

San Jose Water Company

(U-168-W)

Supplemental Material to

2017 Annual Report

San Jose Water Company
(U-168-W)
2017 Annual Report
Supplement

As required by Affiliate Transactions and Non-Tariffed Products and Services Rule IV.C¹, San Jose Water Company hereby provides a list of all shared directors and officers between the utility and its affiliates.

Shared Directors

Name	Title	SJW Group	San Jose Water Company	SJW Land Company	SJWTX, Inc.
Katharine Armstrong	Director	X	X	X	X
Walter J. Bishop	Director	X	X	X	X
Douglas R. King	Director	X	X	X	
Gregory P. Landis	Director	X	X	X	
Debra C. Man	Director	X	X	X	
Daniel B. More	Director	X	X	X	
George E. Moss	Director	X	X	X	X
W. Richard Roth	Chairman of the Board and Chief Executive Emeritus	X	X		
	Chairman of the Board			X	X
Eric W. Thornburg	President, Chief Executive Officer and Director	X		X	
	Chief Executive Officer and Director		X		X
Rober A. Van Valer	Director	X	X	X	X

Shared Officers

Name	Title	SJW Group	San Jose Water Company	SJW Land Company	SJWTX, Inc.
P. Jensen	Executive Vice President, San Jose Water Company Senior Vice President of Regulatory Affairs, SJWTX, Inc.				X
J.P. Lynch	Chief Financial Officer and Treasurer	X	X	X	X
S. Papazian	General Counsel & Corp Secretary	X	X		
	Corporate Secretary			X	X
W. Richard Roth	Chairman of the Board and Chief Executive Emeritus	X	X		
Eric W. Thornburg	President, Chief Executive Officer and Director	X		X	
	Chief Executive Officer and Director		X		X
W. Walker	Controller	X	X		

¹On October 20th, 2011 the California Public Utilities Commission issued Decision (“D.”) 11-10-034 – Modified Rules for Water and Sewer Utilities Regarding Affiliate Transactions and the Use of Regulated Assets for Non-Tariffed Utility Services.



110 W. Taylor Street
San Jose, CA 95110-2131

May 31, 2018

Rami Kahlon
Director- Division of Water and Audits
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Dear Mr. Kahlon,

I am writing to inform you that the sum of all unregulated affiliates' revenue during the calendar years 2016 and 2017 were less than or equal to 5% of the total revenue of the utility and all of its affiliates. Accordingly, pursuant to Decision 11-10-034, Appendix A, Rule VIII, Section VIILE, San Jose Water Company is not required to prepare an independent audit of affiliate transactions.

If you have any questions feel free to contact me at (408) 279-7933 or via email at john.tang@sjwater.com.

Very truly yours,

A handwritten signature in blue ink, appearing to read 'John Tang', with a large, stylized flourish at the end.

John Tang
Vice President
Regulatory Affairs

cc: Palle Jensen, SJWC
Lisa Bilir, CPUC Office of Ratepayer Advocates

San Jose Water Company

(U-168-W)

Affiliated Transactions Procedures

Effective November 15th, 2016

For Rules Adopted in the California Public Utilities Commission's

Decision No.11-10-034

SUMMARY

These Affiliated Transactions Procedures document San Jose Water Company's ("SJWC") practices for transactions between San Jose Water Company and affiliates as prescribed in the California Public Utilities Commission's ("Commission") Rules for Water and Sewer Utilities Regarding Affiliate Transactions and the Use of Regulated Assets for Non-Tariffed Utility Services ("Rules") adopted in Commission Decision No. ("D.") 11-10-034.

COMPLIANCE RESPONSIBILITY

The Regulatory Affairs Department is responsible for overall compliance and interpretation of the Rules and their application to particular transactions. The Accounting Department is responsible for issuing these procedures and ensuring that accounting processes and controls are established to comply with the regulations interpreted by the Regulatory Affairs Department.

PURPOSE OF PROCEDURES

These procedures have been developed to ensure that SJWC meets the reporting and accounting requirements of the Commission as provided in the Rules. These procedures apply to SJWC's transactions with affiliates.

MONITORING AND CONTACTS

There are two groups responsible for the adherence to and application of affiliate transactions: 1) Regulatory Affairs Department and 2) Accounting Department

The Regulatory Affairs Department is responsible for overall compliance and interpretation of the Rules and their application to particular transactions covered by the Rules. The Regulatory Affairs Department provides education, direction and oversight of all matters pertaining to training and implementation of the Rules. The Accounting Department is responsible for ensuring that accounting processes and controls are established to comply with the regulations interpreted by the Regulatory Affairs Department.

EMPLOYEE REVIEW

The Regulatory Affairs Department is responsible for ensuring that all appropriate employees at SJWC receive a copy of these procedures and fully understand how to comply with the Rules.

I. OVERVIEW

The purpose of these procedures is to provide rules and standards to help ensure compliance with regulatory, accounting and pricing requirements related to transactions between SJWC and an affiliate. All transactions, including the flow of information, provision of goods or services and the transfer of employees or assets, shall be conducted in accordance with these policies.

These procedures are official for SJWC and are to be adhered to by all employees. Any employee who violates this policy may be subject to disciplinary action up to and including dismissal. For detailed guidance on specific affiliate transactions, the Regulatory Affairs department should be consulted. Anyone who is aware of any transaction that is not permitted under this policy should immediately report that transaction to their supervisor and/or the Regulatory Affairs Department.

SJWC employees who will participate in affiliated company transactions must sign an Acknowledgement of Affiliate Transaction Procedures document stating that they are aware of, have read and will follow the SJWC Affiliate Transaction Procedures and that failure to observe these procedures may result in disciplinary action.

SJWC employees must continue to comply with the SJW Group Code of Ethical Business Conduct, Confidentiality Policy, and any other company and corporate codes and policies.

II. DEFINITIONS

“Rules” – Rules for Water and Sewer Utilities Regarding Affiliate Transaction and the Use of Regulated Assets for Non-Tariffed Utility Services as provided in Commission D. 10-10-019, Appendix A.

“Parent company” or **“Parent”** - The parent company for SJWC is SJW Group

“Affiliate” - any entity whose outstanding voting securities are more than 10 percent owned, controlled, directly or indirectly, by a utility, by its parent company, or by any subsidiary of either that exerts substantial operational control.

For purposes of the Rules, “substantial operational control” includes, but is not limited to, the possession, directly or indirectly of the authority to direct or cause the direction of the management or policies of a company. A direct or indirect voting interest of more than 10 percent by the utility in an entity’s company creates a rebuttable presumption of substantial operational control.

For purposes of the Rules, “affiliate” includes the utility’s parent company, or any company that directly or indirectly owns, controls, or holds the power to vote more than 10 percent of the outstanding voting securities or a utility or its parent company.

“Affiliate” shall not include a mutual water company, a joint powers authority, other governmental or quasi-governmental agency or authority, a public/private partnership, a watermaster board, a water basin association, or a groundwater management authority in which a utility participates or in which a utility is a member or shareholder.

“Rule I.B Affiliate” – an affiliated entity that engages in the provision of products that use water or sewer services or the provision of services that relate to the use of water or sewer services, including the parent company SJW Group

At the current time, Rule I.B affiliates to SJWC include the following entities:

SJW Group

Texas Water Alliance Limited (“TWA”)

“Non-Rule I.B Affiliate” – an affiliated entity that does not engage in the provision of products that use water or sewer services or the provision of services that relate to the use of water or sewer services; or, an affiliated utility regulated by a state regulatory commission (whether the utility is located in California or elsewhere).

At the current time, Non-Rule I.B affiliates to SJWC include the following entities:

SJW Land

SJWTX, Inc. (doing business as Canyon Lake Water Service Company)

“Costs” - used in the Rules to refer to the total expenses assigned or allocated to different projects or activities through the utility’s and parent company’s accounting systems.

Cost categories include:

1. *Direct Costs.* Direct costs are costs that can be clearly identified to specific projects or activities because the resource in question, or some measurable portion of that resource, has been dedicated to the project or activity. An example would be the hours of a worker’s time spent on the effort, materials purchased and used specifically on that effort, or the proportion of a machine’s hours dedicated to the effort.
2. *Direct Overhead Costs.* Direct overhead costs are the common costs of a subset of the organization, such as supervisors and support staff of a division not assigned or traceable to specific projects, or machinery shared among a subset of the company’s projects. Such overhead costs require allocation to specific projects through proxies and methodologies designed to accurately reflect the particular production aspects of each project; e.g., some processes are more capital-intensive than others and need less supervision input. Allocation

methodologies for direct overhead costs can make use of several factors, often activity-based and often using “cost causation” as one of the principles in their design.

3. *Indirect Overhead Costs.* Indirect overhead costs are functions that affect the entire organization, such as the headquarters building, the Chief Executive Officer and Chief Financial Officer, General Counsel and associated legal support, personnel departments, security for this building or these offices, shareholder and public relations, insurance, depreciation, advertising, and similar functions. These are real costs of the organization and must be allocated to the ongoing projects and activities to determine the total cost of each. These are also sometimes called “General Overhead Costs.”
4. *Fully-loaded* (also known as fully-allocated) costs. Fully-loaded (or fully-allocated) costs refer to the total cost of a project or activity, which is the sum of Direct, Direct Overhead, and Indirect Overhead costs as defined above.

“Transaction” - any transfer of an item of value such as a good, service, information or money between a utility and one or more of its affiliates.

“Property” - any right or asset, tangible or intangible, to which an entity has legal or equitable title.

“Real property” - any interest in real estate including leases, easements, and water rights.

“Customer” - any person, firm, association, corporation or governmental agency supplied or entitled to be supplied with water, wastewater, or sewer service for compensation by a utility.

“Customer information” - non-public information and data specific to a utility customer which the utility acquired or developed in the course of its provision of utility services.

“Cross-subsidy” - any over-allocation of costs to customers resulting in under-allocation of costs to a utility affiliate.

III. SHARED CORPORATE SUPPORT SERVICES

Corporate support shall not be shared in a manner that allows or provides a means for the transfer of confidential information from SJWC to any Rule I.B Affiliate, creates the opportunity for preferential treatment or unfair competitive advantage, leads to customer confusion, or creates significant opportunities for cross-subsidy of Rule I.B Affiliates. The restriction on transfer of confidential information from the utility to the affiliate does not apply to corporate support, shared services and access to capital.

A. Some examples of Corporate Support Services that may be shared with Rule I.B Affiliates include:

- Corporate governance and oversight
- Payroll
- Taxes
- Shareholder services
- Insurance
- Financial reporting
- Financial planning and analysis
- Corporate accounting
- Corporate security
- Human resources
- Employee records
- Regulatory affairs
- Lobbying
- Legal
- Pension management
- Engineering
- Water or sewage for resale
- Water storage capacity
- Purchasing of water distribution systems

B. Some examples of Corporate Support Services that may not be shared with Rule I.B Affiliates include:

- Hedging and financial derivatives of arbitrage services
- Marketing

C. Corporate Support Services that may be shared with Non-Rule I.B Affiliates:

- All Corporate Support Services may be shared between the Utility and Non-Rule I.B Affiliates

D. Transfer pricing of Shared Corporate Support Services:

- Transfers from SJWC to all Affiliates shall be priced at fully-loaded cost

IV. TRANSFER PRICING OF NON-CORPORATE SUPPORT SERVICES

A. Transfer pricing of Non-Corporate Support Services to Rule I.B Affiliates

- For non-executive employees compensation to the utility shall be priced at a minimum of fully loaded cost plus 5% of direct labor cost, or fair market value
- For executive employees compensation to the utility shall be priced at a minimum of fully loaded costs plus 15% of direct labor cost, or fair market value
- When an employee of SJWC is allocated to a Rule I.B Affiliate for more than 30% of that employee's chargeable time in a calendar year for non-shared corporate support services that employee shall be considered assigned to the affiliate for ratemaking purposes and the affiliate shall make a one-time payment to the utility in an amount equivalent to 15% of the employee's base annual compensation. All such fees paid to the utility shall be accounted for in a separate memorandum account to track them for future ratemaking treatment on an annual basis, or as otherwise necessary to ensure that the utility's ratepayers receive the fees. This transfer payment provision does not apply to clerical workers.

