

CONNECTED INTELLIGENCE: USING SHARED DATA TO DELIVER SMARTER SERVICE

ACWA 2025 Fall Expo
December 3, 2025



AGENDA



Welcome & Framing



Panelist Introductions and Opening Remarks



Group Discussion



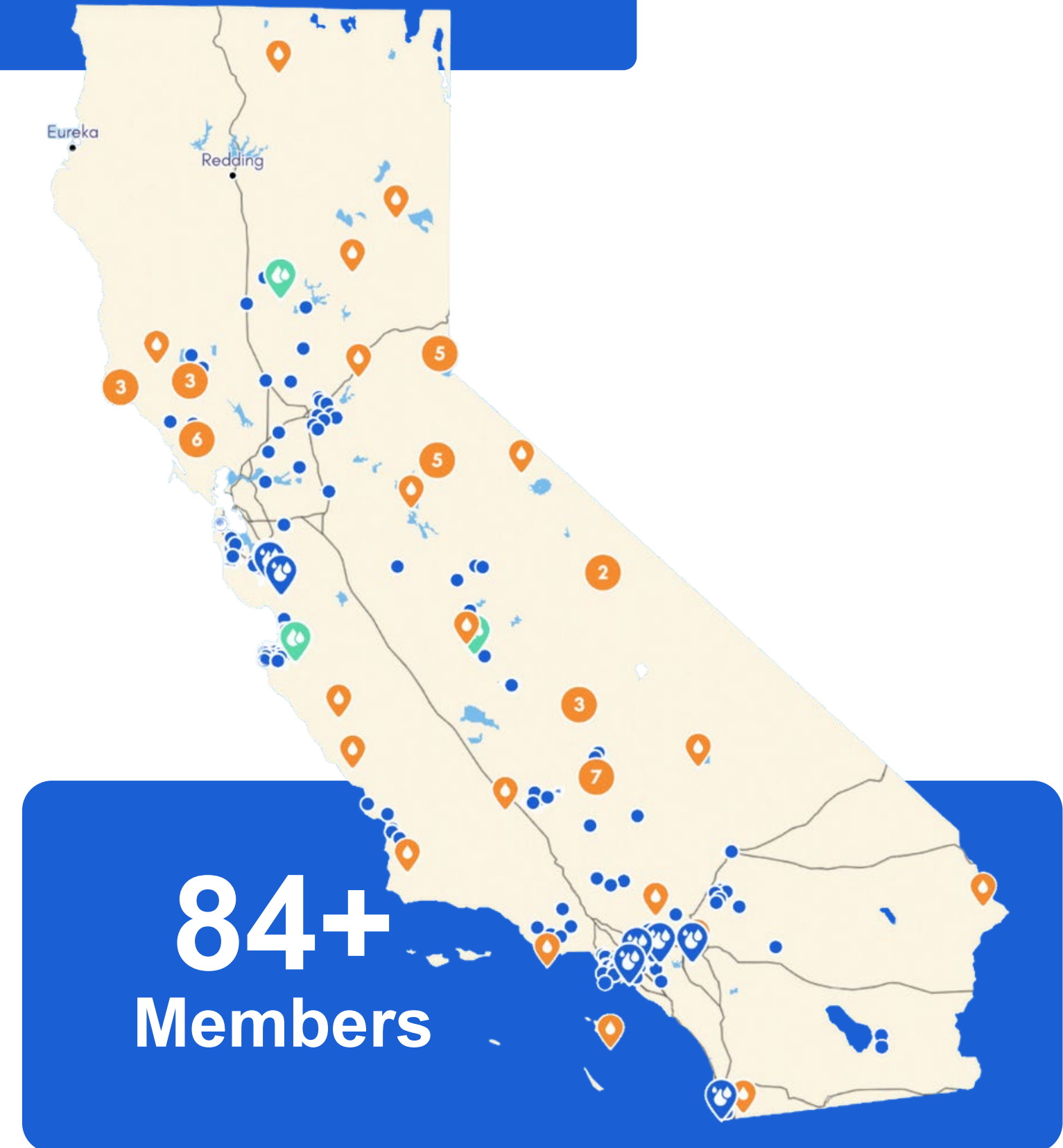
Lightening Round: Vision for the Future

CALIFORNIA WATER ASSOCIATION



The California Water Association (CWA) represents water utilities that are invested in California water and the future of our state.

