2025

Sustainability Data Download

MAY 2026

Introduction

This California Water Service Group (Group or the Company) 2025 Sustainability Data Download supplements the information contained in Group's 2025 Sustainability Report and provides what we believe to be key data that is relevant for our stakeholders.

All data is reported at a Group-wide level—including California Water Service (Cal Water), Hawaii Water Service (Hawaii Water), New Mexico Water Service (New Mexico Water), and Washington Water Service (Washington Water)—unless otherwise noted. Since Texas Water Service (Texas Water) is a holding company and does not have full ownership of BVRT, sustainability-related metrics about Texas Water operations are excluded, except for greenhouse gas emissions data, which is reported as part of Group's downstream Scope 3 emissions.

If historical data is unavailable for a metric, this is the first year we are aggregating or reporting the data, we do not report on trended data for that metric, or we are working to refine our methodology and plan to disclose the metric in future reporting.

For any questions regarding our sustainability metrics, please contact us at sustainability@calwater.com.

CALIFORNIA WATER SERVICE GROUP
INVESTING FOR LIFE

This Sustainability Data Download is intended to highlight some of the Company's sustainability activities from January 1 to December 31, 2025; it is not a comprehensive description or representation of all of the Company's sustainability activities during that time.

This 2025 Sustainability Report and Sustainability Data Download (collectively the "2025 Sustainability Disclosures") contain forward-looking statements within the meaning established by the Private Securities Litigation Reform Act of 1995. The forward-looking statements in the 2025 Sustainability Disclosures include the Company's objectives, commitments, goals, targets, progress, or expectations with respect to ESG, sustainability, and corporate social responsibility matters, and business risks, opportunities, and plans and are not intended to create legal rights or obligations. Because they are aspirational and are based upon currently available information, expectations, and projections, they are subject to various risks and uncertainties, including limitations on our ability to make sustainability investments without the support of our regulators, including the California Public Utilities Commission, changes in federal and state governmental and regulatory priorities and policies, and evolving stakeholder expectations and legal and regulatory requirements, and actual results may differ. Because of this, the Company advises all interested parties to carefully read and understand the Company's disclosure on risks and uncertainties found in Forms 10-K, 10-Q, and other reports filed with the Securities and Exchange Commission ("SEC"). The Company undertakes no obligation to update any forward-looking or other statements, whether as a result of new information, future events, or otherwise, and notwithstanding any historical practice of doing so. The Company may determine to adjust any objectives, goals, and targets or establish new ones to reflect changes in our business.

Historical, current, and forward-looking sustainability-related statements and data in the 2025 Sustainability Disclosures may be based on standards for measuring progress that are still developing, controls and processes that continue to evolve, data or representations from third parties, and assumptions that are subject to change in the future. The information included in, and any issues identified as material for purposes of the 2025 Sustainability Disclosures may not be considered material to us, our investors or other stakeholders, or required to be reported in our filings for SEC other mandatory reporting purposes, and the use of the term "material" in the 2025 Sustainability Disclosures is distinct from, and should not be confused with, such term as defined for SEC or other mandatory reporting purposes.

Due to the inherent uncertainty and limitations in measuring greenhouse gas (GHG) emissions under the calculation methodologies used in the preparation of such data, all GHG emissions or references to GHG emissions in the 2025 Sustainability Disclosures are estimates. There may also be differences in the manner that third parties calculate or report GHG emissions compared to the Company, which means that third-party data or methodologies may not be comparable to our data or methodologies.

Website references and hyperlinks throughout the 2025 Sustainability Disclosures are provided for convenience only, and the content on the referenced third-party websites is not incorporated by reference into the 2025 Sustainability Disclosures, nor does it constitute a part of the 2025 Sustainability Disclosures. The Company assumes no liability for the content contained on the referenced third-party websites.

GJ = gigajoule. CO_2e = carbon dioxide equivalent. AF = acre-foot. GHG = greenhouse gas. The information in this document refers specifically to the data for years 2022-2025. GHG emissions represent the seven gases listed in the United Nations Framework Convention on Climate Change reporting guidelines and Kyoto Protocol: carbon dioxide (CO_2), methane (CH_4), nitrous oxide (N_2O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF_6), and nitrogen trifluoride (NF_3). Our GHG emissions inventory is conducted in alignment with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition), GHG Protocol Scope 2 Guidance, and Corporate Value Chain (Scope 3) Accounting and Reporting Standard, collectively referred to as the "GHG Protocol." California Water Service Group applied the operational control approach to define its Scope 1 and 2 GHG reporting boundary. Numbers presented herein may not sum to exact totals due to rounding. GHG emissions reported for 2022-2023 reflect the Intergovernmental Panel on Climate Change (IPCC) 4th Assessment Report Global Warming Potentials (GWPs), and emissions reported for 2024 reflect IPCC 5th Assessment Report. GHG emissions reported for 2025 reflect IPCC 6th Assessment Report GWPs. Footnotes and restatements are updated annually; restatements made in prior years can be found in prior year reports, and the analyst download documents on our website under Report Archives.