B. Transfer pricing of Non-Corporate Support Services to Non-Rule I.B Affiliates

- For all employees compensation to the utility shall be priced at fully loaded cost

V. TRANSFER OF ASSETS

Assets include tangible and intangible, real and personal property. Assets also include rights to use assets (including intellectual property or other intangible assets) through leases, licenses, or other arrangements.

Examples of assets include:

Real property:

- ❖ Land
- ❖ Buildings
- ❖ Improvements
- ❖ Easements
- ❖ Other real property rights

Personal Property:

- ❖ Automobiles
- ❖ Power operated equipment
- ❖ Computer hardware
- ❖ Furniture
- ❖ Materials and supplies

Intangible Assets:

- ❖ Licenses
- ❖ Franchises

A. Valuation of land transfers

Real property transfers of land to affiliates which is no longer used and useful in ratebase shall be valued based on the procedure authorized by the Commission in D.90-10-037, as follows:

- a) If the value of the land to be transferred exceeds \$500,000, obtain three independent appraisals from MAI-certified appraisers. The average of the values set forth in the three appraisals would be deemed to be the value of the land for purposes of determining the transfer price.
- b) If the value of the land to be transferred is \$250,000 or more but less than \$500,000, SJWC will obtain two independent appraisals from MAI-certified appraisers. The average of the values set forth in the two appraisals will be deemed to be the value of land for purposes of determining the transfer price.
- c) If the value of the land to be transferred is more than \$5,000 but less than \$250,000, SJWC will obtain one independent appraisal from an MAI-certified appraiser. The value set forth in the appraisal will be deemed to be the value of the land for purposes of determining the transfer price.
- d) If the value of the land to be transferred is \$5,000 or less, SJWC can use any reasonable valuation method to determine the value of the land for purposes of determining the transfer price.

B. Valuation of non-real property assets

Non-real property assets having a net book value equal to or less than \$250,000 may be priced at net book value. All non-real property assets having a net book value greater than \$250,000 must be priced at an appraised fair market value.

VI. TRANSFER OF GOODS AND SERVICES BETWEEN UTILITY AND AFFILIATES

A. Transfers of goods and services between utility and Rule I.B Affiliates

- a) Transfers from the utility to its affiliates of goods and services offered on the open market will be priced at fair market value.

- b) Transfers from an affiliate to the utility of goods and services offered by the affiliate on the open market shall be priced at no more than fair market value.
- c) Goods and services produced, purchased or developed to be offered on the open market by the utility shall be provided to the utility's affiliates and unaffiliated companies on a nondiscriminatory basis, except as otherwise required or permitted by the Rules or applicable law.
- d) Transfers from the utility to its affiliates of goods and services not produced, purchased or developed to be offered on the open market by the utility shall be priced at fully allocated cost plus 5% of direct labor cost.
- e) Transfers from an affiliate to the utility of goods and services not produced, purchased or developed to be offered on the open market by the affiliate shall be priced at the lower of fully loaded cost or fair market value.

B. Transfer of goods and services between utility and Non-Rule I.B Affiliates

- a) Transfers from the utility to its affiliates of goods and services will be priced at fair market value.
- b) Transfers from affiliates to the utility of goods and services will be priced at fair market value.

C. Fair market valuation of goods and services

- a) For goods or services for which the price is regulated by a state agency, that price shall be deemed to be the fair market value, except that in cases where more than one state commission regulates the price of goods and services, the Commission's pricing provisions govern.
- b) For goods or services for which the price is not regulated by a state agency, the fair market value shall be based a determination of the transaction price for the particular goods or services on the open market, or an independent appraisal of fair market value.

VII. UTILITY OPERATIONS AND SERVICE QUALITY

A. Except as otherwise provided by the Rules, SJWC shall not:

- a) Provide leads to affiliates (this restriction applies only to SJW Group);

- b) Solicit business on behalf of affiliates (this restriction applies only to SJW Group);
 - c) Acquire information on behalf of or to provide to affiliates (this restriction does not currently apply to any affiliates);
 - d) Share market analysis reports or any other types of proprietary or non-publicly available reports, including but not limited to market, forecast, planning or strategic reports, with affiliates (this restriction does not currently apply to any affiliates);
 - e) Request authorization from customers to pass on customer information exclusively to affiliates (this restriction does not currently apply to any affiliates);
 - f) Give the appearance that the utility speaks on behalf of affiliates (this restriction applies only to SJW Group);
 - g) Represent that, as a result of the affiliation with the utility, its affiliates or customers of its affiliates will receive any different treatment by the utility than the treatment to other, unaffiliated companies or their customers (this restriction applies only to SJW Group);
- B. If SJWC provides customer or utility information, services, or unused capacity or supply to a Rule I.B Affiliate (except that TWA is exempted from this Rule), it must offer such customer or utility information, services, or unused capacity or supply to all similarly situated market participants in a non-discriminatory manner, which includes offering on a timely basis.
- C. Restriction on transfer of confidential information from SJWC to affiliates does not apply to corporate support, shared services and access to capital.

VIII. INTERNAL CONTROLS & AUDITING

Commencing in 2013, and biennially thereafter, SJWC shall have an audit performed by independent auditors if the sum of all unregulated affiliates' revenue during the last two calendar years exceeds 5% of the total revenue of SJWC and all of its affiliates during that period. The audits shall cover the last two calendar years which end on December 31, and shall verify that SJWC is in compliance with the Rules. SJWC shall submit the audit report to the Commission's Director of the Division of Water and Audits and the Director of the Division of Ratepayer Advocates no later than September 30 of the year in which the audit is performed. The audits shall be at shareholders expense.

IX. REGULATORY REPORTING

- A. After the effective date of the Rules SJWC shall list all shared directors and officers between SJWC and its affiliates in its annual report to the Commission. Not later than 30 days following a change to this list, the utility shall notify the Director of Water and Audits and the Director of the Division of Ratepayer Advocates of this change.
- B. SJWC shall include a compliance plan as part of its annual report, starting after the effective date of the Rules, and biennially thereafter. The compliance plan shall include:
- (1) A list of all affiliates of the utility, as defined in Rule II.D, and for each affiliate a description of its purposes or activities, and whether the utility claims that Rule I.B makes any portion of these Rules applicable to the affiliate;
 - (2) A description of the procedures in place to assure compliance with these Rules;
and
 - (3) A description of both the specific mechanisms and the procedures that the utility and parent company have in place to assure that the utility is not utilizing the parent company or any of its affiliates not covered by these Rules as a conduit to circumvent any of these Rules in any respect. The description shall address, but shall not be limited to (a) the dissemination of information transferred by the utility to an affiliate covered by these Rules, (2) the provision of services to its affiliates covered by these Rules or (c) the transfer of employees to its affiliates covered by these Rules in contravention of these Rules. A corporate officer from the utility and parent company shall verify the adequacy of these specific mechanisms and procedures to ensure that the utility is not utilizing the parent company or any of its affiliates not covered by these Rules as a conduit to circumvent any of these Rules.
- C. After the effective date of the Rules SJWC will submit a report each year by March 31st to the Director of the Division of Water and Audits and the Director of the Division of Ratepayer Advocates that includes a summary of all transactions between the utility and its affiliated companies for the previous calendar year. These transactions shall include the following:
- (1) Services provided by the utility to the affiliated companies;
 - (2) Services provided by the affiliated companies to the utility;
 - (3) Assets transferred from the utility to the affiliated companies;
 - (4) Assets transferred from the affiliated companies to the utility;
 - (5) Employees transferred from the utility to the-affiliated companies;

- (6) Employees transferred from the-affiliated companies to the utility;
 - (7) The financing arrangements and transactions between the utility and the affiliated companies;
 - (8) Services provided by and/or assets transferred from the parent holding company to affiliate company which may have germane utility regulations impacts; and
 - (9) Services provided by and/or assets transferred from affiliated company to the parent holding company which may have germane utility regulation impacts.
- D. After the effective date of the Rules SJWC shall include information regarding its NTP&S projects in its Annual Reports, including but not be limited to the following:
- (1) A detailed description of each NTP&S activity;
 - (2) Whether and why it is classified active or passive;
 - (3) Gross revenue received;
 - (4) Revenue allocated to ratepayers and to shareholders, as established in the company's current general rate case;
 - (5) A complete identification of all regulated assets used in the transaction;
 - (6) A complete list of all employees (by position) that participated in providing the non-tariffed service, with amount of time spent on provision of the service;
 - (7) If the NTP&S has been classified as active through advice letter submission, provide the number of the advice letter and the authorizing Resolution; and
 - (8) If the NTP&S did not require approval through advice letter, provide the date notice was given to the Commission.

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Modified Rules for Water and Sewer utilities Regarding Affiliate Transaction and the Use of Regulated Assets for Non-Tariffed Utility Services (“Rules”), as adopted in Decision 11-10-034, Rule VIII.F Annual Affiliate Transactions Report

The following table lists San Jose Water Company Affiliates that were active in 2017 and whether the affiliates fall under the provisions of Rule I.B.

Entity Name	Entity’s Line of Business	Primary Location of Entity	Rule I.B Affiliate
SJW Corp	Parent company	San Jose, CA	Yes
SJW Group	Engage in lawful act or activity for which corporations may be organized under the General Corporation Law of the State of Delaware	Dover, Delaware	Yes
San Jose Water Company	Public water utility serving more than one million residents in the Silicon Valley area	San Jose, CA	Yes
SJW Land Company	Owner of commercial buildings and other undeveloped land	San Jose, CA	No
SJWTX, Inc. doing business as Canyon Lake Water Service Company (CLWS)	Public utility in the business of providing water service to approximately 20,000 people in the Canyon Lake area of Texas. Regulated by the Texas Commission on Environmental Quality	Canyon Lake, TX	No

Each year the utility shall submit a report to the Director of the Division of Water and Audits and the Director of the Division of Ratepayer Advocates that includes a summary of all transactions between the utility and its affiliated companies for the previous calendar year. The utility shall maintain such information on a monthly basis and make such information available to the Commission’s staff upon request. The summary shall include a description of each transaction and an accounting of all costs associated with each transaction although each transaction need not be separately identified where multiple transactions occur in the same account (although supporting documentation for each individual transaction shall be made available to the Commission staff upon request).

These transactions shall include the following:

- 1. Services provided by the utility to the affiliated companies;**

Services provided to SJW Group: Administrative services related to raising capital, conducting shareholder meetings, conducting board meetings, conducting earnings calls, parent company level work with financial auditors, parent company financial statement preparation, SEC filings, financial analysis, tax preparation and filing, etc.

