

State Waterboard California Water and Wastewater Arrearage Payment Program

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Survey closes 5:00PM September 10, 2021

About: The purpose of this survey is to collect necessary data to allow the State Water Board to (1) determine the extent of Residential and Commercial drinking water arrearages and COVID-19 related water system revenue loss and establish eligibility; (2) collect the necessary paperwork to process direct payments to water systems for Residential and Commercial drinking water arrearages and COVID-19 related water system debt.

The information collected below is meant to reflect COVID-19 related Residential and Commercial customer debt and COVID-19 related revenue loss accrued between 03.04.2020 and 06.15.2021.

The data requested below pertains to the COVID-19 pandemic period between 03.04.2020 through 06.15.2021 and includes any customer billing period that contains these dates.

Survey Questions & Technical Assistance: The State Water Board may be able to provide technical assistance to help your water system complete this survey.

- For questions related to individual questions below, please contact the State Water Board at CommunityWaterSystemsCovidRelief@waterboards.ca.gov or 916-322-6227 (Monday - Friday, 9am – 5pm).
- For assistance completing the majority of the survey, please submit a Technical Assistance Request Form: [HERE](#); Please email TA request form to DFA-TARequest@waterboards.ca.gov
- **IMPORTANT: If your EAR prefill data is missing and/or survey questions are not displaying as you think they should, please scroll to the bottom of the survey and select the "Clear and Reset" button to completely refresh your survey and log out of your account and log back in. This will CLEAR all your inputted answers. We recommend saving your answers outside the survey.**
- **SAVING: To save a partially completed survey, click the "Save and Validate" button at the bottom of the survey. You will see validation**

errors at the top of the screen, but your answers will be saved, and you can exit the survey.

- **NOTE: You can return to your home page without saving your current answers by clicking on “Home” in the navigation bar.**

WATER SYSTEM

Water System No

CA3810011

Water System Name

SFPUC CITY DISTRIBUTION DIVISION

0. Please select the option below that best describes your community water system. Most water systems will select option three. ?*

- [1] Community water system wholesaler that does NOT directly serve Residential or Commercial/Institutional customers.
- [2] Community water system (may include wholesalers) with multiple water systems under the same umbrella organization/legal entity that directly serves Residential and/or Commercial/Institutional customers (an example would be a CPUC regulated company that has multiple systems, or a special district or mutual water corporation that has separate physical water systems etc.).
- [3] A community water system that is not [1] or [2]

0.1. Would you prefer to complete this survey using aggregated data for all or some of the water systems that are under the same umbrella organization/legal entity? ?*

- Yes, I would like to complete this survey using aggregated data across the same umbrella organization/legal entity.
- No, I want to complete an individual survey for each community water system I am reporting for.

0.2. Please provide the name of the umbrella organization/legal entity. ?*

San Francisco Public Utilities Commission

0.3. Please use the text box below to provide the PWSIDs for all of the community water systems that are under the same umbrella organization/legal entity. Please separate each PWSID with a semicolon “;” ?*

CA3810001; CA3810011; CA0110012; CA3810008; CA3810003;
CA0110018; CA3810702

0.4. Please use the text box below to provide the PWSIDs for all of the community water systems that you will be reporting data for in this survey regarding the Community Water System COVID-19 Debt Relief Program. These PWSIDs must be in the field above. You may provide a shorter list of systems here. Please separate each PWSID with a semicolon “;” ?*

CA3810001; CA3810011; CA0110012; CA3810008; CA3810003;
CA0110018; CA3810702

You may also complete this survey for an individual water system if desired.

COVID-19 FINANCIAL IMPACTS

1. Has your drinking water system accrued Residential drinking water arrearages, Commercial drinking water arrearages, and/or COVID-19 related drinking water revenue loss between 03.04.2020 and 06.15.2021? This includes any customer billing period that contains these dates. ?*

Yes | No

CUSTOMERS

2. Does any of the water systems you are reporting for charge customers for water (residential, commercial, industrial, or institutional water customers)? ?*

Yes | No

3. Select applicable customer types for the water systems you are reporting for (customer types may vary across the water systems you are reporting for, if a customer type is served by at least one system, it should be included in your answer): ?*

- Residential
- Non-Residential (typically includes commercial, industrial, institutional customers, etc.)
- Both

3.1 Total number of residential connections across all the water systems you are reporting for: ?*

148239

3.2 Total number of Non-Residential connections across all the water systems you are reporting for ?*

28236

3.2.1. Can your water system distinguish between Residential and Non-Residential accounts? ?*

Yes | No

If the answer is "No", please estimate the questions below related to Residential and Commercial Non-Residential accounts, using your best available data.


