

2022 | ESG Analyst Download



Introduction

Our 2022 ESG Analyst Download supplements the information contained in our 2022 ESG Report and provides key ESG data that is relevant for our stakeholders.

All data is reported at a Group-wide level unless otherwise noted. Since Texas Water does not have full ownership of BVRT, Texas operations are not included in our reporting. If historic data is not available for a metric, this is the first year we are aggregating or reporting the data, we do not report on trended data, or we are working to refine our methodology and plan to disclose the metric(s) in future reporting.

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



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This 2022 Environmental, Social, and Governance (ESG) Report and ESG Analyst Download (collectively the "2022 ESG Disclosures") contain forward-looking statements within the meaning established by the Private Securities Litigation Reform Act of 1995. The forward-looking statements in the 2022 ESG Disclosures include the Company's objectives, goals, targets, progress, or expectations with respect to ESG, sustainability, and corporate social responsibility matters, and business risks, opportunities, and plans. 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 ESG investments without the support of our regulators, 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 ESG-related statements and data in the 2022 ESG Disclosures may be based on standards for measuring progress that are still developing, controls and processes that continue to evolve, and assumptions that are subject to change in the future.

The information included in, and any issues identified as material for purposes of, the 2022 ESG Disclosures may not be considered material for SEC reporting purposes, and the use of the term "material" in the 2022 ESG Disclosures is distinct from, and should not be confused with, such term as defined for SEC 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 ESG 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 2022 ESG Disclosures are provided for convenience only, and the content on the referenced third-party websites is not incorporated by reference into the 2022 ESG Disclosures, nor does it constitute a part of the 2022 ESG Disclosures. The Company assumes no liability for the content contained on the referenced third-party references.

Environmental

Metric	2020	2021	2022
Energy and Emissions¹			

Due to recent improvements in our energy and greenhouse gas (GHG) emissions data collection, management, and calculation methodologies, we have restated our 2021 data. Group worked with an independent third party to evaluate and calculate all 2021 and 2022 data 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." Unless otherwise stated, we have not restated our energy and GHG emissions data reported prior to 2021 and therefore such data is not directly comparable to our 2021 and 2022 data.

Although we are committed to minimizing our carbon footprint, our ability to make investments to reduce our emissions and increase our use of renewable energy sources is limited because such investments must be supported by our regulators, the state public utilities commissions. As we continue to mature our climate change strategy, we intend to focus on what we can control and to advocate for meaningful progress from our regulators.

Total energy consumption, by energy type (GJ) ²	676,056	749,335	723,160
Diesel	21,388	20,433	20,306
Gasoline	66,172	74,901	65,116
Natural Gas	3,945	3,794	4,929
Propane	—	414	620
Grid electricity ³	584,046	649,253	565,272
Renewable ³	506	540	66,917
Total energy consumption, by state (GJ)	676,056	749,335	723,160
Cal Water (GJ)	584,719	589,662	551,479
Hawaii Water (GJ)	91,338	106,355	111,736
New Mexico Water (GJ)	—	12,070	13,590
Washington Water (GJ)	—	41,247	46,355
Percentage of energy consumption supplied from grid electricity ⁴	86.4%	86.6%	78.2%
Percentage of energy consumption supplied from renewable energy sources ⁴	0.07%	0.1%	9.3%
Total energy consumption intensity per USD million operating revenue (GJ / USD million) ⁵	851	947	854
Biogenic GHG emissions (metric tons CO ₂ e) ⁶	—	5,696	5,164
Cal Water	—	0	0
Hawaii Water	—	5,624	5,064
New Mexico Water	—	41	62
Washington Water	—	31	38
Scope 1 (direct/fuel) GHG emissions (metric tons CO ₂ e) ⁷	5,953	15,682	14,099
Cal Water	5,702	5,703	5,111
Hawaii Water	251	8,551	7,491
New Mexico Water	—	312	326
Washington Water	—	1,116	1,171