A study is performed annually to determine the allocation of expenses from SJWC to SJW Corp. for services provided. This includes an allocation expenses related to labor, travel & entertainment, vehicle usage, maintenance, auditing and SOX fees, costs of being a publicly traded company, and property and liability insurance. Additionally, SJWC allocates expenses associated with SJWC's administrative office including building depreciation expenses, property taxes, janitorial & landscaping services, and gas & electric. Finally, SJWC allocates expenses for PCs and computer equipment depreciation and accounting system depreciation. While this allocation study is performed on an annual basis the actual allocations occur on a monthly basis.

Services provided to SJW Corp: None in 2016.

2. Services provided by the affiliated companies to the utility;

None

3. Assets transferred from the utility to the affiliated companies;

None

4. Assets transferred from the affiliated companies to the utility;

None

5. Employees transferred from the utility to the-affiliated companies;

None

6. Employees transferred from the-affiliated companies to the utility;

None

7. The financing arrangements and transactions between the utility and the affiliated companies;

An inter-company loan agreement by and between SJW Group, SJWC, SJWTX, Inc., and SJW Land Company governs financing arrangements and transactions between the utility and affiliated companies.

Transactions between SJWC and SJW Group:

Date	Transfer from SJW Group to SJWC	Transfer from SJWC to SJW Group
11/16/2017		11,745,000

11/30/2017	75,000	
12/7/2017		1,000,000
12/13/2017		6,000,000
12/31/2017	3,242,000	

Date	Transfer from SJW Land Co. to SJWC	Transfer from SJWC to SJW Land Co.
4/29/2016	500,000	
9/30/2016	825,000	

Transactions between SJWC and SJWTX: None

8. Services provided by and/or assets transferred from the parent holding company to affiliate company which may have germane utility regulations impacts; and

None

9. Services provided by and/or assets transferred from affiliated company to the parent holding company which may have germane utility regulation impacts.

None

END OF DOCUMENT

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Modified Rules for Water and Sewer utilities Regarding Affiliate Transaction and the Use of Regulated Assets for Non-Tariffed Utility Services (“Rules”), as adopted in Decision 11-10-034, Rule X.E Annual Report of NTP&S Projects

Annual Report of NTP&S Projects. Each utility shall include information regarding its NTP&S projects in its Annual Reports, including but not be limited to the following:

1. A detailed description of each NTP&S activity;

Telecommunication Antenna Leases

The Company leased certain real property to various telecommunication companies for the purpose of installing, constructing, maintain, replacing, operating and removing communications facilities. Such facilities could include, but were not limited to, transmission towers, buildings, emergency fuel-powered generators, cables, wires, antennas, microwave dishes, and accessories. Costs for the improvements at facilities were born entirely by the lessee. Provision of these services in no way hindered SJWC’s use of the miscellaneous sites and facilities in the provision of water service. These services were provided pursuant to contract. Although the number of contracts varied from time to time, for 2017 SJWC had 28 of these contracts in effect, totaling in excess of 1,000 pages. The contracts are usually for a period of five years, and may or may not be renewed as telecommunications technology continues to evolve. Since all of them are similar, a copy of just one of these 28 contracts is provided under seal in Appendix A, but all of them are available for inspection. All risks, and any incremental costs, related to these contracts are borne by the shareholders of the Company.

Home Emergency Insurance Solutions (HomeServe USA)

The company is working with HomeServe USA to provide customers information regarding water service line responsibility and optional water service line insurance coverage provided by HomeServe through a direct mail campaign executed by HomeServe. The contractual arrangement for coverage is between HomeServe and the customer. SJWC does not provide customer information to HomeServe.

City of Cupertino Water System Lease

In October 1997 SJWC was awarded a 25-year lease to operate and maintain the City of Cupertino water system located adjacent (contiguous) to the Company’s regulated service area. The City of Cupertino system, which is operationally interconnected to the SJWC system, provides potable water service to approximately 4,100 customers. Pursuant to

the lease agreement the Company will receive all the water rate revenue generated within the City of Cupertino system. In return the Company is responsible for all system upgrades to be completed during the 25-year lease period. Pursuant to the lease agreement, SJWC's rates were phased-in over a three year period ending in 2000. However, the rates in the City of Cupertino are ultimately subject to the approval of the City Council.

Maintenance and Miscellaneous Services for the City of San Jose Municipal Water System

In May of 2003 SJWC entered into a contract with the City of San Jose to provide emergency and scheduled potable and non-potable water system repairs. Work to be performed under the contract consists of furnishing all labor, tools, materials equipment, and appurtenances, as required and necessary to provide emergency and/or non-emergency repairs to various City of San Jose municipal water system facilities. The work includes trenching, installation and/or repair of pipe, fittings, valves, meters, utility vaults/boxes, pressure testing and disinfecting water facilities, backfilling, temporary surfacing and final paving as necessary to effect the repairs. The repairs and maintenance contract has been renewed from year to year. In addition, in some years, SJWC has contracted to provide installations of potable and non-potable water services and mains. Additionally, in June of 2013 SJWC entered into a contract to provide miscellaneous consulting services to the City of San Jose.

Meter Shop Testing Service

SJWC provides meter testing and repair services to outside water utilities. The intent of the program is to offer outside agencies an inexpensive alternative to full meter replacement. SJWC's meter test bench is capable of running tests on multiple meters simultaneously. Typically, staff will conduct work on SJWC meters that need to be tested or repaired concurrently with testing the meters of outside water utilities.

Backflow Testing Services

In order to prevent contamination of the potable water system, the State of California requires, pursuant to Title 22 of the California Code of Regulations, that any location receiving both potable water and recycled water be subject to a comprehensive inspection by an AWWA-certified Cross Connection Specialist. This service, and a shut-down test (per UPC Appendix J), must be performed before recycled water can be permitted on site, and every four years thereafter. The Company's AWWA-certified Cross Connection Specialists provides this service to the South Bay Water Recycling Program ("SBWRP") as well as to other entities. This work is performed under service agreements entered into with each entity.

2. Whether and why it is classified active or passive;

The following designations are based on the “Designation of Active and Passive NTP&S Water and Sewer Utility Projects” table provided in D.11-10-034, page A-16.

Telecommunication Antenna Leases

Category – Use of General Facilities; Designation - Passive

Home Emergency Solutions

Category – Customer Ancillary Services - Active

City of Cupertino Water System Lease

Category – Operation and Maintenance Contracts; Designation - Active

Maintenance and Miscellaneous Services for the City of San Jose Municipal Water System

Category – Operation and Maintenance Contracts; Designation - Active

Meter Shop Testing Service

Category – Meter Services; Designation – Active

Backflow Testing Service

Category – Operation and Maintenance Contracts; Designation – Active

3. Gross revenue received;

\$9,651,979. Note this does not include pass-through costs as defined by X.C.4.

4. Revenue allocated to ratepayers and to shareholders, as established in the company's current general rate case;

Revenue allocated to ratepayers = \$760,000 per D.16-06-004. SJWC does not allocate revenue to shareholders in the general rate case.

5. A complete identification of all regulated assets used in the transaction;

SJWC does not separately track assets used in the provision of NTP&S.

6. A complete list of all employees (by position) that participated in providing the non-tariffed service, with amount of time spent on provision of the service;

See attachment (Non-Tariff Labor Summary 2012 to 2017 with Percentage.xls) for a list of employees that directly charged time to non-tariffed products and services and the date, hours, and service that time was charged to.

7. If the NTP&S has been classified as active through advice letter submission, provide the number of the advice letter and the authorizing Resolution; and

None in 2017

8. If the NTP&S did not require approval through advice letter, provide the date notice was given to the Commission.

Notice of the incorporation of SJW Group was provided on March 5, 2015.

END OF DOCUMENT

Employee ID	Job Title Description	Pay Date	Total
010006	Crewleader B II - Swing	03/30/17	5.50
010006	Crewleader B II - Swing	07/07/17	3.00
010013	Service Inspector	02/17/17	17.00
010013	Service Inspector	04/28/17	6.00
010013	Service Inspector	04/28/17	4.00
010013	Service Inspector	04/28/17	8.00
010013	Service Inspector	07/07/17	4.00
010051	Crewleader A	02/17/17	3.50
010051	Crewleader A	04/14/17	4.00
010051	Crewleader A	04/14/17	5.00
010051	Crewleader A	05/26/17	6.00
010051	Crewleader A	07/07/17	3.50
010051	Crewleader A	08/18/17	3.00
010051	Crewleader A	09/01/17	5.50
010051	Crewleader A	09/15/17	4.50
010051	Crewleader A	10/13/17	8.00
010051	Crewleader A	10/27/17	3.50
010051	Crewleader A	12/08/17	2.50
010051	Crewleader A	12/22/17	11.00
010051	Crewleader A	02/03/17	8.00
010051	Crewleader A	02/03/17	16.00
010051	Crewleader A	02/03/17	10.00
010051	Crewleader A	02/03/17	4.00
010051	Crewleader A	02/03/17	4.00
010051	Crewleader A	04/14/17	5.00
010051	Crewleader A	04/14/17	4.00
010095	Crewleader A	12/08/17	15.00
010095	Crewleader A	12/22/17	8.50
010096	Crewleader A	01/06/17	8.00
010096	Crewleader A	10/13/17	10.50
010096	Crewleader A	10/27/17	4.50
010096	Crewleader A	12/22/17	7.00
010100	Water Conservation Inspector	03/17/17	4.00
010100	Water Conservation Inspector	05/12/17	4.00
010100	Water Conservation Inspector	05/26/17	2.00
010100	Water Conservation Inspector	09/01/17	4.00
010102	Meter Mechanic	07/07/17	8.00
010102	Meter Mechanic	07/21/17	6.50
010102	Meter Mechanic	09/15/17	4.00
010102	Meter Mechanic	11/09/17	4.00
010120	Sr. DS Support Worker	01/20/17	3.50
010120	Sr. DS Support Worker	02/17/17	3.50
010120	Sr. DS Support Worker	03/03/17	1.50
010120	Sr. DS Support Worker	03/30/17	2.00
010120	Sr. DS Support Worker	04/14/17	0.50
010120	Sr. DS Support Worker	05/12/17	1.50
010120	Sr. DS Support Worker	05/26/17	1.50
010120	Sr. DS Support Worker	06/09/17	1.00
010120	Sr. DS Support Worker	08/18/17	1.00
010120	Sr. DS Support Worker	09/29/17	2.00
010120	Sr. DS Support Worker	10/13/17	4.50