Environmental

Metric	2022	2023	2024	2025	GRI/SASB Indicator
Energy and Emissions					
Total energy consumption, by energy type (GJ)	730,201	701,258	752,400	756,548	SASB IF-WU-130a.1 GRI 302-1
Diesel	20,790	19,706	19,335	19,024	
Gasoline	68,902	79,619	81,015	83,175	
Natural Gas	4,936	5,167	3,777	3,613	
Propane	620	730	1,221	1,151	
Grid electricity	567,896	498,832	551,696	552,447	
Renewable[1]	67,058	97,205	95,356	97,138	
Total energy consumption, by state (GJ)	730,201	701,258	752,400	756,548	SASB IF-WU-130a.1 GRI 302-1
Cal Water	557,532	525,889	571,150	572,743	
Hawaii Water	111,835	110,281	115,141	115,958	
New Mexico Water	13,603	14,359	14,975	15,676	
Washington Water	47,231	50,728	51,134	52,171	
Percentage of energy consumption supplied from grid electricity	77.8%	71.1%	73.3%	73.0%	SASB IF-WU-130a.1
Percentage of energy consumption that was renewable energy[2]	9.2%	13.9%	12.7%	12.8%	SASB IF-WU-130a.1 GRI 302-1
Total energy consumption intensity per USD million operating revenue (GJ / USD million)	863	882	726	756	GRI 302-3
Total biogenic GHG emissions, by source (metric tons CO_2e)[3]	437	58,200	72,172	92,230	GRI 305-1
Biogenic GHG emissions (California Water Service Group process and fugitive emissions)[4]	437	815	1,067	825	
Biogenic GHG emissions (California Water Service renewable diesel emissions)[3]	—	—	22	55	
Biogenic GHG emissions (third-party wastewater treatment)[5]	—	57,386	71,083	91,350	
Total biogenic GHG emissions, by state (metric tons CO_2e)[6]	437	58,200	72,172	92,230	GRI 305-1
Cal Water	—	54,733	67,821	85,487	
Hawaii Water	337	3,112	3,914	6,441	
New Mexico Water	62	346	437	125	
Washington Water	38	9	0	177	
Total Outside of Scope Emissions[7]	46	67	54	42	

Metric	2022	2023	2024	2025	GRI/SASB Indicator
Energy and Emissions					
Total Scope 1 (direct) GHG emissions, by state (metric tons CO_2e)	7,942	8,231	8,543	8,346	GRI 305-1
Cal Water	5,378	5,962	5,983	6,033	
Hawaii Water	1,034	1,047	1,182	942	
New Mexico Water	325	380	381	397	
Washington Water	1,204	842	997	974	
Total Scope 2 (energy indirect/electricity) GHG emissions, location-based, by state (metric tons CO_2e)[8]	51,823	47,221	46,811	46,482	GRI 305-2
Cal Water	32,187	27,631	26,802	26,285	
Hawaii Water	15,509	15,421	15,808	15,914	
New Mexico Water	1,129	1,093	1,103	1,067	
Washington Water	2,999	3,077	3,097	3,216	
Total Scope 2 (energy indirect/electricity) GHG emissions, market-based, by state (metric tons CO_2e)	36,004	30,264	32,859	31,331	GRI 305-2
Cal Water	13,848	10,631	12,963	12,255	
Hawaii Water	19,553	17,229	17,477	17,080	
New Mexico Water	1,487	1,251	1,313	655	
Washington Water	1,116	1,153	1,105	1,341	
Percent change in Scope 1 and 2 market-based GHG emissions from previous year	-18.8%	-12.4%	7.6%	-4.2%	GRI 305-5
Percent change in Scope 1 and 2 market-based GHG emissions from base year (2021)	-18.8%	-28.9%	-23.5%	-26.7%	GRI 305-5
Scope 1 and 2 water production-related GHG emissions intensity of water produced (metric tons CO_2e / AF)[9]	0.10	0.09	0.08	0.09	GRI 305-4
Breakdown of GHG Emissions, by activity (metric tons CO_2e)					
Scope 1					GRI 305-1
Diesel	1,469	1,393	1,366	1,344	
Gasoline	4,787	5,531	5,627	5,779	
Natural Gas	248	260	190	182	
Propane	37	44	73	69	
Refrigerant[10]	3	33	117	74	
Wastewater treatment	1,397	969	1,170	898	

