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 CII Audit Report that describes the needed improvements and resulting estimated water savings.
- 5) CII Retrofit – The Company provides financial assistance for CII customers who have completed the CII Water Use Audit to help offset the cost of implementing the improvements recommended in the CII Audit Reports.
- 6) HET Distribution – The Company hired EcoTech Services, Inc. to deliver HET to residential 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 program are subject to a random inspection.

- 7) Conservation Outdoor Drip Kits – Drip irrigation kit connects to an outside faucet or a garden hose and covers up to 150 square feet. The Kit includes: ¾ inch backflow emitters with the same flow rate, a ¾ inch backflow preventer, ¾ inch 25 PSI pressure regulator, ¾ inch swivel adapter, 50 feet of premium ½ inch drip tubing, 50 feet of ¼ inch micro tubing, PC drip emitters with twenty 1-Gallons Per Hour (“GPH”), two 0.5-GPH, two 2-GPH and two 4-GPH PC drip emitters, and all the necessary parts needed to complete the installation.
- 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 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 10 presentations were completed during the 2023 school year.
- 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>
March 2023 to April 2023	Mini Solar Boat Challenge
April 8, 2023	City of Baldwin Park Arbor Day
April 22, 2023	Sanitation Districts’ Earth Day
May 12, 2023	Montebello Chamber of Community Expo
October 7, 2023	CARE Fair
October 29, 2023	Epiphany 3rd Annual Oktoberfest Car and Bike Show

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 per eligible California Alternative Rates 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 recommended improvements and resulting estimated water savings.
- 3) Conservation Outdoor Drip Kits – Drip irrigation kit connects to an outside faucet or a garden hose and covers up to 150 square feet. The Kit includes: ¾ inch

- backflow emitters with the same flow rate, a ¾ inch backflow preventer, ¾ inch 25 PSI pressure regulator, ¾ inch swivel adapter, 50 feet of premium ½ inch drip tubing, 50 feet of ¼ inch micro tubing, PC drip emitters with twenty 1-Gallons Per Hour (“GPH”), two 0.5-GPH, two 2-GPH and two 4-GPH PC drip emitters, and all the necessary parts needed to complete the installation.
- 4) 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.
 - 5) Weather Based Irrigation Controller (WBIC) 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’s and nozzles. Upon completion of the retrofit and installation, EcoTech confirms that the irrigation system is working properly and trains the customer on their new WBIC, including how to make adjustments and program it.
 - 6) SoCal Gas – Low Income Residential High Efficiency Clothes Washer Rebate Program with Southern California Gas Company. The Gas Company determines customer eligibility based on income level and then installs a new high efficiency clothes washer.
 - 7) Recycled Water On-Site Retrofit Program - This program offers funding to commercial, industrial, and institutional customers to help offset the cost of converting their existing on-site potable water irrigation system or eligible industrial processes to recycled water.
 - 8) Pilot Study on Toilet Leak Sensor for Multi-Family Homes – This program provides a monitoring system and sensor to help with leaks for multi-unit homes. The sensor is installed on the water line feeding a toilet and monitors water flow. The sensor has a small computer that sends out flow data to a cloud server for the artificial intelligence learning algorithms to provide usage and insights on water usage and possible leaks.
 - 9) Ayala Park Relocation and Landscape – San Bernardino County Special Districts has relocated the park to better serve the community. As part of funding from FWC for new landscaping, the irrigation system was upgraded to drip and micro-spray to help improve water efficiency compared to traditional sprinklers. Additionally more efficient landscape plants were used for the park compared to typical park landscape.
 - 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>
March	Drought Properness Presentation
May	Solorio Elementary School Career Day
June	Fontana Days' Festival
July	Fontana Walks!
August	City of Fontana Police National Night Out
October	CWBWCD Pumpkin & Garden Festival

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 1 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 2020 Urban Water Management Plans on file with the Commission, are 158 GPCD for Los Angeles County division and 220 GPCD for Fontana Water Company.

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"	315,413	31,126	10.1
3/4"	39,851	2,928	13.6
1"	60,939	5,278	11.5
1 1/2"	2,438	83	29.4
2"	876	29	30.2
3"	381	2	190.5

Fontana Water Company Division

Meter Size	Average Monthly Residential Consumption (Ccf)	Average Residential Connections	Average Monthly Residential Consumption per Customer (Ccf)
5/8"	293,786	22,641	13.0
3/4"	1,984	155	12.8
1"	282,195	19,766	14.3
1 1/2"	558	9	65.0
2"	336	10	35.0

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 158 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 2023 annual average consumption by ratemaking department.