010120	Sr. DS Support Worker	10/27/17	0.50
010120	Sr. DS Support Worker	11/09/17	1.00
010120	Sr. DS Support Worker	12/08/17	4.00
010121	Meter Mechanic/18 Months	08/18/17	4.50
010121	Meter Mechanic/18 Months	09/01/17	16.00
010121	Meter Mechanic/18 Months	11/22/17	7.00
010126	Cross Connection Inspector	08/18/17	2.00
010126	Cross Connection Inspector	09/29/17	4.00
010164	Crewleader R	02/17/17	5.50
010164	Crewleader R	03/03/17	6.00
010164	Crewleader R	03/17/17	6.00
010164	Crewleader R	09/15/17	4.50
010164	Crewleader R	09/29/17	5.50
010164	Crewleader R	11/09/17	3.50
010164	Crewleader R	12/22/17	1.00
010174	Service Inspector	01/20/17	4.00
010174	Service Inspector	01/20/17	2.00
010174	Service Inspector	02/03/17	62.00
010174	Service Inspector	03/30/17	4.00
010174	Service Inspector	03/30/17	36.00
010174	Service Inspector	04/14/17	8.00
010174	Service Inspector	04/14/17	8.00
010196	Crewleader A	01/06/17	9.00
010196	Crewleader A	02/03/17	3.00
010196	Crewleader A	03/30/17	11.00
010196	Crewleader A	11/09/17	5.00
010199	DS Inspector II	01/06/17	5.00
010199	DS Inspector II	02/17/17	2.00
010199	DS Inspector II	03/03/17	1.00
010199	DS Inspector II	03/17/17	5.00
010199	DS Inspector II	03/30/17	2.50
010199	DS Inspector II	04/14/17	2.00
010199	DS Inspector II	05/12/17	6.00
010199	DS Inspector II	05/26/17	2.00
010199	DS Inspector II	06/09/17	2.00
010199	DS Inspector II	08/18/17	4.00
010199	DS Inspector II	09/01/17	1.00
010199	DS Inspector II	09/29/17	2.50
010199	DS Inspector II	10/13/17	6.50
010199	DS Inspector II	11/09/17	6.00
010199	DS Inspector II	11/22/17	6.00
010199	DS Inspector II	12/08/17	6.00
010199	DS Inspector II	12/22/17	11.50
010199	DS Inspector II	03/17/17	3.50
010203	Crewleader A	09/29/17	4.00
010203	Crewleader A	11/22/17	4.00
010203	Crewleader A	12/22/17	8.00
010217	Service Inspector/18 Months	08/18/17	4.00
010218	Heavy Equipment Operator/18 Months	01/06/17	13.50
010218	Heavy Equipment Operator/18 Months	01/20/17	2.50
010218	Heavy Equipment Operator/18 Months	02/17/17	3.00
010218	Heavy Equipment Operator/18 Months	07/07/17	9.50

010218	Heavy Equipment Operator/18 Months	08/04/17	8.00
010218	Heavy Equipment Operator/18 Months	08/04/17	3.50
010218	Heavy Equipment Operator/18 Months	09/29/17	2.00
010218	Heavy Equipment Operator/18 Months	09/29/17	2.00
010218	Heavy Equipment Operator/18 Months	10/13/17	16.00
010218	Heavy Equipment Operator/18 Months	12/22/17	4.50
010218	Heavy Equipment Operator/18 Months	12/22/17	2.00
010284	Crewleader A	01/20/17	2.00
010284	Crewleader A	02/03/17	31.00
010284	Crewleader A	02/03/17	1.50
010284	Crewleader A	05/12/17	11.00
010284	Crewleader A	05/26/17	5.00
010284	Crewleader A	06/23/17	2.00
010284	Crewleader A	07/07/17	51.50
010284	Crewleader A	07/07/17	3.50
010284	Crewleader A	07/21/17	31.00
010284	Crewleader A	07/21/17	2.50
010284	Crewleader A	08/04/17	16.00
010284	Crewleader A	08/18/17	3.00
010284	Crewleader A	09/15/17	22.00
010284	Crewleader A	11/09/17	4.00
010297	DS Truck Operator II	02/17/17	3.00
010297	DS Truck Operator II	03/30/17	2.00
010297	DS Truck Operator II	04/28/17	1.50
010297	DS Truck Operator II	05/12/17	2.00
010297	DS Truck Operator II	05/26/17	4.00
010297	DS Truck Operator II	06/09/17	1.00
010297	DS Truck Operator II	06/23/17	10.00
010297	DS Truck Operator II	08/18/17	2.00
010297	DS Truck Operator II	09/15/17	4.00
010297	DS Truck Operator II	09/29/17	4.50
010297	DS Truck Operator II	10/13/17	3.50
010297	DS Truck Operator II	10/27/17	2.00
010297	DS Truck Operator II	11/22/17	3.00
010297	DS Truck Operator II	12/08/17	2.00
010317	Heavy Equipment Operator	01/06/17	3.00
010317	Heavy Equipment Operator	02/03/17	2.00
010317	Heavy Equipment Operator	02/17/17	11.50
010317	Heavy Equipment Operator	03/17/17	6.00
010317	Heavy Equipment Operator	03/30/17	7.50
010317	Heavy Equipment Operator	04/14/17	4.00
010317	Heavy Equipment Operator	05/12/17	6.00
010317	Heavy Equipment Operator	05/26/17	6.00
010317	Heavy Equipment Operator	06/23/17	5.00
010317	Heavy Equipment Operator	07/07/17	14.50
010317	Heavy Equipment Operator	07/21/17	2.50
010317	Heavy Equipment Operator	08/18/17	4.00
010317	Heavy Equipment Operator	09/15/17	8.50
010317	Heavy Equipment Operator	09/29/17	5.50
010317	Heavy Equipment Operator	10/13/17	7.00
010317	Heavy Equipment Operator	11/22/17	1.00
010317	Heavy Equipment Operator	12/08/17	4.00

010317	Heavy Equipment Operator	12/22/17	7.00
010317	Heavy Equipment Operator	02/03/17	8.00
010352	Dist System Office Supervisor	01/06/17	12.00
010352	Dist System Office Supervisor	01/20/17	32.00
010352	Dist System Office Supervisor	02/03/17	32.00
010352	Dist System Office Supervisor	02/17/17	28.00
010352	Dist System Office Supervisor	03/17/17	20.00
010352	Dist System Office Supervisor	03/30/17	40.00
010352	Dist System Office Supervisor	04/14/17	42.00
010352	Dist System Office Supervisor	04/28/17	36.00
010352	Dist System Office Supervisor	05/12/17	40.00
010352	Dist System Office Supervisor	05/26/17	31.00
010352	Dist System Office Supervisor	06/09/17	32.00
010352	Dist System Office Supervisor	06/23/17	32.00
010352	Dist System Office Supervisor	07/07/17	28.00
010352	Dist System Office Supervisor	07/21/17	20.00
010352	Dist System Office Supervisor	08/04/17	36.00
010352	Dist System Office Supervisor	08/18/17	32.00
010352	Dist System Office Supervisor	09/01/17	16.00
010352	Dist System Office Supervisor	09/15/17	36.00
010352	Dist System Office Supervisor	09/29/17	36.00
010352	Dist System Office Supervisor	10/27/17	24.00
010352	Dist System Office Supervisor	11/09/17	36.00
010352	Dist System Office Supervisor	11/22/17	4.00
010352	Dist System Office Supervisor	11/22/17	12.00
010352	Dist System Office Supervisor	12/08/17	44.00
010352	Dist System Office Supervisor	12/22/17	56.00
010389	Crewleader A	05/12/17	6.00
010389	Crewleader A	07/07/17	4.00
010389	Crewleader A	08/04/17	9.00
010389	Crewleader A	08/18/17	4.00
010425	Sr. Cross Connection Inspector/18 Mc	02/03/17	4.00
010425	Sr. Cross Connection Inspector/18 Mc	02/17/17	3.00
010425	Sr. Cross Connection Inspector/18 Mc	04/28/17	3.00
010425	Sr. Cross Connection Inspector/18 Mc	05/26/17	4.00
010425	Sr. Cross Connection Inspector/18 Mc	06/23/17	16.00
010425	Sr. Cross Connection Inspector/18 Mc	07/21/17	4.50
010425	Sr. Cross Connection Inspector/18 Mc	08/18/17	1.00
010425	Sr. Cross Connection Inspector/18 Mc	09/01/17	6.00
010425	Sr. Cross Connection Inspector/18 Mc	09/29/17	4.00
010425	Sr. Cross Connection Inspector/18 Mc	12/08/17	5.00
010425	Sr. Cross Connection Inspector/18 Mc	12/22/17	2.50
010467	DS Worker/18 Months	09/15/17	4.50
010467	DS Worker/18 Months	10/27/17	3.50
010467	DS Worker/18 Months	12/22/17	5.00
010493	Meter Mechanic	01/06/17	16.00
010493	Meter Mechanic	02/03/17	15.00
010493	Meter Mechanic	03/30/17	12.00
010493	Meter Mechanic	05/12/17	4.00
010498	Service Inspector	06/23/17	4.00
010501	Cross Connection Inspector	06/23/17	2.00
010501	Cross Connection Inspector	08/18/17	0.00

010520	DS Inspector I	02/17/17	80.00
010520	DS Inspector I	03/03/17	4.00
010520	DS Inspector I	03/03/17	4.00
010520	DS Inspector I	03/17/17	60.00
010520	DS Inspector I	03/17/17	4.00
010520	DS Inspector I	04/14/17	24.00
010520	DS Inspector I	04/28/17	48.00
010520	DS Inspector I	05/12/17	32.00
010520	DS Inspector I	05/12/17	8.00
010520	DS Inspector I	05/26/17	48.00
010520	DS Inspector I	06/09/17	64.00
010520	DS Inspector I	06/23/17	24.00
010558	Cross Connection Inspector	03/17/17	1.00
010558	Cross Connection Inspector	09/01/17	16.00
010558	Cross Connection Inspector	09/15/17	8.00
010558	Cross Connection Inspector	12/08/17	3.00
010570	Crewleader E - Swing	03/30/17	8.00
010570	Crewleader E - Swing	08/04/17	8.00
010570	Crewleader E - Swing	10/13/17	10.50
010570	Crewleader E - Swing	11/22/17	3.25
010570	Crewleader E - Swing	12/08/17	5.50
010572	Service Inspector/18 Months	03/03/17	8.00
010572	Service Inspector/18 Months	03/03/17	6.00
010578	Sr. DS Support Worker	09/15/17	4.00
010578	Sr. DS Support Worker	10/13/17	6.50
010585	Crewleader C	01/06/17	6.00
010585	Crewleader C	01/20/17	1.00
010585	Crewleader C	03/03/17	1.50
010585	Crewleader C	03/30/17	5.00
010585	Crewleader C	10/13/17	4.00
010585	Crewleader C	10/27/17	5.50
010585	Crewleader C	10/27/17	4.00
010585	Crewleader C	11/09/17	13.00
010585	Crewleader C	11/22/17	8.00
010585	Crewleader C	12/08/17	4.00
010619	Crewleader A	01/20/17	10.50
010619	Crewleader A	02/17/17	5.00
010619	Crewleader A	02/17/17	3.50
010619	Crewleader A	04/28/17	3.50
010619	Crewleader A	07/21/17	2.50
010619	Crewleader A	09/15/17	6.00
010619	Crewleader A	09/29/17	3.50
010619	Crewleader A	09/29/17	6.00
010619	Crewleader A	10/13/17	10.50
010619	Crewleader A	12/22/17	12.00
010619	Crewleader A	02/03/17	3.75
010619	Crewleader A	02/17/17	3.00
010619	Crewleader A	04/28/17	5.00
010619	Crewleader A	06/23/17	4.00
010648	Meter Mechanic	03/03/17	4.50
010648	Meter Mechanic	07/21/17	12.00
010648	Meter Mechanic	07/21/17	28.00