Metric	2022	2023	2024	2025	GRI/SASB Indicator
Energy and Emissions					
Scope 2 (metric tons CO_2e)					GRI 305-2
Electricity (location-based)	51,823	47,221	46,811	46,482	
Electricity (market-based)	36,004	30,264	32,859	31,331	
Scope 3 (metric tons CO_2e)[1]	198,780	386,272	454,814	462,583	GRI 305-3
Category 1: Purchased Goods and Services	54,972	48,632	63,890	56,797	
Category 2: Capital Goods	64,300	71,523	81,984	96,974	
Category 3: Fuel-and Energy-Related Activities[12]	—	12,237	14,452	16,446	
Category 4: Upstream Transportation and Distribution	—	727	716	366	
Category 5: Waste Generated in Operations[13]	5,725	1,881	9,093	6,579	
Category 6: Business Travel	—	462	288	400	
Category 7: Employee Commuting	—	3,947	3,377	3,792	
Category 9: Downstream Transportation and Distribution[14]	—	26	25	1	
Category 12: End-of-Life Treatment of Sold Products[15]	73,783	246,782	279,544	278,168	
Category 13: Downstream Leased Assets[16]	—	54	353	359	
Category 15: Investments[17]	—	—	1,029	2,701	
Total Scope 3 GHG emissions, by state (metric tons CO_2e)	198,780	386,272	453,273	459,881	
Cal Water	186,744	316,091	369,257	371,183	
Hawaii Water	8,042	19,907	27,659	35,676	
New Mexico Water	1,600	2,886	3,584	8,088	
Washington Water	2,393	47,388	53,223	44,934	
Reliable Water Supply					
Total water sourced, by source type (thousand m^3)[18]	402,285	389,490	412,105	410,365	SASB IF-WU-000.B GRI 303-3
Percentage from wells (groundwater)	48.5%	48.9%	50.1%	51.2%	
Percentage from purchased water	45.4%	44.4%	43.8%	43.1%	
Percentage from surface water	3.7%	4.2%	3.8%	3.2%	
Percentage from recycled water[19]	2.4%	2.4%	2.3%	2.5%	

Metric	2022	2023	2024	2025	GRI/SASB Indicator
Reliable Water Supply					
Volume of groundwater sourced in California from regions with High or Extremely High Baseline Water Stress (thousand m^3)	—	121,586	122,159	128,777	SASB IF-WU-440a.1 GRI 303-3
Percentage of groundwater (out of total groundwater sourced) in California from regions with High or Extremely High Baseline Water Stress	—	70%	71%	74%	
Total volume of recycled water delivered to customers (thousand m^3)	9,399	9,851	8,993	9,828	SASB IF-WU-440a.2
Percentage of recycled water out of total water delivered to customers	2.6%	2.8%	2.5%	2.7%	
Water System Resilience					
Total length of water mains (km)[20]	12,658	12,767	12,881	12,928	SASB IF-WU-000.E
Total length of sewer pipe (km)	171	182	202	202	
Volume of non-revenue real water losses (thousand m^3)[21]	18,511	18,747	21,905	27,181	SASB IF-WU-140a.2
Total investments in water system infrastructure (USD million)[22]	$327.8	$383.7	$471.0	$517.0	
Average water main replacement rate for Cal Water[23]	0.4%	0.5%	0.5%	0.4%	SASB IF-WU-140a.1
Unplanned service disruptions and customers affected, by duration[24]					SASB IF-WU-450a.3
Number of unplanned service disruptions for which a boil-water advisory was issued – duration under 4 hours	4	2	10	10	
Number of customer connections affected	175	155	196	362	
Number of unplanned service disruptions for which a boil-water advisory was issued – duration between 4 and 12 hours	0	0	22	20	
Number of customer connections affected	0	0	2,781	1,131	
Number of unplanned service disruptions for which a boil-water advisory was issued – duration 12 hours or more	0	0	1	1	
Number of customer connections affected	0	0	1,300	27	
End-Use Conservation					
Percentage of water utility revenue from rate structures designed to promote conservation and revenue resilience	100%	100%	100%	100%	SASB IF-WU-420a.1
Total annual Cal Water customer water savings from efficiency measures implemented in the reporting year (m^3)[25]	680,500	358,200	196,841	391,074	SASB IF-WU-420a.2
Dollar amount invested in water conservation rebates and programs for customers (USD million)	$6.1	$4.4	$2.0	$3.4	
Total water delivered to customers, by customer type (thousand m^3)	366,700	353,600	365,600	364,939	SASB IF-WU-000.C
Residential customers	233,400	223,000	232,700	234,503	
Commercial customers	93,700	92,300	93,100	91,426	
Industrial customers	16,100	16,500	16,700	15,277	
All other customers	23,500	21,800	23,100	23,733	