3.3 Total Number of Commercial Non-Residential connections across all the water systems you are reporting for? ?*

16302


RESIDENTIAL CUSTOMER DEBT

4. Does any of your Residential customer bills across the water systems you are reporting for include any non-drinking water charges (i.e. wastewater, stormwater, electricity, telecommunications, property tax etc.)? ?*

Yes | No

4.1 Can your accounting system distinguish between non-payment for drinking water services from non-payment for the other non-drinking water charges for Residential customers? *

Yes | No


5. What is the number of active and inactive Residential accounts (single-family, multi-family, and mixed use that include residential) that are currently missing one or more required full or partial bill payment for drinking water services provided during a billing period that includes service from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates *

6241

Account that are currently late on their most recent bill should not be included, only those that are missing payments that have resulted in an outstanding balance or unpaid bill as of the last billing period, i.e. "Amount Before Due."

If your water system bills residential customers annually or quarterly and cannot provide an exact number of residential accounts in arrears during this timeframe, please provide the number of accounts in arrears after the deadline for your last billing cycle.

If your answer is 0, please enter "0" into the field below.

5.1 How many of your active and inactive Residential accounts in arrears have a past due balance \$600 or greater for drinking water services provided from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates. *

1134

If 0 accounts have a past due balance of \$600 or greater, please enter 0.

5.2 Is documented evidence available to support this number of active and inactive Residential accounts that are currently missing one or more required full or partial bill payments for drinking water services provided from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates ?*

Yes | No

Documented evidence must include at a minimum: customer account no., initial missed billing period due date, past due amount, late fee amount, amount requested for payment. The documented evidence can be provided in the following format, with the first being the preferred method: Electronic Spreadsheet, Other type of electronic accounting files, Paper records (e.g., invoices, past-due notices, emails to customers, etc.).

6. What is the sum of outstanding, uncollected Residential (single-family, multi-family, and mixed use that include residential) bills for drinking water services provided from 03.04.2020 through 06.15.2021 for both currently active and inactive accounts (DO NOT INCLUDE LATE FEES)? This includes any customer billing period that contains these dates. ?*

2955692

If non-drinking water charges are included in the total bill, please provide the total amount of bill debt that includes non-drinking water charges if you are unable to determine the drinking water debt separately.


Late fees should not be included in this amount. This information will be collected in question 7 below.

If your water system provided customer assistance and bill relief to customers during this time – please do not include that amount in this calculation. You may provide it in question 9 below.

If your answer is 0, please enter "0" into the field below.

6.1 Please provide the total amount of Residential arrearages for customers that have accrued debt of \$600 or greater for drinking water services provided from 03.04.2020 through 06.15.2021 for both active and inactive accounts? This includes any customer billing period that contains these dates. ?*

2283593

6.2 Is documented evidence available to support this sum of outstanding, uncollected Residential bills for drinking water services provided from 03.04.2020 through 06.15.2021 for both currently active and inactive accounts? This includes any customer billing period that contains these dates? *


Yes | No

Documented evidence must include at a minimum: Customer Account No., Initial missed billing period due date, Past Due Amount, Late Fee Amount, Amount Requested for Payment. The documented evidence can be provided in the following format, with the first being the preferred method: Electronic Spreadsheet, Other type of electronic accounting files, Paper records (e.g., invoices, past-due notices, emails to customers, etc.).


7. What is the sum of outstanding, uncollected late fees associated with Residential accounts with outstanding water bills? *

0


If your answer is 0, please enter "0" into the field below:

8. How does your water system primarily track payment and non-payment for Residential water bills? Please select the option below that represents that most common format for the majority of information described above. *

- Electronic Database/Software
- Spreadsheet (i.e. Excel, google sheets, etc.)
- Paper files, non-electronic
- No tracking system in place to document Residential payments/non-payments

9. Can your water system produce a spreadsheet with unique residential account numbers and the total outstanding drinking water debt per account for services provided from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates. *

- Yes, this can be completed within a week
- Yes, but it will take 2-3 weeks
- Yes, but will take a month or more
- Yes, but we will require outside assistance
- No, we don't have the information needed to produce this spreadsheet

10. Does your water system provide payment plans for residential customers in arrears? *

Yes | No

A payment plan is a revised billing solution which can be used when a customer has a temporary/sudden change in financial circumstance.