010648	Meter Mechanic	08/18/17	6.50
010648	Meter Mechanic	09/15/17	2.00
010648	Meter Mechanic	09/15/17	12.00
010648	Meter Mechanic	09/29/17	4.00
010652	Meter Reader	04/28/17	7.00
010652	Meter Reader	05/12/17	2.00
010655	Crewleader A	02/17/17	6.50
010655	Crewleader A	03/03/17	5.50
010655	Crewleader A	03/30/17	5.50
010655	Crewleader A	06/09/17	6.00
010655	Crewleader A	06/23/17	12.00
010655	Crewleader A	06/23/17	4.00
010655	Crewleader A	07/07/17	3.50
010655	Crewleader A	09/01/17	4.00
010655	Crewleader A	09/29/17	6.00
010655	Crewleader A	10/13/17	1.50
010655	Crewleader A	11/09/17	5.50
010655	Crewleader A	11/22/17	5.50
010655	Crewleader A	12/08/17	11.00
010686	Distribution System Supervisor	02/17/17	7.00
010686	Distribution System Supervisor	03/03/17	4.00
010686	Distribution System Supervisor	04/28/17	2.00
010686	Distribution System Supervisor	05/12/17	6.00
010686	Distribution System Supervisor	05/26/17	7.00
010686	Distribution System Supervisor	06/09/17	3.00
010686	Distribution System Supervisor	08/18/17	2.00
010694	Sr. DS Worker/18 Months	01/06/17	4.00
010694	Sr. DS Worker/18 Months	03/03/17	1.00
010694	Sr. DS Worker/18 Months	03/17/17	2.00
010694	Sr. DS Worker/18 Months	08/04/17	11.00
010694	Sr. DS Worker/18 Months	08/18/17	4.00
010694	Sr. DS Worker/18 Months	11/22/17	3.25
010694	Sr. DS Worker/18 Months	12/08/17	2.00
010694	Sr. DS Worker/18 Months	12/22/17	4.00
010695	Concrete Crewleader	01/06/17	2.50
010695	Concrete Crewleader	01/20/17	8.00
010695	Concrete Crewleader	02/17/17	5.50
010695	Concrete Crewleader	03/30/17	3.50
010695	Concrete Crewleader	04/14/17	12.50
010695	Concrete Crewleader	05/12/17	3.00
010695	Concrete Crewleader	05/26/17	4.50
010695	Concrete Crewleader	06/09/17	5.00
010695	Concrete Crewleader	07/07/17	5.00
010695	Concrete Crewleader	09/01/17	3.50
010695	Concrete Crewleader	09/29/17	2.00
010695	Concrete Crewleader	10/27/17	4.00
010695	Concrete Crewleader	10/27/17	7.00
010695	Concrete Crewleader	12/08/17	6.50
010695	Concrete Crewleader	12/22/17	15.00
010695	Concrete Crewleader	05/12/17	6.00
010695	Concrete Crewleader	11/22/17	4.00
010699	Sr. DS Worker	02/03/17	0.50

010699	Sr. DS Worker	02/17/17	1.00
010699	Sr. DS Worker	03/03/17	1.00
010699	Sr. DS Worker	06/23/17	0.50
010699	Sr. DS Worker	07/07/17	11.00
010699	Sr. DS Worker	07/21/17	2.00
010699	Sr. DS Worker	09/29/17	4.00
010699	Sr. DS Worker	10/13/17	22.50
010699	Sr. DS Worker	11/09/17	4.00
010699	Sr. DS Worker	11/22/17	1.00
010699	Sr. DS Worker	12/08/17	1.00
010699	Sr. DS Worker	12/22/17	12.00
010821	Sr. DS Worker	03/17/17	3.00
010821	Sr. DS Worker	03/30/17	8.50
010821	Sr. DS Worker	04/14/17	1.00
010821	Sr. DS Worker	07/07/17	1.00
010821	Sr. DS Worker	12/08/17	14.50
010833	DS Truck Operator II/18 Months	01/06/17	2.00
010833	DS Truck Operator II/18 Months	02/17/17	0.50
010833	DS Truck Operator II/18 Months	02/17/17	1.00
010833	DS Truck Operator II/18 Months	03/03/17	1.00
010833	DS Truck Operator II/18 Months	04/14/17	1.00
010833	DS Truck Operator II/18 Months	05/26/17	1.00
010833	DS Truck Operator II/18 Months	06/09/17	1.00
010833	DS Truck Operator II/18 Months	07/07/17	6.00
010833	DS Truck Operator II/18 Months	08/18/17	4.00
010833	DS Truck Operator II/18 Months	09/15/17	7.00
010833	DS Truck Operator II/18 Months	12/08/17	4.00
010833	DS Truck Operator II/18 Months	12/22/17	3.00
010845	Sr. DS Worker	01/20/17	3.50
010845	Sr. DS Worker	03/30/17	2.00
010845	Sr. DS Worker	05/12/17	2.00
010845	Sr. DS Worker	08/18/17	1.00
010845	Sr. DS Worker	09/01/17	5.00
010845	Sr. DS Worker	09/29/17	7.00
010845	Sr. DS Worker	11/22/17	3.25
010845	Sr. DS Worker	12/22/17	14.00
010845	Sr. DS Worker	12/22/17	2.50
010888	DS Truck Operator II/18 Months	03/30/17	5.00
010888	DS Truck Operator II/18 Months	08/04/17	6.50
010888	DS Truck Operator II/18 Months	09/29/17	3.00
010888	DS Truck Operator II/18 Months	10/13/17	1.00
010888	DS Truck Operator II/18 Months	11/09/17	1.00
010893	DS Inspector II	01/06/17	1.00
010893	DS Inspector II	03/03/17	4.00
010893	DS Inspector II	03/30/17	2.00
010893	DS Inspector II	04/28/17	1.00
010893	DS Inspector II	06/23/17	4.00
010893	DS Inspector II	08/04/17	1.00
010893	DS Inspector II	10/27/17	4.00
010893	DS Inspector II	11/09/17	9.00
010893	DS Inspector II	12/22/17	4.00
010905	Service Inspector/18 Months	01/20/17	4.00

010905	Service Inspector/18 Months	02/03/17	35.00
010915	Sr. DS Worker/18 Months	02/03/17	35.00
010915	Sr. DS Worker/18 Months	02/17/17	9.00
010915	Sr. DS Worker/18 Months	07/07/17	25.50
010915	Sr. DS Worker/18 Months	07/21/17	36.50
010915	Sr. DS Worker/18 Months	08/04/17	19.00
010915	Sr. DS Worker/18 Months	09/15/17	5.00
010915	Sr. DS Worker/18 Months	11/22/17	3.25
011063	Cross Connection Inspector	04/28/17	3.00
011063	Cross Connection Inspector	09/15/17	8.00
011072	DS Worker II - Swing	01/20/17	3.50
011072	DS Worker II - Swing	03/30/17	7.50
011072	DS Worker II - Swing	07/07/17	4.00
011072	DS Worker II - Swing	08/04/17	5.00
011072	DS Worker II - Swing	10/13/17	8.50
011099	DS Worker II	06/23/17	4.00
011099	DS Worker II	08/04/17	9.50
011099	DS Worker II	12/22/17	9.50
011112	Sr. DS Worker	01/20/17	4.00
011112	Sr. DS Worker	02/03/17	33.50
011112	Sr. DS Worker	02/17/17	5.00
011112	Sr. DS Worker	05/12/17	3.50
011112	Sr. DS Worker	05/26/17	4.50
011112	Sr. DS Worker	07/07/17	43.50
011112	Sr. DS Worker	07/21/17	37.00
011112	Sr. DS Worker	08/04/17	20.00
011112	Sr. DS Worker	08/18/17	3.00
011112	Sr. DS Worker	09/15/17	3.00
011112	Sr. DS Worker	09/15/17	19.00
011112	Sr. DS Worker	12/22/17	2.50
011138	Sr. DS Worker	02/17/17	5.50
011138	Sr. DS Worker	03/03/17	4.00
011138	Sr. DS Worker	03/03/17	2.00
011138	Sr. DS Worker	02/03/17	20.00
011138	Sr. DS Worker	02/03/17	4.00
011157	System Operator - Grave/18 Months	01/06/17	5.50
011163	DS Worker II/18 Months	01/20/17	10.50
011163	DS Worker II/18 Months	02/17/17	8.50
011163	DS Worker II/18 Months	04/28/17	5.00
011168	DS Worker	01/06/17	0.00
011168	DS Worker	01/20/17	8.00
011168	DS Worker	02/17/17	9.50
011168	DS Worker	09/29/17	5.50
011168	DS Worker	10/13/17	3.50
011168	DS Worker	12/08/17	5.50
011177	Concrete Crewleader/18 Months	02/17/17	3.50
011177	Concrete Crewleader/18 Months	05/12/17	12.00
011177	Concrete Crewleader/18 Months	05/26/17	5.00
011177	Concrete Crewleader/18 Months	06/23/17	2.00
011177	Concrete Crewleader/18 Months	10/27/17	8.00
011177	Concrete Crewleader/18 Months	11/09/17	7.00
011177	Concrete Crewleader/18 Months	11/22/17	3.00

011177	Concrete Crewleader/18 Months	12/08/17	8.50
011177	Concrete Crewleader/18 Months	12/22/17	12.00
011177	Concrete Crewleader/18 Months	02/03/17	12.00
011177	Concrete Crewleader/18 Months	02/17/17	8.00
011186	DS Laborer	01/06/17	6.00
011186	DS Laborer	01/20/17	1.00
011186	DS Laborer	03/03/17	3.00
011186	DS Laborer	03/30/17	5.00
011186	DS Laborer	10/13/17	4.00
011186	DS Laborer	10/27/17	5.50
011186	DS Laborer	10/27/17	4.00
011186	DS Laborer	11/09/17	9.00
011186	DS Laborer	11/22/17	8.00
011186	DS Laborer	12/08/17	4.00
011186	DS Laborer	12/22/17	8.00
011203	Meter Reader/18 Months	01/06/17	18.00
011203	Meter Reader/18 Months	07/07/17	12.00
011203	Meter Reader/18 Months	09/01/17	26.00
011203	Meter Reader/18 Months	10/27/17	6.00
011203	Meter Reader/18 Months	10/27/17	2.00
011203	Meter Reader/18 Months	11/09/17	12.00
011203	Meter Reader/18 Months	11/09/17	4.00
011227	DS Worker/18 Months	10/27/17	4.50
011229	Operations Worker/18 Months	01/06/17	2.50
011229	Operations Worker/18 Months	02/03/17	35.00
011229	Operations Worker/18 Months	03/03/17	3.50
011229	Operations Worker/18 Months	04/14/17	11.50
011231	DS Laborer - Swing/18 Months	03/30/17	9.50
011231	DS Laborer - Swing/18 Months	07/07/17	11.50
011231	DS Laborer - Swing/18 Months	08/04/17	8.00
011231	DS Laborer - Swing/18 Months	09/15/17	4.50
011231	DS Laborer - Swing/18 Months	10/13/17	13.50
011231	DS Laborer - Swing/18 Months	12/08/17	13.50
011235	Meter Reader/18 Months	01/06/17	17.00
011235	Meter Reader/18 Months	03/03/17	7.00
011235	Meter Reader/18 Months	03/17/17	11.00
011235	Meter Reader/18 Months	04/14/17	1.00
011235	Meter Reader/18 Months	07/07/17	4.50
011235	Meter Reader/18 Months	08/04/17	2.50
011235	Meter Reader/18 Months	09/01/17	18.00
011235	Meter Reader/18 Months	10/27/17	5.50
011235	Meter Reader/18 Months	11/09/17	11.00
011237	Operations Laborer/18 Months	01/20/17	3.50
011237	Operations Laborer/18 Months	02/17/17	3.50
011237	Operations Laborer/18 Months	03/17/17	8.00
011237	Operations Laborer/18 Months	04/14/17	9.00
011237	Operations Laborer/18 Months	05/12/17	9.00
011237	Operations Laborer/18 Months	05/26/17	6.00
011237	Operations Laborer/18 Months	07/07/17	15.00
011237	Operations Laborer/18 Months	08/18/17	3.00
011237	Operations Laborer/18 Months	01/06/17	8.00
011237	Operations Laborer/18 Months	02/03/17	16.00