Metric	2022	2023	2024	2025	GRI/SASB Indicator
Environmental Management, Compliance, and Stewardship					
Number of incidents of non-compliance associated with water effluent quality permits, standards, and regulations[26]	1	1	0	0	SASB IF-WU-140b.1 GRI 2-27
Average volume of sanitary sewer wastewater treated per day, by state (m^3 per day)[27]	6,586	6,616	8,360	8,352	SASB IF-WU-000.D
Cal Water	0	0	0	0	
Hawaii Water	5,148	5,124	6,884	6,867	
New Mexico Water	1,287	1,392	1,394	1,411	
Washington Water	151	100	82	74	
Average volume of stormwater wastewater treated per day (m^3 per day)	0	0	0	0	
Average volume of combined sewer wastewater treated per day (m^3 per day)	0	0	0	0	
Total wastewater treatment capacity located in 100-year flood zones (m^3 per day)	0	0	0	0	SASB IF-WU-450a.1
Number of sanitary sewer overflows (SSOs)[28]	3	3	5	3	SASB IF-WU-450a.2
Volume of sewage discharged to the environment through SSOs (m^3)	12	9	12	2	
Total volume of hazardous waste generated (metric tons)[29]	369	280	292	529	GRI 306-3
Volume of non-hazardous waste generated (metric tons)[30]	—	—	—	41,153	
Volume of non-hazardous waste directed to disposal[31]	—	—	—	1,727	GRI 306-4
Volume of non-hazardous waste diverted from disposal[32]	—	—	—	39,426	GRI 306-5

1 Consumption values only include renewable energy that we generate or renewable energy credits that we retain.

2 Calculated by dividing our renewable energy consumption by our total energy consumption. As of 2024, this metric also includes renewable diesel.

3 Biogenic GHG emissions result from the processing, combustion or degradation of biologically based material. Group reports and verifies biogenic emissions resulting from the processing of sewage in wastewater treatment operations and the combustion of renewable diesel in its equipment or vehicles. Group estimates biogenic GHG emissions from the third-party treatment of wastewater following the Group's water delivery to, and use by, customers. According to the International Panel on Climate Change (IPCC): 2019 Refinement to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories, Chapter 6: Wastewater, these carbon dioxide emissions from organic matter and sewage in wastewater are considered wholly biogenic and are reported outside of Group's Scope 1, 2, and 3 GHG emissions inventory. Restatements made for 2024.

4 In 2023, Group implemented an improved methodology for reporting sludge volumes associated with Hawaii Water's wastewater treatment operations. The improvement was implemented in the 2023 reporting year.

5 Reflects the estimated biogenic GHG emissions from the third-party treatment of wastewater following the Group's water delivery to, and use by, customers.

6 Restatements made for 2023-2024.

7 Emissions from R-22 refrigerant are reported separately and not as part of the Scope 1 inventory. These refrigerants are being phased out of manufacture and use in the United States in accordance with the Clean Air Act Amendments of 1990 (Title VI) and the Montreal Protocol.

8 Scope 2 emissions refers to indirect GHG emissions from the generation of purchased electricity that is consumed in Group's owned or controlled equipment or operations. We have calculated Scope 2 emissions with both market-based and location-based methodologies in alignment with the GHG Protocol Scope 2 Guidance's "dual reporting" requirement.

9 This metric represents the enterprise-wide Scope 1 and market-based Scope 2 GHG emissions intensity associated specifically with water production-related activities for the purpose of Group's GHG emissions intensity reduction target. The numerator includes enterprise-wide Scope 1 and market-based Scope 2 GHG emissions from activities that contribute to the sourcing, treatment, and delivery of water to customers. The numerator excludes all Scope 3 emissions and emissions associated with office sites, fleet fuels, and other non-water production-related activities. The denominator includes water produced by Group (purchased water, groundwater, surface water, and recycled water). Calculation of this metric and Group's associated emissions intensity reduction target are based on guidance from the Climate Registry's Water Energy Nexus Registry Protocol Version 2.0 (June 2021).

10 For the 2022 reporting year, GHG emissions from refrigerants reflect activity data associated with the recharging of equipment at the Group's headquarters. From 2023-present, data reflects recharges and installation estimates of known equipment.

[11] Scope 3 emissions refer to other indirect GHG emissions resulting from Group's value chain activities. In 2024, we added Scope 3 Category 15 (Investments) to our inventory and incorporated additional emissions sources for Scope 3 Category 5 (Waste Generated in Operations), and Scope 3 Category 13 (Downstream Leased Assets). Year-over-year changes in total Scope 3 GHG emissions represent restatements of previously reported data, updates to GHG emissions calculation methodologies, continued improvement of the GHG emissions inventory process in alignment with the GHG Protocol, and changes in underlying GHG emissions activities and may not be directly comparable. While Scope 3 Category 10 (Processing of Sold Products) was determined to be relevant to Group, we have not yet identified appropriate data sources to reliably estimate GHG emissions. Category 11 is irrelevant because Group does not sell any products that have direct use-phase emissions and indirect use-phase emissions are considered optional per the GHG Protocol. Category 14 is irrelevant because Group does not operate any franchises.