Examples of payment plans may include:

- Deferred or reduced payments
- Alternative payment schedules
- Revisions on payment agreements

11. Comments on **Residential COVID-related debt** (publicly available): ?

Total residential debt includes 18 unmetered customers who pay a flat monthly rate for all utilities (water, wastewater, gas, electric), and who are billed outside of the normal water billing system. 30% of their bill is allocable to water, totaling \$28,248 in arrearages.

COMMERCIAL NON-RESIDENTIAL CUSTOMER DEBT

12. Can your water system distinguish between **Commercial Non-Residential customers** and other Non-Residential customers? ?*

Yes | No

The State Water Board often distinguishes between Commercial and Institutional customer types. For the purposes of the Community Water System COVID-19 Relief Program; "Commercial Customers" will include Commercial and Institutional customers: hotels, motels, restaurants, office buildings, government and military facilities, gas stations, hospitals, educational institutions, retail establishments, dormitories, nursing homes, churches, jails, prisons, mental health facilities, addiction recovery centers, farmworker housing, and campgrounds.

Other Non-Residential customers include: industrial (manufacturing, chemical, refineries, cooling towers, animal & food processing, etc.); agriculture irrigation (crops, aquaculture, etc.); and landscape irrigation (parks, golf courses, etc.).

If your answer is "No", please estimate your responses to the following questions based on your best available information. You may estimate Commercial customers using meter sizes. Meters on Non-Residential customers that are 8 inches or less may be an alternative method for approximating Commercial customers.

13. Does your **Commercial Non-Residential customer bill** include any non-drinking water charges (i.e. wastewater, stormwater, electricity, telecommunications, property tax etc.)? ?*

Yes | No

13.1 Can your accounting system distinguish between non-payment for drinking water services from non-payment for the other non-drinking water charges? ?*

Yes | No

901

14. What is the number of active and inactive Commercial Non-Residential accounts that are currently missing one or more required full or partial bill payments for drinking water services provided during a billing period that includes service from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates. ?*

173

14.1 How many of your active and inactive Commercial Non-Residential accounts in arrears have a past due balance \$600 or greater for drinking water services provided from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates. ?*

If 0 accounts have a past due balance of \$600 or greater, please enter 0.

14.2 Is documented evidence available to support this number of active and inactive Commercial Non-Residential accounts that are currently missing one or more required full or partial bill payments for drinking water services provided from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates. ?*

Yes | No


911994


15. What is the sum of outstanding, uncollected Commercial Non-Residential bills for drinking water services provided from 03.04.2020 through 06.15.2021 for both currently active and inactive accounts (DO NOT INCLUDE LATE FEES)? This includes any customer billing period that contains these dates. ?*

If non-drinking water charges are included in the total bill, please provide the total amount of bill debt that includes non-drinking water charges if you are unable to determine the drinking water debt separately.

Late fees should not be included in this amount. This information will be collected in question 16 below.


826361

15.1 Please provide the total amount of Commercial Non-Residential arrearages for customers that have accrued debt of \$600 or greater for drinking water services provided from 03.04.2020 through 06.15.2021 for both active and inactive accounts? This includes any customer billing period that contains these dates. *


15.2 Is documented evidence available to support this sum of outstanding, uncollected Commercial Non-Residential bills for drinking water services provided from 03.04.2020 through 06.15.2021 for both currently active and inactive accounts? This includes any customer billing period that contains these dates. *

Documented evidence may include: Customer account number, initial missed billing period due date, past due amount, late fee amount, and amount requested for payment. The documented evidence can be provided in the following format, with the first being the preferred method: electronic spreadsheet, other type of electronic accounting files, and paper records (e.g., invoices, past-due notices, emails to customers, etc.).