011237	Operations Laborer/18 Months	02/03/17	16.00
011237	Operations Laborer/18 Months	02/03/17	8.00
011237	Operations Laborer/18 Months	02/17/17	8.00
011237	Operations Laborer/18 Months	04/14/17	9.00
011239	DS Laborer - Swing/18 Months	03/30/17	8.00
011239	DS Laborer - Swing/18 Months	09/15/17	5.00
011239	DS Laborer - Swing/18 Months	10/13/17	10.50
011243	Watershed Worker/18 Months	02/17/17	6.50
011243	Watershed Worker/18 Months	09/29/17	6.00
011251	System Operator - Swing/18 Months	01/06/17	6.00
011251	System Operator - Swing/18 Months	01/20/17	1.00
011267	Cross Connection Inspector/18 Month	11/22/17	4.00
011268	DS Laborer/18 Months	01/20/17	10.50
011268	DS Laborer/18 Months	02/03/17	35.00
011268	DS Laborer/18 Months	02/17/17	2.00
011268	DS Laborer/18 Months	03/03/17	5.00
011268	DS Laborer/18 Months	03/30/17	5.00
011268	DS Laborer/18 Months	07/07/17	25.50
011268	DS Laborer/18 Months	08/18/17	3.00
011268	DS Laborer/18 Months	09/01/17	3.50
011268	DS Laborer/18 Months	09/15/17	5.00
011268	DS Laborer/18 Months	09/29/17	1.50
011268	DS Laborer/18 Months	10/13/17	4.50
011268	DS Laborer/18 Months	10/27/17	7.00
011268	DS Laborer/18 Months	11/09/17	6.00
011268	DS Laborer/18 Months	11/22/17	3.00
011275	DS Worker/18 Months	02/03/17	3.00
011281	DS Laborer/18 Months	01/06/17	5.50
011281	DS Laborer/18 Months	03/30/17	11.00
011281	DS Laborer/18 Months	06/23/17	1.00
011281	DS Laborer/18 Months	10/13/17	9.00
011281	DS Laborer/18 Months	11/09/17	5.00
011283	DS Worker/18 Months	01/06/17	7.00
011283	DS Worker/18 Months	02/03/17	27.00
011283	DS Worker/18 Months	03/03/17	3.50
011283	DS Worker/18 Months	03/30/17	5.50
011283	DS Worker/18 Months	05/12/17	3.50
011283	DS Worker/18 Months	06/09/17	6.00
011283	DS Worker/18 Months	06/23/17	11.50
011283	DS Worker/18 Months	07/07/17	5.00
011283	DS Worker/18 Months	08/04/17	12.00
011283	DS Worker/18 Months	09/15/17	5.00
011285	Service Inspector - Swing/18 Months	09/29/17	5.00
011285	Service Inspector - Swing/18 Months	01/06/17	14.00
011285	Service Inspector - Swing/18 Months	02/03/17	7.00
011292	DS Laborer/18 Months	10/13/17	4.00
011292	DS Laborer/18 Months	10/27/17	8.00
011292	DS Laborer/18 Months	10/27/17	4.00
011292	DS Laborer/18 Months	11/09/17	8.50
011292	DS Laborer/18 Months	11/22/17	8.00
011292	DS Laborer/18 Months	11/22/17	4.00
011292	DS Laborer/18 Months	12/08/17	4.00

011334	Laborer	06/23/17	2.00
011334	Laborer	07/07/17	6.00
011351	System Operator Trainee/12 Months	01/06/17	8.00
011351	System Operator Trainee/12 Months	01/20/17	73.00
011351	System Operator Trainee/12 Months	02/03/17	72.00
011351	System Operator Trainee/12 Months	02/17/17	8.00
011351	System Operator Trainee/12 Months	03/03/17	8.00
011351	System Operator Trainee/12 Months	09/01/17	16.00
011359	Meter Reader/12 Months	01/06/17	3.50
011359	Meter Reader/12 Months	06/23/17	80.00
011359	Meter Reader/12 Months	07/07/17	72.00
011359	Meter Reader/12 Months	10/13/17	80.00
011359	Meter Reader/12 Months	11/09/17	49.50
011359	Meter Reader/12 Months	11/09/17	22.50
011359	Meter Reader/12 Months	11/22/17	61.00
011359	Meter Reader/12 Months	12/08/17	48.00
011359	Meter Reader/12 Months	12/22/17	80.00
011366	DS Worker/6 Months	04/28/17	3.50
011366	DS Worker/6 Months	05/12/17	3.50
011366	DS Worker/6 Months	06/09/17	6.00
011366	DS Worker/6 Months	06/23/17	11.50
011366	DS Worker/6 Months	08/04/17	13.00
011366	DS Worker/6 Months	10/13/17	3.50
011366	DS Worker/6 Months	10/27/17	4.50
011366	DS Worker/6 Months	12/22/17	13.50
011366	DS Worker/6 Months	04/28/17	5.00
011368	DS Laborer/6 Months	03/17/17	4.00
011368	DS Laborer/6 Months	03/30/17	11.00
011368	DS Laborer/6 Months	06/23/17	4.50
011368	DS Laborer/6 Months	08/18/17	4.00
011368	DS Laborer/6 Months	09/01/17	4.00
011368	DS Laborer/6 Months	09/29/17	4.00
011368	DS Laborer/6 Months	12/22/17	3.00
011370	DS Worker/6 Months	03/17/17	8.00
011370	DS Worker/6 Months	04/14/17	9.00
011370	DS Worker/6 Months	05/12/17	9.00
011370	DS Worker/6 Months	05/26/17	8.00
011370	DS Worker/6 Months	07/21/17	2.50
011370	DS Worker/6 Months	08/04/17	4.50
011370	DS Worker/6 Months	12/08/17	8.00
011370	DS Worker/6 Months	12/22/17	12.00
011370	DS Worker/6 Months	04/14/17	9.00
011370	DS Worker/6 Months	04/28/17	4.00
011370	DS Worker/6 Months	06/23/17	4.00
011371	DS Worker/6 Months	03/30/17	5.50
011371	DS Worker/6 Months	07/21/17	2.50
011371	DS Worker/6 Months	08/04/17	4.50
011371	DS Worker/6 Months	11/22/17	6.00
011371	DS Worker/6 Months	12/08/17	4.00
011371	DS Worker/6 Months	12/22/17	13.00
011371	DS Worker/6 Months	06/23/17	4.00
011375	DS Worker/6 Months	06/23/17	1.00

011375	DS Worker/6 Months	09/15/17	6.00
011375	DS Worker/6 Months	09/29/17	12.50
011375	DS Worker/6 Months	10/13/17	25.50
011375	DS Worker/6 Months	12/22/17	12.00
011396	Laborer	09/01/17	64.75
011398	DS Laborer/6 Months	09/15/17	6.00
011398	DS Laborer/6 Months	09/29/17	3.50
011398	DS Laborer/6 Months	10/13/17	15.00
011398	DS Laborer/6 Months	10/13/17	5.00
011399	DS Laborer/6 Months	08/18/17	3.00
011399	DS Laborer/6 Months	09/01/17	4.50
011399	DS Laborer/6 Months	09/29/17	4.00
011399	DS Laborer/6 Months	11/09/17	4.50
011400	DS Laborer/6 Months	06/23/17	4.50
011400	DS Laborer/6 Months	07/07/17	3.50
011400	DS Laborer/6 Months	09/01/17	4.00
011400	DS Laborer/6 Months	11/09/17	4.50
011400	DS Laborer/6 Months	11/22/17	5.50
011400	DS Laborer/6 Months	12/08/17	24.50
011407	DS Laborer/6 Months	09/01/17	5.50
011407	DS Laborer/6 Months	09/29/17	6.00
011407	DS Laborer/6 Months	10/13/17	1.50
011407	DS Laborer/6 Months	11/09/17	9.50
011407	DS Laborer/6 Months	11/09/17	0.50
011407	DS Laborer/6 Months	11/22/17	5.50
011407	DS Laborer/6 Months	12/08/17	11.00
011407	DS Laborer/6 Months	12/08/17	1.50
011408	DS Worker/6 Months	08/04/17	13.00
011408	DS Worker/6 Months	08/04/17	0.00
011408	DS Worker/6 Months	09/29/17	6.00
011408	DS Worker/6 Months	10/13/17	1.50
011408	DS Worker/6 Months	11/09/17	5.50
011408	DS Worker/6 Months	12/22/17	12.00
011413	DS Laborer/Start	11/09/17	12.00
011413	DS Laborer/Start	12/22/17	5.50
011414	DS Laborer/Start	09/15/17	8.00
011415	DS Laborer/Start	10/27/17	3.50
011415	DS Laborer/Start	11/09/17	4.00
011415	DS Laborer/Start	12/08/17	2.50
011415	DS Laborer/Start	12/22/17	3.00
011416	Meter Reader/Start	10/27/17	6.00
011416	Meter Reader/Start	10/27/17	2.00
			5,678.00

San Jose Water Company

(U-168-W)

Information-Only Filing Conservation Data Report

As Required by California Public Utilities Commission's

Decision No.11-05-004

May 31, 2018

INTRODUCTION

In compliance with California Public Utilities Commission (“CPUC”) Decision (“D.”) 11-05-004, SJWC provides the following information:

- 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;

Meter Size	Residential	Business	Industrial	Public Authority	Resale
5/8”	15.0	18.0	N/A	N/A	N/A
3/4”	14.5	18.0	3.4	11.1	254.0
1”	17.9	44.8	19.7	12.9	334.2
1 ½”	31.8	82.2	176.3	34.7	794.5
2”	53.6	182.9	248.2	279.2	1,180.7
3”	N/A	853.9	545.2	671.2	802.5
4”	N/A	1,229.2	1,971.7	1,112.3	6,100.5
6”	N/A	1,666.4	516.9	969.3	N/A
8”	N/A	2,360.0	N/A	1051.4	N/A
10”	N/A	1,609.9	N/A	N/A	N/A

Note: All consumption in ccf/connection/month

- 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;

Year 2017	Commercial	Industrial	Public Authority	Resale	Residential	Other
5/8"	9.1		0.8		9.5	
3/4"	12.6	3.7	4.4	155.3	9.4	
1"	25.9	23.8	7.3	178.1	12.8	154
1 1/2"	53.8	131.3	23.1	634.4	13.7	
2"	96.6	73.9	70.0	398.2	25.2	224
3"	235.2	165.5	251.6	1,150.0	222.8	
4"	585.7	542.2	422.6	N/A	1,007.8	
6"	998.9	1,812.8	678.4	N/A	1,426.6	
8"	1,693.5	N/A	925.7	N/A	2,043.5	
10"	1,080.1	N/A	N/A	N/A	N/A	6,961
12"	N/A	N/A	N/A	N/A	N/A	

Note: All consumption in ccf/connection/month

- 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;

Tiered rate design was implemented in late 2008 for the Residential Customer Class.