[12] Values have been updated due to changes in verified Scope 1 and 2 activity data used to calculate these Scope 3 GHG emissions categories.

[13] Values have been updated due to changes in verified Scope 1 and 2 activity data used to calculate these Scope 3 GHG emissions categories. Scope 3 Category 5 (Waste Generated in Operations) includes estimated GHG emissions associated with the disposal, hauling, and treatment of waste streams from wastewater treatment plants within Group's operational control. Starting in 2024, Group has also included data on universal waste and hazardous waste generated in California for this category of GHG emissions. Additional sources of waste exist, but were not calculated due to data unavailability.

[14] Scope 3 Category 9 (Downstream Transportation and Distribution) includes estimated GHG emissions associated with the distribution of recycled water (the Group's sold product) by customers outside of the Group's operational control. Category 9 emissions exclude GHG emissions associated with the distribution of other sold products for which data are not available (e.g., water transportation for dust control, firefighting, or street sweeping). Activity data for this metric were estimated for 2024. In September 2025, the recycled water distribution system came under the Group's operational control. Accordingly, emissions associated with distribution prior to this date are reported under Scope 3 Category 9, while emissions occurring after September 2025 are reported within the Group's Scope 2 inventory.

[15] Scope 3 Category 12 (End-of-Life Treatment of Sold Products) includes estimated GHG emissions from electricity usage, sludge disposal, and process emissions associated with third-party wastewater treatment of Group's potable water sales. These GHG emissions were previously accounted for under Scope 3 Category 5 for the 2021 and 2022 reporting years but recategorized as Scope 3 Category 12 in 2023. As of 2023, data reported in Category 12 also includes process emissions (methane and nitrous oxide) from third-party wastewater treatment that are not included in the 2021 and 2022 GHG emissions. Therefore, 2021-2022 data is not directly comparable to 2023-2025 data. These changes were made based on an improved understanding of the emissions sources and to better align with the GHG Protocol Corporate Value Chain (Scope 3 Standard). Group also implemented refinements and improvements to the Category 12 methodology to improve accuracy and reflect more representative treatment options for end-of-life treatment of sludge. Category 12 GHG emissions for the 2022-2025 reporting years do not include waterway GHG emissions after treated water leaves the third-party wastewater treatment plant. Biogenic GHG emissions are reported separately under "Biogenic GHG emissions" in the Analyst Download. For the purposes of this GHG emissions calculation, Group assumes all water sold (i.e., delivered) to customers, excluding water delivered categorized as agricultural irrigation water, recycled water, or retrofit recycled water, is eventually treated at wastewater treatment plants. Group plans to update its methodology to better reflect the proportion of sold water treated at wastewater treatment plants as compared to the amount used for irrigation purposes.

[16] Includes estimated emissions from leased building space and leased cell sites from 2024-present.

[17] Category 15 reflects our investment in Texas Water. 2024 was previously a spend-based estimate. The 2025 value reflects activity-based emissions.

[18] All water sources are freshwater sources, excluding recycled water. Total water sourced includes the annual production totals for Hawaii, New Mexico, and Washington Water Service. In California, sourced water includes systems regulated by the California Public Utilities Commission, Class A and D.

[19] Recycled water sources include purchased recycled water in California and produced recycled water in Hawaii.

[20] Disclosures include data for owned systems, as well as for leased systems or systems that are operated under contract for municipalities or private companies in Hawaii, New Mexico, and Washington.

[21] Non-revenue real water losses refer to the total volume of physical water leakage that is not billed and produces no revenue, occurring in the distribution system through breaks, spills, or other means in the reported year. Estimated losses are calculated using principles described in the American Water Works Association (AWWA) M36 Manual on Water Audits and Loss Control Programs. Validated water audits are completed using the AWWA Free Water Audit Software after the publishing of this report; therefore, volumes reported in this document are subject to change as a result of state-regulated validation processes and requirements. Cal Water takes steps each year to improve water loss accounting, so year-over-year data may not be directly comparable. The data reported from 2022-present is Group-wide, excluding the systems that Cal Water manages but does not own.

[22] Investments refers to cash for capital expenditures, both Company-funded and developer-funded. Cash used in investing activities fluctuates each year largely due to the availability of construction resources and our ability to obtain construction permits in a timely manner.

[23] Water main replacement rate equals the total length of pipe replaced during the reporting year divided by the total length of existing water mains in Cal Water's distribution systems.

[24] 2021-2023 data only includes California operations. The data from 2024-present includes California, Hawaii, New Mexico, and Washington data.

[25] The 2024 value has been restated due to a unit conversion error in the 2024 ESG Analyst Download.

[26] In alignment with the SASB Water Utilities and Services Industry Standard, this disclosure only includes incidents of non-compliance that resulted in formal enforcement actions.

[27] Restatements made for 2023-2024.