Los Angeles County Division

Meter Size	Annual Residential Conservation Rate Customer Consumption (Ccf)	Average Residential Conservation Rate Connections	Annual Average Consumption (Ccf)
5/8"	3,784,952	31,126	121.6
3/4"	478,207	2,928	163.3
1"	731,272	5,278	138.5
1 1/2"	29,260	83	352.5
2"	10,513	29	362.5
3"	4,567	2	2,283.5

Fontana Water Company Division

Meter Size	Annual Residential Conservation Rate Customer Consumption (Ccf)	Average Residential Conservation Rate Connections	Annual Average Consumption (Ccf)
5/8"	3,525,432	22,641	155.7
3/4"	23,808	155	153.7
1"	3,386,334	19,766	171.3
1 1/2"	6,694	9	779.9
2"	4,028	10	420.3

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"	315,413	31,126	10.1
Tier 1	246,281	31,126	7.9
Tier 2	69,132	31,126	2.2
3/4"	39,851	2,928	13.6
Tier 1	25,282	2,928	8.6
Tier 2	14,568	2,928	5.0
1"	60,939	5,278	11.5
Tier 1	41,479	5,278	7.9
Tier 2	19,461	5,278	3.7
1 1/2"	2,438	83	29.4
Tier 1	782	83	9.4
Tier 2	1,656	83	19.9
2"	876	29	30.2
Tier 1	249	29	8.6
Tier 2	628	29	21.7
3"	381	2	190.5
Tier 1	16	2	8.0
Tier 2	365	2	182.5

Fontana Water Company Division

	Average Monthly Residential Conservation Rate Customer Consumption (Ccf)	Average Residential Conservation Rate Connections	Monthly Average Consumption (Ccf)
5/8"	293,786	22,641	13.0
Tier 1	224,971	22,641	9.9
Tier 2	68,815	22,641	3.0
3/4"	1,984	155	12.8
Tier 1	1,507	155	9.7
Tier 2	477	155	3.1
1"	282,195	19,766	14.3
Tier 1	206,463	19,766	10.4
Tier 2	75,731	19,766	3.8
1 1/2"	558	9	62.0
Tier 1	103	9	12.0
Tier 2	455	9	53.0
2"	336	10	33.6
Tier 1	81	10	8.1
Tier 2	254	10	25.4

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

	Monthly Average
Total Residential Conservation Rate Customers	39,446
Disconnection Notices	3,264
Disconnected for Non-Payment	319
Reconnected	275

Fontana Water Company Division

	Monthly Average
Total Residential Conservation Rate Customers	42,580
Disconnection Notices	4,462
Disconnected for Non-Payment	989
Reconnected	881

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 2023 was \$5,949 for the Los Angeles County division and \$64,357.13 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 1,476 acre feet (643,049 Ccf) of recycled water and Fontana Water Company division delivered 286 acre feet (124,473 Ccf) in 2023 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

Meter Size	Average Monthly Residential Conservation Rate Low-Income Consumption (Ccf)	Average Low-Income Residential Conservation Rate Connections	Average Monthly Consumption (Ccf)
5/8"	187,594	17,816	10.5
3/4"	13,327	998	13.3
1"	22,615	2,094	10.8

Fontana Water Company Division

Meter Size	Average Monthly Residential Conservation Rate Low-Income Consumption (Ccf)	Average Low-Income Residential Conservation Rate Connections	Average Monthly Consumption (Ccf)
5/8"	224,413	15,756	14.2
3/4"	741	54	13.7
1"	141,753	9,123	15.5

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"	187,594	17,816	10.5
Tier 1	146,213	17,816	8.2
Tier 2	41,381	17,816	2.3
3/4"	13,328	998	13.4
Tier 1	8,572	998	8.6
Tier 2	4,757	998	4.8
1"	22,615	2,094	10.8
Tier 1	16,690	2,094	8.0
Tier 2	5,925	2,094	2.8

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"	224,413	15,756	14.2
Tier 1	168,061	15,756	10.7
Tier 2	56,352	15,756	3.6
3/4"	741	54	13.7
Tier 1	523	54	9.7
Tier 2	218	54	4.0
1"	141,753	9,123	15.5
Tier 1	100,127	9,123	11.0
Tier 2	41,626	9,123	4.6

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	20,908
Disconnection Notices	1,073
Disconnected for Non-Payment	155
Reconnected	135