Yes | No

16. What is the sum of outstanding, uncollected late fees associated with Commercial Non-Residential accounts with outstanding water bills? *

0

17. How does your water system primarily track payment and non-payment for Commercial Non-Residential water bills? Please select the option below that represents that most common format for the majority of information described above. *

- Electronic Database/Software
- Spreadsheet (i.e. Excel, google sheets, etc.)
- Paper files, non-electronic
- No tracking system in place to document Residential payments/non-payments

18. Can your water system produce a spreadsheet with unique Commercial Non-Residential account numbers and the total outstanding drinking water debt per account for services provided from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates. *

- Yes, this can be completed within a week
- Yes, but it will take 2-3 weeks
- Yes, but will take a month or more
- Yes, but we will require outside assistance
- No, we don't have the information needed to produce this spreadsheet

19. Does your water system provide payment plans for Commercial Non-Residential customers in arrears? ?*

Yes | No

A payment plan is a revised billing solution which can be used when a customer has a temporary/sudden change in financial circumstance.

Examples of payment plans may include:

- Scheduled payments
- Monitored payment agreements
- Revisions on payment agreements

20. The Governor's Executive Order on the COVID-19 shut-off moratorium also applied to any business in the critical infrastructure sectors designated by the State Public Health Officer as critical to protect the health and well-being of all Californians that qualifies as a small business under 13 CFR Section 121.201 of the Small Business Administration's regulations. Did your water system extend shut-off protection beyond this to include additional Commercial customers? ?*

- No, we only extended shut-off protection to those included in the Executive Order.
- Yes, we extended shut-off protection to some additional commercial customers.
- Yes, we extended shut-off protection to all our commercial customers.

21. Comments on Commercial Non-Residential COVID-related debt (publicly available): ?

To exclude ineligible non-residential accounts, we eliminated dedicated industrial, irrigation, and fire protection services.

WATER SYSTEM COVID-19 RELATED REVENUE LOSS

22. Did your community water system experience COVID-19 related drinking water revenue loss between 03.04.2020 and 06.15.2021? This includes any customer billing period that contains these dates? ?*

Yes | No

Revenue loss includes total drinking water revenue declines when comparing revenues before the COVID-19 pandemic to revenue collected during the COVID-19 pandemic, ending in 06.15.2021.

Revenue declines may be attributed to unpaid customer charges (Residential and Non-Residential) and decreased demand compared to average demand before the COVID-19 pandemic. Community water systems that do not charge customers directly for water may have experienced COVID-19 related revenue declines (i.e. reduced fees, rent, and other sources of income).

23. What was your water system's total 2019 (fiscal or calendar year) revenue?

601075000



23.1 Is this for the fiscal or calendar year?

- 2019 calendar year
 2019 fiscal year

23.1.1 Please select fiscal year start-date (mm/dd/yyyy)

07/01/2018

24. What were your total 2019 (fiscal or calendar, consistent with your revenue time period) expenses for operating your drinking water system and maintaining drinking water services? Please exclude any large capital/infrastructure expenses that were made during this time (i.e. construction of a new well).

540503000

25. Total 2020 (fiscal or calendar year) revenue for all the water systems you are reporting for?

633507000

25.1 Is this for the fiscal or calendar year?

- 2020 calendar year
 2020 fiscal year

25.1.1 If fiscal year, please select fiscal year start-date (mm/dd/yyyy)

07/01/2019

26. Please estimate your lost customer derived revenue from 01.01.2021 to 06.15.2021 due to the COVID-19 pandemic for drinking water services. This sum may include unpaid customer charges (Residential and Non-Residential) and decreased demand compared to average demand before the COVID-19 pandemic.

20919000

Do not include other revenues such as interest income, depreciation, or any income not directly associated with customers. Do not include any incurred expenses in this calculation.

If you operate on a fiscal year calendar that includes these dates, and this information is included in your response to question 23, please enter 0.

If your water system did not experience any revenue declines during this time period, please enter 0.

54644000

27. Approximately how much lost customer derived revenue accrued during the entire COVID-19 pandemic for drinking water services provided from 03.04.2020 through 06.15.2021?

This Includes any customer billing period that contains these dates. This sum may include unpaid customer charges (Residential and Non-Residential) and decreased demand compared to average demand before the COVID-19 pandemic.

Do not include other revenues such as interest income, depreciation, or any income not directly associated with customers. Do not include any incurred expenses in this calculation.

If your water system did not experience any revenue declines during this time period, please enter 0.