[28] Sanitary sewer overflows to the environment refer to untreated or partially treated overflows, spills, releases, or diversions of wastewater from sanitary sewer systems under the Company's ownership or operational control. Tesoro Viejo WWTF is not currently within Group's operational control boundary.

[29] Defined as waste required to be reported on a United States Environmental Protection Agency (U.S. EPA) Uniform Hazardous Waste Manifest.

[30] Data sources include non-hazardous universal waste, sludge disposal from wastewater treatment operations, construction waste from select California districts, scrap metal recycling, and office waste from California districts. Certain data points are based on estimates or reasonable assumptions due to data limitations. Additional waste streams exist but were not included due to data unavailability. Group plans to track and report additional waste streams in the future.

[31] Defined as waste that is landfilled.

[32] Defined as waste that is composted or recycled.

Social

Metric	2022	2023	2024	2025	GRI/SASB Indicator
Philanthropy and Volunteerism					
Total amount donated to local nonprofit, community, and other philanthropic organizations (USD million)	$1.5	$1.5	$1.1	$1.9	
Dollar amount donated for college scholarships (USD)[1]	$87,500	$85,000	$104,000	$104,000	
Water Quality					
Total number of incidents of non-compliance associated with drinking water quality standards and regulations, by tier	2	3	5	2	SASB IF-WU-250a.1 GRI 2-27 GRI 416-2
Number of Tier 1 (acute health-based) drinking water violations	0	0	0	0	
Number of Tier 2 (non-acute health-based) drinking water violations	0	0	0	0	
Number of Tier 3 (non-health-based) drinking water violations	2 procedural	3 procedural	5 procedural	2 procedural	
Water Affordability and Access					
Number of residential customer water disconnections for non-payment[2]	1,317	6,737	7,528	6,289	SASB IF-WU-240a.3
Percentage reconnected within 30 days	60%	84%	45%	94%	
Number of customers enrolled in Cal Water's CAP program (formerly LIRA)	116,447	121,613	123,904	108,773	
Total annual dollar amount of discounts offered to customers through Cal Water's CAP program (USD million)	$14.1	$15.3	$19.0	$22.0	
Average retail water rates, by customer type[3]	$5.79	$6.13	$6.98	$7.52	SASB IF-WU-240a.1
Residential customers[4]	$6.26	$6.67	$7.63	$8.07	
Commercial customers[5]	$5.39	$5.73	$6.50	$7.25	
Industrial customers	$4.63	$4.76	$5.17	$5.73	
Recycled water customers[6]	$4.03	$3.83	$4.47	$4.73	
All other customers	$5.25	$5.56	$8.56	$6.87	
Cybersecurity and Data Privacy					
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	0	0	0	0	GRI 418-1
Number of CCPA requests	358	256	247	170	
Deletion	298	207	211	133	
Request to know	60	49	33	27	
Request to change	—	0	3	10	

Metric	2022	2023	2024	2025	GRI/SASB Indicator
Customer Service					
Total customers served (total customer connections billed in the month of December), by customer type[7]	550,800	553,600	555,800	562,000	SASB IF-WU-000.A
Residential customers[8]	489,100	491,900	494,000	495,300	
Commercial customers[9]	43,800	43,700	43,800	43,600	
Industrial customers	900	900	850	900	
Other customers[10]	17,000	17,100	17,150	22,200	

1 Totals include scholarship donations for both the annual community program and the program we have for children of employees.

2 An executive order in California that prohibited water shutoffs from non-payment began in mid-2020 and ran through 2021. Group resumed shutoffs in July 2022.

3 Data only includes Cal Water. In alignment with the SASB Water Utilities and Services Industry Standard, this metric is calculated as the total USD revenue directly resulting from water delivered to retail customers divided by the corresponding amount of water delivered (in 1 CCF increments). Data pertains to Cal Water's regulated districts and excludes Travis, Tesoro Viejo Mutual, Grand Oaks, and the City of Bakersfield. Customer types are categorized by billing group and rate tariffs.

4 Includes metered residential and flat-rate residential customers.

5 Includes metered business and irrigation customers. In some cases, irrigation customers purchase recycled water.

6 Includes recycled water customers but does not include all types of customers who purchase recycled water in California; for example, certain commercial customers who purchase recycled water for irrigation are billed as commercial customers.

7 All customer connection data is rounded to the nearest hundred and reflects the approximate number of customer connections for water and/or wastewater service on December 31 of each reporting year. Data covers only regulated districts, the City of Hawthorne and the City of Commerce, Group-owned or leased systems, and services for which we bill customers directly. Increases in customer connections are generally due to water system acquisitions and/or expansion in existing service areas.