Metric	2020	2021	2022
Energy and Emissions¹			
Scope 2 (energy indirect/electricity) GHG emissions, location-based (metric tons CO ₂ e) ⁸	29,093	51,213	51,738
Cal Water	19,171	32,965	32,101
Hawaii Water	9,922	14,789	15,509
New Mexico Water	—	1,035	1,129
Washington Water	—	2,424	2,999
Scope 2 (energy indirect/electricity) GHG emissions, market-based (metric tons CO ₂ e) ⁸	—	45,867	36,019
Cal Water	—	22,857	13,755
Hawaii Water	—	21,306	19,661
New Mexico Water	—	1,231	1,487
Washington Water	—	473	1,116
Scope 3 (Purchased Goods and Services, Capital Goods, Waste Generated in Operations) GHG emissions (metric tons CO ₂ e) ⁹	52,693	860,018	796,023
Cal Water	52,693	838,714	774,210
Hawaii Water	—	13,916	13,366
New Mexico Water	—	1,712	2,455
Washington Water	—	5,676	5,992
TOTALS - Location-based methodology			
Total location-based GHG emissions, by state (metric tons CO ₂ e) ¹⁰	87,739	926,913	861,860
Cal Water	77,566	877,382	811,422
Hawaii Water	10,173	37,256	36,366
New Mexico Water	—	3,059	3,910
Washington Water	—	9,216	10,162
Total location-based GHG emissions, by activity (metric tons CO ₂ e) ¹⁰	87,739	926,913	861,860
Diesel	—	1,444	1,435
Gasoline	—	5,204	4,524
Natural Gas	—	192	249
Propane	—	25	37
Wastewater treatment	—	8,818	7,854
Electricity	—	51,213	51,738
Capital Goods	—	584,718	569,204
Purchased Goods and Services	—	239,531	195,643
Waste Generated in Operations	—	35,768	31,176
Percent change in total location-based GHG emissions from previous year ¹¹	—	—	-7.02%

Metric	2020	2021	2022
Energy and Emissions¹			
TOTALS - Market-based methodology			
Total market-based GHG emissions, by state (metric tons CO ₂ e) ¹²	—	921,567	846,141
Cal Water	—	867,274	793,076
Hawaii Water	—	43,773	40,518
New Mexico Water	—	3,255	4,268
Washington Water	—	7,265	8,279
Total market-based GHG emissions, by activity (metric tons CO ₂ e) ¹²	—	921,567	846,141
Diesel	—	1,444	1,435
Gasoline	—	5,204	4,524
Natural Gas	—	192	249
Propane	—	25	37
Wastewater treatment	—	8,818	7,854
Electricity	—	45,867	36,019
Renewable	—	0	0
Capital Goods	—	584,718	569,204
Purchased Goods and Services	—	239,531	195,643
Waste Generated in Operations	—	35,768	31,176
Percent change in total market-based GHG emissions from previous year ¹³	—	—	-8.18%
Total GHG emissions intensity of water produced (metric tons CO ₂ e / AF) ¹⁴	0.25	0.23	0.21
Water Supply Management, Reliability, and Resilience			
Total water sourced, by source type (thousand m ³) ¹⁵	419,204	418,358	404,833
Percentage from wells (groundwater)	44.4%	47.5%	48.2%
Percentage from purchased water	50.5%	48.5%	45.1%
Percentage from surface water	5.1%	4.0%	3.7%
Percentage from recycled water	—	—	3.0%
Total water delivered to customers, by customer type (thousand m ³) ¹⁶	—	384,000	366,700
Residential customers ¹⁷	—	248,600	233,400
Commercial customers ¹⁸	—	93,500	93,700
Industrial customers ¹⁹	—	17,300	16,100
All other customers ²⁰	—	24,600	23,500
Total volume of recycled water delivered to customers (thousand m ³)	7,381	8,626	9,399
Percentage of recycled water of total water delivered to customers	—	2.2%	2.6%

Metric	2020	2021	2022
Water System Efficiency			
Total length of water mains (supply and distribution lines) (km) ²¹	12,305	12,524	12,658
Total length of sewer pipe (sewer collection main) (km) ²²	127	165	171
Volume of non-revenue real water losses (thousand m ³) ²³	16,221	16,464	19,035
Total investments in water system infrastructure (USD million) ²⁴	298.7	293.2	327.8
Average water main replacement rate for Cal Water ²⁵	0.66%	0.45%	0.43%
End-Use Conservation			
Percentage of water utility revenues from rate structures that are designed to promote conservation and revenue resilience ²⁶	99%	100%	100%
Total annual customer water savings from efficiency measures (m ³) ²⁷	162,900	180,800	680,500
Environmental Management and Compliance			
Number of incidents of non-compliance associated with water effluent quality permits, standards, and regulations ²⁸	0	1	1
Average volume of sanitary sewer wastewater treated per day (m ³ per day)	4,760	5,845	6,895
Cal Water ²⁹	0	204	308
Hawaii Water	3,343	4,065	5,148
New Mexico Water	1,323	1,387	1,287
Washington Water	94	189	151
Average volume of stormwater wastewater treated per day (m ³ per day)	0	0	0
Average volume of combined sewer wastewater treated per day (m ³ per day)	0	0	0
Total wastewater treatment capacity located in 100-year flood zones (m ³ per day)	0	0	0
Number of sanitary sewer overflows (SSO) ³⁰	4	6	3
Volume of sewage discharged to the environment through SSOs (m ³)	20	1,788	12
Total volume of hazardous waste generated (metric tons) ³¹	425	391	369