Meter Size	Base (2003-2007 Avg)	2009	% Change from Base	2010	% Change from Base	2011	% Change from Base	2012	% Change from Base	2013	% Change from Base	2014	% Change from Base
5/8"	179.5	N/A	N/A	N/A	N/A	111.6	-37.9%	169.4	-5.6%	172.4	-3.9%	152.2	-15.23%
3/4"	174.4	159.8	-8.39%	151.5	-13.14%	149.8	-14.1%	159.6	-8.5%	163.3	-6.3%	144.5	-17.14%
1"	214.9	229.0	6.58%	214.8	-0.05%	212.6	-1.1%	230.1	7.0%	235.2	9.5%	211.0	-1.82%
1 1/2"	381.9	529.2	38.57%	481.3	26.04%	272.4	-28.7%	313.2	-17.9%	292.0	-23.6%	240.6	-37.00%
2"	643.4	817.9	27.13%	814.4	26.58%	371.2	-42.3%	431.2	-32.9%	469.3	-27.1%	430.6	-33.08%
3"	N/A	N/A	N/A	N/A	N/A	1,794.8	N/A	834.4	N/A	2,680.2	N/A	2,027.1	N/A
4"	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6,668.0	N/A	11,032.8	N/A	11,572.4	N/A
6"	N/A	N/A	N/A	N/A	N/A	11,378	N/A	15,404	N/A	17,968.3	N/A	16,246.6	N/A
8"	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	12,796.0	N/A	11062.0	N/A

Note: All consumption in ccf/connection/year

Meter Size	Base (2003-2007 Avg)	2015	% Change from Base	2016	% Change from Base	2017	% Change from Base
5/8"	179.5	111.4	-37.9%	106.1	-40.87%	114.2	-36.36%
3/4"	174.4	111.5	-8.39%	105.8	-39.34%	113.1	-35.14%
1"	214.9	156.5	6.58%	142.8	-33.55%	153.3	-28.65%
1 1/2"	381.9	175.0	38.57%	155.3	-59.34%	164.5	-56.92%
2"	643.4	313.1	27.13%	283.4	-55.95%	302.0	-53.06%
3"	N/A	1,819.0	N/A	2259.2	N/A	2,673.4	N/A
4"	N/A	10,592.3	N/A	11,006.3	N/A	12,093.5	N/A
6"	N/A	15,535.8	N/A	15,666.6	N/A	17,119.7	N/A
8"	N/A	11,255.0	N/A	16,956.0	N/A	24,522.0	N/A

Note: All consumption in ccf/connection/year

- 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;

Tiered rate design is applicable to Residential Customer Class only.

Meter Size	Tier 1 (ccf/month)	Tier 2 (ccf/month)	Tier 3 (ccf/month)
5/8"	2,319	4,771	754
3/4"	474,692	952,933	130,599
1"	71,390	159,142	85,534
1 1/2"	11,017	23,071	22,111
2"	3,285	8,792	16,482
3"	4	2	0

- 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;

Number of Customers	20,307
Number of Disconnect Notices	4,902
Number of Disconnects for Non-Payment	695
Number of Reconnections	617

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

SJWC does not track the expenses related to complying with the California Urban Water Conservation Council's (CUWCC) Best Management Practices (BMPs) as separate BMPs. The BMPs cover many sectors of company operations, ranging from rates and regulatory affairs, to water loss control and prevention, to water conservation, to public information and others. The expenses related to these areas of the company are tracked, but not specifically with regard to complying with the BMPs.

While SJWC does track expenses related to certain water conservation items, many of the BMPs that pertain to conservation are performed by the water wholesale agency in Santa Clara County, the Santa Clara Valley Water District (SCVWD). SCVWD performs water conservation programs on behalf of all the retail water agencies in the county including SJWC. The programs are paid for through wholesale water rates paid to SCVWD. It is not possible to break out the portion of the rates that are paid to the district for any individual program or BMP. The table below shows which BMPs are performed by SJWC vs. those performed by SCVWD or those performed by both agencies. While SCVWD does report to its retailers the program participation levels for each conservation program (such as number of rebates processed), it does not report the expenditures that would apply to each retailer for that program.

CUWCC BMP Organization and Names (Based on CUWCC 2009 MOU)				SJWC in compliance (i.e. program is ongoing)	Executed by SJWC or via SCVWD?
Type	Category	BMP	BMP name		
F	Operations Practices	1.1.1	Conservation Coordinator	YES	SJWC
		1.1.2	Water Waste Prevention	YES	SJWC
		1.1.3	Wholesale Agency Assistance Programs	YES	SCVWD
		1.2	Water Loss Control	YES	SJWC
		1.3	Metering w/ Commodity Rates for All New Connections & Retrofit of Existing Connections	YES	SJWC
		1.4	Retail Conservation Pricing	YES	SJWC
	Education Programs	2.1	Public Information Programs	YES	SJWC and SCVWD
		2.2	School Education Programs	YES	SJWC and SCVWD
P	Residential	3.1	Residential assistance program	YES	SJWC
		3.2	Landscape water survey	YES	SJWC and SCVWD
		3.3	High-Efficiency Clothes Washing Machine Financial Incentive Programs	NO	NONE
		3.4	WaterSense Specification (WSS) toilets	YES	SCVWD
	CII	4	CII	YES	SJWC AND SCVWD
	Landscape	5	Landscape	YES	SJWC and SCVWD

- 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.

Water usage declined overall fairly significantly in 2017 compared to prior years 2012 and 2013. This is attributed to continued conservation as a result of the recent severe drought. However, it should be noted that water usage in any particular month may increase or decrease due to unusually hot or unusually cool weather. The recent drought is the overarching factor that has been influencing water usage in the last several years.

San Jose Water Company

(U-168-W)

Information-Only Filing Low-Income Data Report

As Required by California Public Utilities Commission's

Decision No.11-05-004

May 31, 2018

INTRODUCTION

In compliance with California Public Utilities Commission (“CPUC”) Decision (“D.”) 11-05-004 SJWC provides the following information:

- 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 district¹, separated by meter size;

Meter Size	Low-Income (ccf/connection/month)
5/8”	8.9
3/4”	9.1
1”	10.2
1 1/2”	15.1
2”	81.9
3”	1,140.0
4”	1,285.2
6”*	1,303.3
8”*	4,897.4

*Master metered mobile home parks

¹ SJWC is a single district utility

- 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;

Meter Size	Single Quantity Rate (ccf/month)	Tier 1 (ccf/month)	Tier 2 (ccf/month)	Tier 3 (ccf/month)
5/8"	14.5	210.6	446.2	15.3
3/4"	2,246.5	51,532.1	106,482.1	8,522.27
1"	1,601.8	2,695.8	5,380.1	961.68
1 1/2"	275.6	142.2	283.8	191.02
2"	1,489.4	41.6	83.6	23.38
3"	6,840.0	N/A	N/A	N/A
4"	1,285.2	N/A	N/A	N/A
6"	16,942.7	N/A	N/A	N/A
8"	9,794.8	N/A	N/A	N/A

- 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;

	Monthly Customers
Number of Customers	1,659
Number of Disconnect Notices	788
Number of Disconnects for Non-Payment	93
Number of Reconnections	96

- 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 sub-grouping;

SJWC does not track this data.

- 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;

SJWC does not have a full WRAM/MCBA.

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

SJWC offers a comprehensive water conservation program to its customers. The program includes services that are offered directly by SJWC such as water audits, as well as programs offered through the SCVWD. SCVWD offers conservation programs that are the most cost effective and sensible to offer at a regional level, such as the landscape rebate program (for turf conversion and irrigation hardware upgrades) and a laundry-to-landscape gray water rebate program. These rebates are available to SJWC customers who are made aware of them through advertisements, bill inserts, each agency's website, and in person during water audits or at the customer service office. SJWC makes available high efficiency showerheads and faucet aerators for no cost to its customers. These, as well as toilet leak detection tablets and conservation literature are all available upon request during a water audit at the customer's property or by requesting them from the SCVWD.

The water audit program is an excellent way for customers to learn how to reduce their consumption, as well as identify and fix any leaks they may have. It also allows SJWC to directly interface with its customers. SJWC also prepares customer bill inserts throughout the year, including one sent in the spring promoting "Water Awareness Night" and the water audit program. In the fall, SJWC promotes water conservation at the annual Water Appreciation Day event at a San Jose State University football game.

A few years ago, SJWC launched a school education program. This program is an in-class curriculum for 5th grade students. The program provides a general water and water conservation related curriculum that takes approximately one week to complete. At the end of the week, students receive a unique home water audit kit. The kit has instructions for the student to perform a water audit with their parents and includes high efficiency devices that the student and parents can install at their home. The 2016-2018 General Rate Case (GRC) provided additional funding for this well-received program. Due to the delay in the GRC decision, the program was delayed for 2016 but restarted in early 2017.

SJWC provides extensive information on its website regarding water conservation, water-wise landscaping and information on how to read one's meter and understand one's usage. SJWC has a video library that contains

several videos that demonstrate how to read one's meter, what occurs during a water audit, and general tips on how to save water. In addition, SJWC has its own dedicated website for water-wise landscaping. This site contains a plant database with hundreds of pictures of plants that are low water use and beautiful. The site allows customers to build example landscapes and then obtain specific plant information and guidance on irrigating efficiently. The site also includes a water calculator, allowing customers to enter in the specific characteristics of their site and generate a custom irrigation schedule.

In addition to the conservation programs, SJWC is engaged in a significant effort to expand the use of recycled water. Currently, 250+ customers are currently using recycled water for irrigation, cooling towers or industrial purposes and outreach efforts are underway to customers along the new pipelines. SJWC is paying for the design, permitting, and construction of customer retrofits that are needed to connect new customers to the recycled water pipelines. This project is critical because every drop of recycled water used helps stretch available drinking water supplies.

Water Audits:

The cornerstone of SJWC's conservation programs is the water audit program. Audits are performed at customer request, typically in response to a high water bill concern and/or in response to water efficiency marketing efforts. Audits are performed for both residential and commercial customers. The purpose of a water audit is to educate customers about the efficient use of water in order to make their homes and businesses as water efficient as possible. The audits usually start with SJWC's inspector demonstrating to the customer how to read the water meter for current usage and for signs of leaks. This can help customers become better aware of their own usage and to be proactive when a leak is detected. An examination is then performed throughout the household or business to identify any water leaks and to check the efficiency of all plumbing fixtures. In addition to the indoor component of the audit, SJWC has developed the landscape component of the audit program to provide an extensive evaluation of the customer's landscape irrigation system. During this part of the audit, customers are provided recommendations for an irrigation schedule based on the specific plant materials and irrigation system hardware. The inspector will then check the irrigation system for leaks and efficiency and offer to program the customer's irrigation controller with the recommended schedule. There is a video that demonstrates what is included during a water audit that is posted on the SJWC website at the following URL:

http://www.sjwater.com/for_your_information/save_water_money/water_audit_program/

The following is a summary of the process of a typical water audit:

Indoors:

- **Check for inefficient plumbing fixtures and appliances and make recommendations for fixture replacement where appropriate Check for leaking toilets and faucets and inform customer of any leaks found as well as advice on leak repair**

Outdoors:

- **Thoroughly check the irrigation system including inspecting sprinkler heads for proper functioning. Note and describe any excessive runoff, broken sprinkler heads, or any other leaks in the irrigation system**
- **Review the irrigation schedule with the customer and make recommendations for improving the schedule. If requested, the inspector will implement the new schedule by changing the customer's irrigation controller**
- **Check all outdoor hose bibs for leaks**

In addition to audits, SJWC provides free water conserving devices. This ongoing program, which was initiated in 1992, involves the distribution of literature such as guides for plumbing repairs, water wise landscaping, and meter reading instructions, as well as dye tablets to customers. These materials can be obtained during a water audit appointment.