Fontana Water Company Division

	Monthly Average
Total Low-Income Conservation Rate Customers	24,933
Disconnection Notices	1,986
Disconnected for Non-Payment	602
Reconnected	542

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

	Monthly Average
Average Low-Income Conservation Rate Customer Household Size	6
Average Estimated Consumption for Low-Income Conservation Rate Customer's Households of 5 or more	12.7

Fontana Water Company Division

	Monthly Average
Average Low-Income Conservation Rate Customer Household Size	6
Average Estimated Consumption for Low-Income Conservation Rate Customer's Households of 5 or more	14.9

5. *Low-income customers that participate in conservation programs*

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

Los Angeles County division, in cooperation with its regional wholesale water supplier, 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.

Fontana Water Company division has various programs in cooperation with its regional wholesale water suppliers, high-efficiency toilet installation programs, residential water surveys, gardening classes and education and public outreach.

- *Identify whether it is offered with a third party,*

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.

Fontana Water Company division coordinates its low-income program with the Inland Empire Utilities Agency.

- *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 both San Gabriel's divisions commercial offices, our websites www.sgvwater.com and 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: Water Conservation Program
Los Angeles County Division
2023**

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	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		36	150	\$5,400	0.1075	20	3.9	77.4
Controller and Nozzle Retrofit	WBIC		0		0	0.325	7.5	0.0	0.0
	Sprinkler Nozzles		0		\$0	0.0044	5	0.0	0.0
High Efficiency Toilet Distribution Program	High Efficiency Toilets		69	352	\$24,290	0.0517	20	3.6	71.3
Create Your Garden					\$0				
Recycle Water Retrofit					\$0		0	0.0	0.0
Educational Materials and Outreach	Promotional materials, postage, conservation meetings, event sponsorships, CUWCC dues, employee education, over time, and ads				\$41,694				
Grand Total		\$512,677			\$71,384			7	149

* 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: Water Conservation Program
Fontana Water Company Division
2023**

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	Unit lifespan **	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
					(D x E)**			(D x G)	(I x H)
1. Rebates Incentives	IEUA rebate program for both Residential and CII customers. ***		1,901	varies	\$0	varies	varies	53.0	528.0
2. Water Conservation Kits	1.5 GPM showerhead, 1.5 GPM kitchen aerator, and 1.0 GPM aerator		100		\$0				
	Less 30% of Uninstalled Kits		70			0.1466	10.0	10.3	102.6
3. Weather Based Irrigation Controller and High Efficiency Nozzle Residential Retrofit and Installation Pilot Program	Various WBIC models		17	\$660 - \$720	\$24,001	0.325	10.0	5.5	55.3
	Various Sprinkler Nozzles models		448	\$9 - \$13		0.004	5.0	1.8	9.0
	Supplies and Ads for program				\$0				
4. High Efficient Toilet Direct Install Program for all customers	Replacing and installing 3.5 GPF toilets with new 0.8 GPF toilet for CARw customers. Program with EcoTech.		86	\$225 to \$340	\$38,609	0.0425	20	3.7	73.1
5. Do-It-Yourself Garden Program	Replace grass lawn with a drought-tolerant garden. An assisted DIY program for residential customers with plan, turf removal, new plants and mulch.		16,350	\$6.10 to \$10.40 per sq. ft.	\$155,676	0.00013	10.0	2.1	21.3
6. HE Clothes Washers for CARW customers	Replacing clothes washers with new HE units. Program with SoCal Gas Co.		24	\$150	\$8,250	0.0345	14.0	0.8	11.6
7. Recycled Water On-Site Retrofit Program	Program to help offset the cost of converting their existing on-site potable water system to recycled water.		6 meters	1 site	\$64,000	varies	25	6.8	169.2
8. CII Toilet Sensor/Leak Prevention Pilot Program	Installing leak detection sensors or leak prevention device on toilets at high density family units.		583	\$59 to \$180	\$33,572	0.025763309	15.0	15.0	225.3
9. Ayala Park Relocation and Landscape	Using park relocation as a demonstrating site for water efficient landscape.		101,540	varies	\$415,000	0.00013	10.0	13.2	132.0
Education and Public Outreach									
10. Education and Public Outreach Materials / Other	Promotional materials, postage, conservation meetings, event sponsorships, membership dues, employees education, over time, and ads.				\$33,178				
Grand Total		\$447,500			\$772,286			112.2	1,327.2

* 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