28. Comments on COVID-related drinking water system debt (publicly available):

Lost revenues includes 1) volume declines compared to pre-COVID averages * effective rate during fiscal year. 2) unpaid bills for residential and commercial customers, including both water charges and utility users tax, and 3) the value of emergency discount programs implemented for single family residential and commercial customers who lost income due to COVID-19. Note that rates increased by 8.3% for FY 2019-20, and an additional 7.8% in FY 2020-21, so a significant driver of changes in total revenues in questions 23 and 25 is the rate increase. This is also why we calculated lost revenues by multiplying changed volumes by the rates in effect, as this avoids the rate changes which are picked up in total revenues.

ESTIMATED DRINKING WATER FUNDING REQUEST

29. Based on the information provided in this survey, approximating how much support do you anticipate requesting from this funding program?

4077150


30. Comments on estimated funding request:

Estimated request also includes unpaid bills for service during the eligible period, but which are not yet 60 days past due as of 9/10/2021, for customers who are already delinquent. For example, a customer might have \$600 in the eligible bill period 60 days past due as of 9/10/2021, and also a \$100 bill for usage from June 1-June 30 that is not yet 60 days past due as of the time of this survey due to the timing of the billing cycle and payment due date. We expect that these eligible bills will remain unpaid and 60 days past due at the time of the application, and so are including them above. This is the \$209,465 difference between the total in questions (6+15) vs. question 29.

31. The information provided in this survey will be used to make important eligibility and allocation decisions for this program, please certify that the information provided is based on your best available information:*

I certify that the information provided in this survey is accurate based on best available

information under penalty of perjury.

32. The State Water Board may be able to provide technical assistance to help your water system complete a funding application when the application window opens. Please select the checkbox below if you are interested in receiving assistance in compiling the application materials to submit an application. 

Technical Assistance Request Form: [HERE](#); Please email TA request form to DFA-TARequest@waterboards.ca.gov

PRE-APPLICATION MATERIALS

In order for the State Water Board to process a payment, your water system must submit the following form which contains your water system's Tax ID.

You may upload the form to this survey if you are able to complete it before the survey deadline. Or you may email it to WaterSystemsDebtRelief@waterboards.ca.gov if you cannot complete it by the survey deadline.

33. Tax filing status for the umbrella organization/legal entity you are reporting aggregated data for:  *

Non-Government

Government

34. You must download and complete the form provided below. 

https://fiscal.ca.gov/wp-content/uploads/2019/08/GovtTINForm_000.pdf

Completed and signed forms must be emailed to communitywatersystemscovidrelief@waterboards.ca.gov

This form must be physically signed by your water system's authorized signatory – Administrative Contact: or authorized fiscal representative. The authorized signatory or authorized fiscal representative is required to provide a wet signature (physically sign) the form and attach a copy of the form. Forms with electronic signatures will not be accepted.

Question	Response
As a reminder, please complete and upload the Attestation to co...	I attest that I have completed this survey honestly and truthfully, a...
Priority Group #1: Active Residential Customers with Arrearages a...	0
10. As of August 15, 2021, please provide the total aggregate past...	0
Priority Group #2: Active Residential Customers with Arrearages 1...	389
12. As of August 15, 2021, please provide the total aggregate pas...	477712
Priority Group #3: Inactive Residential Customers with Arrearages ...	15
14. As of August 15, 2021, please provide the total aggregate past...	3049
Priority Group #4: Commercial Customers with Arrearages 15 . As ...	649
16. As of August 15,2021, please provide the total aggregate past ...	1384960
1. What is the name of your energy utility?	San Francisco Public Utilities Commission
2a. Please indicate if your energy utility is a:	Public Utility Company
3. What energy utility service(s) does your utility provide?	Both Natural Gas and Electricity
4. Does your energy utility provide other utility services in additio...	Yes
5. Please select all other utility services offered in the following list	Water Sewer Stormwater
Total Residential and Commercial Energy Accounts 6a. As of Augu...	1242
6b. As of August 15, 2021, please provide the total number of acti...	1560
Total Residential and Commercial Accounts in Arrears 7a. As of Au...	404
7b. As of August 15, 2021, please provide the total number of acti...	649
Total Arrearages 8a. As of August 15, 2021, please provide the tot...	480761
8b. As of August 15, 2021, please provide the total past due balan...	1384690