Residential Washing Machine Rebates:

SJWC actively participated in SCVWD's residential clothes washer rebate program. SCVWD offered a joint water and energy rebate program in cooperation with Pacific Gas and Electric Company (PG&E). SCVWD and PG&E offered a \$150 rebate for the most efficient qualifying clothes washers. Customers were informed of the program through SJWC's water audit program and at retail outlets where washing machines are sold. This program was discontinued on December 31, 2016.

Commercial, Industrial, Institutional Programs:

SJWC provides personalized water conservation information and audits to commercial customers. Commercial water audits are performed by SJWC staff and/or a hired consultant Maddaus Water Management. Included in the audits are an inspection of individual plumbing fixtures, the installation of water conservation devices, water conservation brochures, review of unique water using devices such as cooling towers and review of landscape irrigation. Considerable expertise is required to perform audits at businesses that have technical water related processes, which is why SJWC staff is being trained in these water-using processes.

SCVWD offers commercial customers a HET direct install program and a CII clothes washer rebate program. The CII HET program provides HETs installed for CII customers free of charge. This program is an excellent way for CII customers such as hotels, restaurants, offices and other high

trafficked businesses to reduce their indoor water use. The CII clothes washer program provides a rebate for businesses that purchase commercial HECWs for their laundromats or for multi-family residential properties with common area laundry rooms.

Large Landscape Conservation Program:

Review of landscape irrigation has always been an important part of SJWC's water audit program. SJWC inspectors perform a comprehensive landscape audit for the customer whenever appropriate. SJWC inspectors perform the landscape audits for all single-family residential properties. For commercial and multi-family residential properties with large landscapes, SCVWD offers a water budget program. This program is implemented through the vendor WaterFluence. The WaterFluence program provides customers with a customized water budget based on the site's irrigated area, and the specific amount of turf vs. shrubs or other types of plantings. The program connects all parties involved in the site including owner, manager, and landscaper. Each party then receives a monthly water use report that documents the water budget and how the site is doing in relationship to the budget. The water usage data comes from the retail agency (such as SJWC).

Landscape Rebate Program:

As a compliment to water audits for residential and commercial customers, the landscape rebate program offers incentives for customers to make improvements to their landscape that result in water savings. There are two components to the program. The first part is the landscape conversion rebate. This rebate is provided to customers who convert qualifying high water using landscapes to water efficient landscape. Specifically, the goal is to have turf removed and low water use plants used in its place. The rebate provides \$1.00 per square foot of turf that is converted. The second part of the program provides a rebate for customers to upgrade qualifying irrigation hardware. The types of hardware included are rain sensors, weather based irrigation controllers, high efficiency sprinkler nozzles and high efficiency rotary sprinkler nozzles.

Public information, education and outreach:

SJWC offers a variety of public information programs and outreach efforts to educate the public about the importance of water conservation.

Public information involves promoting water efficiency through various means including conservation brochures, bill inserts, advertising, public speaking engagements and postings on SJWC's web site. The goal of this program is to increase customer awareness of habits or procedures that waste water, as well as awareness of water capacity, available sources, system capacity, and treatment and distribution issues. Public information campaigns are designed to promote understanding and create a dialogue in

the community on water conservation topics as well as to motivate customers to conserve. Public information is provided directly by SJWC and in conjunction with SCVWD.

SJWC distributes an average of three conservation bill inserts annually. One such bill insert promotes SJWC's water audit program and the annual Water Awareness Night event. In the fall, SJWC promotes Water Appreciation Day at the San Jose State University using a bill insert along with other ways.

SJWC has developed a variety of water conservation literature. The literature is available free of charge, and is downloadable from the SJWC website. SJWC has developed a booklet called "Guide to Using Water Wisely". This booklet describes the various conservation programs and rebates that are available to customers. It also describes how to read one's water meter, how to fix basic leaking toilet issues, and has a section on water wise landscaping. A variety of public information relating to conservation is available from the SJWC website primarily water conservation tips. Customers can also download various literature, and can request a water audit via e-mail. The SJWC website also has features and information about water wise landscaping, including links to a specific water wise landscaping website and plant database, as well as a "virtual tour" of the SJWC public water-smart demonstration garden.

- Water Awareness Night – SJWC began sponsoring this annual event in 2002. Through a bill insert and a message on the bill, customers are invited to attend the event, which is part of a San Jose Giants baseball game at San Jose Municipal Stadium. More than 3,000 people attended the game in 2017. SJWC personnel set up various displays at the entrance to the stadium, including games for the children and conservation information for the adults. Additionally, a special gift was given to the first 500 children attending the game.**
- Other Community Events – SJWC is an annual participant several other community events throughout the year. In the Fall, we have a booth outside the Spartan stadium with other community organizations. We provide water conservation information and small giveaways to the attendees. The same presentation is held at the Guadalupe River Run in February. This community race, held the morning of Super Bowl Sunday, draws 2,000 runners of all ages to the Guadalupe River Park.**
- Speaker's Bureau - SJWC provides conservation related programs to local service and civic groups, homeowners associations, schools and similar organizations.**

School education program - Recently a new school education program was launched by SJWC. This program is an in-class curriculum for 5th grade students. The program provides a general water and water conservation related curriculum that takes approximately one week to complete. At the end of the week, students receive a unique home water audit kit. The kit has instructions for the student to perform a water audit with their parents and includes high efficiency devices that the student and parents can install at their home. The 2016-2018 General Rate Case (GRC) provided additional funding for this well-received program. Due to the delay in the GRC decision, the program was delayed for 2016 but restarted in early 2017.

- identify whether it is offered with a third party,

As noted above, many programs are offered through SJWC's wholesale water provider Santa Clara Valley Water District. Programs that are offered through a third party include the new school education program launched by SJWC, the SCVWD water budget program, and the various rebate programs offered by SCVWD.

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

Low-income customers are not generally differentiated in the existing conservation programs. In other words, the programs are open to all customers and low-income customers are not specifically targeted. For example, the long-standing water audit program performed by SJWC is open and inclusive of all SJWC customers regardless of income. This program is marketed the same to all customers. In 2017, SJWC completed 2,806 water audits. Although low-income properties were likely included in this total, SJWC does not separately target or track water audits specifically for low-income customers.

Another example is company bill inserts. The bill inserts are sent to all customers; there is not a specific bill insert sent to low-income customers. However, SJWC has done some targeted marketing in the past to low income customers for specific programs and may do so again in the future.

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

There are no outreach efforts that target low-income customers specifically. Conservation outreach targets all customers as opposed to specific groups of customers.

- how long has the program been offered,

The general conservation program has been in existence since the mid-1990s. SJWC does not have a low-income specific conservation program. However,

in the 1990s there were programs that were implemented, such as direct-install low-flow toilet programs, which heavily affected low-income communities.

SJWC also offers a low-income water rate assistance program (WRAP). This program provides a 15% discount on the total water bill for eligible low-income customers. There is data available for how many of the participants in the WRAP program have also had water audits:

- **What criteria are used to establish the success of the program.**

SJWC takes a customer service approach to measuring success of the programs. Customer service is evaluated in terms of numbers of complaints received, response time, etc. Additionally, SJWC monitors reduced usage in relation to the SBX 7-7 conservation goals. During the current drought, SJWC monitors reduction in usage through the mandated reporting process to the State Water Resources Control Board and to the SCVWD.

San Jose Water Company

(U-168-W)

2017 Annual Report

Compliance Filing as Required by General Order 103A,
Section VII

**San Jose Water Company
U-168-W
2017 Annual Report
General Order 103A, Section VII. Operation and Maintenance Compliance**

Section VII.C. Submission of Summary O&M Plan for Water Utilities to the Commission

- 1) Each water utility shall have on file a summary of its current O&M plan(s), electronically or in hard copy form, with the Division of Water and Audits, or its successor. The submission of these O&M plans shall be subject to the protections against unauthorized disclosure as provided by Public Utilities Code Section 583 and the corresponding exclusion from public inspection provided by General Order 66-C, Section 2.2.**
- 2) When these O&M plans change substantially and at least every five years, the water utility shall file updated summaries.**

San Jose Water Company Response: An Operations & Maintenance Plan Summary was provided with the 2014 Annual Report. The O&M plans have not changed substantially since that submittal.

Section VII.F. Availability of O&M Plan for Commission Review

The latest O&M plans shall be available for Commission review. In its Annual Reports, each water utility shall identify the location(s) of or the method for accessing (e.g., the website) its O&M plan.

San Jose Water Company Response: As noted in the San Jose Water Company 2014 Operations & Maintenance Plan Summary the various documents making up the O&M Plans are maintained electronically on SJWC's server. These documents are available for Commission staff review.

GO 103 Customer Service and Reporting Standards - 2017

Performance Measure Description¹	Goal	Q1	Q2	Q3	Q4	TOTAL
1A) Calls Answered by Customer Service Rep Within 30 Seconds	>=80%	68%	70%	64%	55%	64%
1B) Abandoned Call Rate	<=5%	1.8%	1.4%	2.0%	3.2%	2.1%
2A) Bills Rendered Within 7 Days of Scheduled Billing Date	>=99%	100.0%	100.0%	100.0%	100.0%	100.0%
2B) Bills Found Inaccurate After Being Sent to Customer ³	<=3%	0.00%	0.00%	0.00%	0.00%	0.00%
2C) Customer Payments Posted Incorrectly Due to Utility Error	<=1%	0.0%	0.0%	0.0%	0.0%	0.0%
2D) Final Read and Final Bill	SJWC complies with this standard					
3A) Meters Not Read That Were Scheduled to be Read ³	<=3%	0.0%	0.0%	0.0%	0.0%	0.0%
4A) Scheduled Appointments Missed in 4-Hour Window ³	<=5%	0.0%	0.0%	0.0%	0.0%	0.0%
4B) Customer-Requested Work Not Completed by the Scheduled Date ³	<=5%	0.0%	0.0%	0.0%	0.0%	0.0%
5A) Rate of Complaints to the CPUC's Consumer Affairs Branch (CAB) ³	<=.1%	0.0%	0.0%	0.0%	0.0%	0.0%
6) Complete Record of All Service Interruptions (>10 services)	SJWC complies with this standard					

¹All Performance Measure designations are based on those provided in GO 103A - Appendix E: Customer Service and Reporting Standards for Class A and B Water Utilities that Employ Automated Call Distribution Systems

³Instances have occurred, but not enough to register within the tolerances provided in GO 103A - Appendix E for the performance measure.