- Statewide association of regulated water utilities (also known as IOUs)
- In CA, dually regulated by CA Public Utilities Commission and the CA State Water Resources Control Board



HISTORY OF DATA SHARING

- 2005: CPUC, through the Water Action Plan, encourages large regulated water utilities to offer low income rate assistance programs
- 2009: CPUC opens rulemaking to establish low income data sharing rules
- 2011: CPUC issued Decision formally determining and developing rules for data sharing (between regulated water and energy utilities)

HISTORY OF DATA SHARING

2017 CPUC opens low income rate assistance rulemaking

2019 Eastern MWD files a petition to request that CPUC adopt criteria to allow for sharing of low income customer data by regulated energy utilities with municipal water utilities

2021 CPUC approves sharing with municipal water utilities

LOW INCOME RATE ASSISTANCE



2006–15%



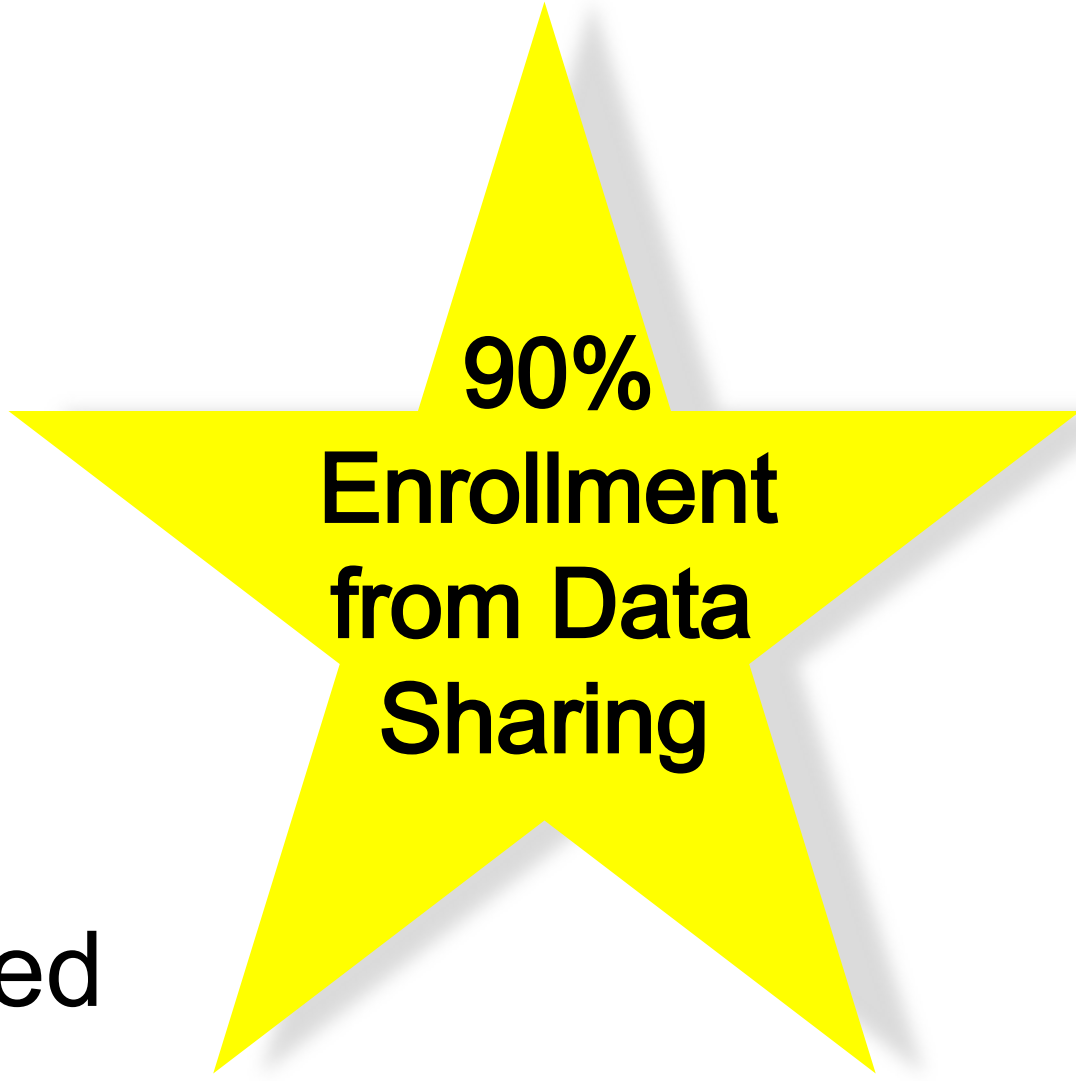
2007–16%



2015–35%



2024–80% Eligible Customers Enrolled



**90%
Enrollment
from Data
Sharing**

Case Example: LIBERTY UTILITIES

Liberty's Customer Assistance Program (CAP)

- Provides a \$10.00/month discount
- Participation Rates:
 - Downey: 12,732 customers (49% of residential customers served) in 2024
 - Apple Valley: 6,116 customers (32% of residential customers served) in 2024



Leak Repair Program

- Launched in 2024, 6 pilot projects completed so far
- Provides incomequalified customers who have received repeat 24hour continual use alerts (leak alerts) and have high water usage
- Customers are referred to a utilitycontracted plumber to complete the repairs

SPEAKERS



Jolene Walsh, Eastern Municipal Water District

Benito Delgado, Low Income Oversight Board, CA Public Utilities
Commission

Laurel Firestone, Board Member, State Water Resources Control Board