8 Includes residential and multi-unit residential customers.

9 Includes business, irrigation, and recycled water customers.

10 Texas Water Service connections were counted in the 10-K and grouped under 'Other' for our reporting purposes.

Workforce

Metric	2022	2023	2024	2025	GRI/SASB Indicator
Diversity, Equality, and Inclusion[1]					
Percentage of women in the overall workforce	27%	27%	26%	26%	GRI 405-1
Percentage of women in field and office staff	27%	27%	27%	27%	
Percentage of women in management positions (first- and mid-level managers)	24%	23%	23%	24%	
Percentage of women in senior management (directors and officers)	32%	33%	33%	32%	
Total number of full-time employees, by gender	1,215	1,248	1,270	1,318	
Female	328	334	336	348	
Male	887	914	934	970	
Total number of part-time employees, by gender	10	18	8	18	
Female	5	7	1	7	
Male	5	11	7	11	
Total number of permanent employees, by gender	1,168	1,196	1,225	1,237	
Female	326	330	331	328	
Male	842	866	894	909	
Total number of temporary employees, by gender	57	70	53	99	
Female	7	11	6	27	
Male	50	59	47	72	
Racial/ethnic diversity: overall workforce					GRI 405-1
Asian	13%	14%	13%	13%	
Black	4%	4%	4%	4%	
Hispanic	31%	32%	33%	34%	
Native American	1%	1%	1%	1%	
Native Hawaiian	2%	2%	3%	3%	
Two or more	4%	3%	3%	4%	
White	44%	44%	43%	41%	

Metric	2022	2023	2024	2025	GRI/SASB Indicator
Diversity, Equality, and Inclusion[1]					
Racial/ethnic diversity: field and office staff					GRI 405-1
Asian	12%	13%	12%	12%	
Black	4%	4%	4%	4%	
Hispanic	34%	34%	36%	37%	
Native American	1%	1%	1%	1%	
Native Hawaiian	3%	3%	3%	3%	
Two or more	3%	3%	3%	4%	
White	43%	42%	41%	39%	
Racial/ethnic diversity: management positions (first- and mid-level managers)					GRI 405-1
Asian	15%	15%	15%	15%	
Black	3%	5%	6%	5%	
Hispanic	25%	25%	25%	26%	
Native American	1%	1%	1%	1%	
Native Hawaiian	2%	2%	3%	3%	
Two or more	3%	3%	3%	3%	
White	51%	50%	47%	47%	
Racial/ethnic diversity: senior management (directors and officers)					GRI 405-1
Asian	21%	23%	22%	23%	
Black	7%	6%	5%	4%	
Hispanic	11%	10%	10%	13%	
Native American	0%	0%	0%	0%	
Native Hawaiian	0%	0%	0%	0%	
Two or more	3%	5%	6%	6%	
White	58%	56%	57%	54%	

Metric	2022	2023	2024	2025	GRI/SASB Indicator
Talent Attraction and Retention					
Total number of employees, by state	1,225	1,266	1,278	1,336	GRI 2-7
Cal Water	1,077	1,118	1,119	1,182	
Hawaii Water	49	48	50	48	
New Mexico Water	19	18	22	22	
Washington Water	80	82	87	84	
New employee hires (temporary and permanent)	186	148	133	192	GRI 401-1
Employee turnover[2]	12%	8%	9%	10%	
Voluntary resignation[3]	6%	4%	6%	5%	
Involuntary termination	2%	2%	1%	3%	
Retirement	4%	2%	2%	2%	
Number of large-scale redundancies or significant job cuts affecting more than 1,000 employees or more than 5% of the total workforce	0	0	0	0	
Employee satisfaction (average score across all areas in the annual Great Place to Work employee survey)	81%	76%	73%	83%	
Response rate received for the annual Great Place to Work employee survey	421 responses (of 1,146 invited)	434 responses (of 1,186 invited)	405 responses (of 1,188 invited)	403 responses (of 1,242 invited)	
Average hours of training per year per employee[4]	22	14	16	13	GRI 404-1
Total employee training costs (USD)[5]	$1,058,400	$728,000	$819,800	$1,077,100	
Total number of union employees	744	757	771	805	GRI 2-30
Percentage of workforce represented by unions (Group-wide)	60.7%	59.8%	60.3%	60.3%	
Health and Safety[6]					
Total Case Incident Rate (TCIR)[7]	4.4	4.7	3.9	2.4	GRI 403-9
Days Away, Restrictions, and Transfers (DART) rate[8]	1.9	2.6	2.6	2.0	
Lost Time rate[9]	0.5	0.9	0.8	1.2	
Restriction/transfer rate[10]	1.4	1.7	1.9	0.8	
Occupational disease rate[11]	22.1	20.5	16.9	0	
Number of work-related recordable injuries	46	52	43	28	GRI 403-9
Number of work-related fatal accidents among employees and contractors	0	0	0	0	

[1] All workforce demographics are provided as of December 31 of the reported year. Gender, racial, and ethnic diversity identities are self-reported by Group employees.

[2] Employee turnover refers to the total number of employees (including full-time, part-time, permanent, temporary, and intern employees) that leave within the reporting year, as a percentage of the total number of employees at the Company for that given year.

[3] Voluntary resignation refers to instances in which an employee actively chooses to resign from employment with the Company, fails to return from leave, mutually consents to ending employment, or abandons their job, and excludes any instances of employee retirement.

[4] Training hours per employee may fluctuate year-to-year as a result of changes to employee training offerings, job responsibilities, and/or completion of recurring training requirements that do not necessarily occur on an annual basis.

[5] Dollar amounts are rounded to the nearest hundred. Data includes training costs directly incurred by Group as well as reimbursements for employee certifications and continued education.

[6] All health and safety metrics are for full-time employees (excluding contractors), unless otherwise noted. Rates disclosed refer to the number of cases occurring per 100 full-time employees during the designated reporting year. Per the Occupational Safety and Health Administration (OSHA) guidelines, these rates are calculated with the following formula: Total number of cases X 200,000 ÷ Number of hours worked by all employees = Total case rate. The 200,000 figure in the formula represents 100 employees working 40 hours a week for 50 weeks during a calendar year and provides the standard base for calculating incident rates.

[7] TCIR refers to the number of recordable work-related injuries and illnesses per 100 full-time employees during the designated reporting year.

[8] DART rate refers to the number of OSHA recordable cases involving days away from work, days of restricted work activity, or job transfer per 100 full-time employees during the designated reporting year.

[9] Lost Time rate refers to the number of incidents that result in time away from work per 100 full-time employees during the designated reporting year.

[10] Restriction/transfer rate refers to the number of OSHA recordable cases that result in days of restricted work activity or job transfer per 100 full-time employees during the designated reporting year.

[11] Occupational disease rate is calculated with the following formula: Total number of occupational diseases ÷ total working hours X 1,000,000. Total working hours = total number of workers X 2,000. Occupational diseases include any abnormal condition or disorder (other than an injury) that resulted from work-related exposure to a biological, chemical, or physical agent. These include both acute and chronic illnesses or diseases that may be caused by inhalation, absorption, ingestion, or direct contact.

Governance

Metric	2022	2023	2024	2025	GRI/SASB Indicator
Corporate Governance					
Board diversity[1]					GRI 405-1
Racial/ethnic diversity	11%	18%	18%	18%	
Gender diversity	46%	36%	36%	36%	
Ethics					
Total number of significant instances of non-compliance with laws and regulations during the reporting period	0	0	0	0	GRI 2-27
Number of instances for which fines were incurred	0	0	0	0	
Number of instances for which non-monetary sanctions were incurred	0	0	0	0	
Total number and the monetary value of fines for instances of non-compliance with laws and regulations that were paid during the reporting period	0, $0	0, $0	0, $0	0, $0	
Number and monetary value of fines for instances of non-compliance with laws and regulations that occurred in the current reporting period	0, $0	0, $0	0, $0	0, $0	
Number and monetary value of fines for instances of non-compliance with laws and regulations that occurred in previous reporting periods	0, $0	0, $0	0, $0	0, $0	
Total number and nature of confirmed incidents of corruption and actions taken	0	0	0	0	GRI 205-3
Number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant	0	0	0	0	GRI 206-1
Public Policy and Political Involvement					
Total lobbying payments made (USD)[2]	$2,318,378	$1,824,063	$2,795,918	$2,243,753	
General Lobbying (USD)[3]	$1,979,069	$1,720,238	$2,362,318	$2,187,235	
PUC Lobbying (USD)	$339,309	$103,825	$433,600	$56,518	
Total political contributions (USD)[4]	$334,799	$350,050	$354,200	$335,600	GRI 415-1
Total contributions from the California Water Service Group PAC (USD)	$35,000	$10,000	$23,800	$19,000	
Total contributions from the Cal Water State & Local PAC (USD)	$33,649	$4,750	$24,750	$1,700	
Total contributions from Cal Water (USD)	$266,150	$335,300	$305,650	$314,900	
Responsible Sourcing[5]					
Percentage of net procurement spending on diverse suppliers (women, minority, disabled veteran, lesbian, gay, bisexual, transgender, and persons with disabilities business enterprises)	24%	27%	25%	26%	
Overall spending with diverse suppliers (women, minority, disabled veteran, lesbian, gay, bisexual, transgender, and persons with disabilities business enterprises) (USD million)	$70.9	$91.5	$96.4	$110.2	

[1] Gender, racial, and ethnic diversity identities are self-reported.

[2] We do not incur lobbying expenses in Hawaii, New Mexico, or Washington. Lobbying activities are reported to the California Secretary of State through the Cal-Access database.

[3] Restated values for 2024.

[4] Political contributions are also reported to the Federal Election Commission and to the California Secretary of State through the Cal-Access database.

[5] Data only includes Cal Water.