¹ GJ = gigajoule. CO₂e = carbon dioxide equivalent. AF = acre-foot. The information in this footnote and the following footnotes refers specifically to the data provided for 2021 and 2022. For additional information regarding energy and greenhouse emissions calculation methodologies for the 2020 data, refer to the [2021 ESG Analyst Download](#) on our web site. Greenhouse gas emissions is a term used broadly to represent the six gases listed in the Kyoto Protocol: carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), and sulfur hexafluoride (SF₆). Group applied the "operational control" approach to define our GHG reporting boundary, meaning that we have accounted for emissions only from operations where Group has the full authority to introduce and implement its operating policies, pursuant to the GHG Protocol. Group's enterprise-wide data disclosed herein does not include the TWSC, Inc. (Texas Water) subsidiary, which is a majority shareholder of BVRT Utility Holding Company (BVRT), since Texas Water does not have full ownership of BVRT and it does not fall within the operational control boundary.

² Total energy consumption reflects the total amount of energy directly consumed by Group during the reporting period, in alignment with the Sustainability Accounting Standards Board (SASB) Water Utilities and Services Industry Standard. The data includes energy purchased from sources external to Group (e.g., direct natural gas and fuel usage or purchased electricity) and self-generated energy (e.g., renewable power sources). 2020 data does not include New Mexico Water or Washington Water subsidiary energy consumption.

³ 2020 data has been restated to align with an updated calculation methodology. The 2020, 2021, and 2022 consumption values for renewable energy only include renewable energy from electric utility green tariffs and Cal Water's owned on-site solar system in Chico, California, for which Cal Water retains the renewable energy credits, or renewable attributes. Other renewable energy generation or purchases, such as the energy from the hydroturbines in California and Hawaii, the wind turbine in Hawaii, and electricity purchased from Community Choice Aggregators with higher percentages of renewable power, are not considered renewable consumption by Group because renewable energy credits are either not generated or not retained by Group. To learn more about our efforts to increase the use of renewables in our energy portfolio, please see the Energy and Emissions section of our [2022 ESG Report](#).

- ⁴ In alignment with the SASB Water Utilities and Services Industry Standard, the grid electricity metric is calculated by dividing our total energy consumption supplied from purchased grid electricity by our total energy consumption. The renewable energy metric is calculated by dividing our renewable energy consumption by our total energy consumption and reflects renewable energy calculation methodologies in accordance with the market-based Scope 2 methodology from the GHG Protocol. 2020 data has been restated to align with an updated calculation methodology. The 2020, 2021, and 2022 percentages only include renewable energy from electric utility green tariffs and Cal Water's owned on-site solar system in Chico, California, for which Cal Water retains the renewable energy credits, or renewable attributes. Other renewable energy generation or purchases, such as the energy from the hydroturbines in California and Hawaii, the wind turbine in Hawaii, and electricity purchased from Community Choice Aggregators with higher percentages of renewable power, are not considered renewable consumption by Group because renewable energy credits are either not generated or not retained by Group. To learn more about our efforts to increase the use of renewables in our energy portfolio, please see the Energy and Emissions section of our [2022 ESG Report](#).
- ⁵ This metric is calculated by dividing Group's total energy consumption by our operating revenue in million USD.
- ⁶ Biogenic emissions refer to emissions from biological degradation of organic material, specifically organic matter and sewage in wastewater from wastewater treatment operations owned or controlled by Group. According to the International Panel on Climate Change: 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 represented outside of Group's Scope 1, 2 and 3 GHG emissions inventory.
- ⁷ Scope 1 emissions refers to direct GHG emissions from sources owned or controlled by Group. The primary emissions sources reflected in our Scope 1 emissions include natural gas, stationary and mobile fuel combustion sources, and process emissions from wastewater treatment of organic and nitrogen content.
- 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. The primary sources of our Scope 2 emissions include purchased electricity and renewable energy. We have calculated and reported Scope 2 emissions for 2021 and 2022 with both market-based and location-based methodologies in alignment with the GHG Protocol Scope 2 Guidance's "dual reporting" requirement. Scope 2 disclosures for 2020 were location-based, but did not fully align with the GHG Protocol guidance.
- ⁹ Scope 3 emissions refers to other indirect GHG emissions resulting from Group's value chain activities. We reviewed all fifteen Scope 3 categories of the GHG Protocol when assessing the categories to focus on for our 2021 and 2022 emissions inventory. We chose the three Scope 3 categories we believe to be the most significant, most relevant to our business, and/or most impactful for addressing our overall emissions footprint based on the nature of our business: Categories 1 (Purchased Goods and Services), 2 (Capital Goods), and 5 (Waste Generated in Operations). Group may have additional, relevant Scope 3 emissions sources; however, these have not been fully evaluated or calculated. Material data exceptions include the following: Category 5 (Waste Generated in Operations) emissions estimates include only those associated with the disposal, hauling, and treatment of waste streams from Group's owned wastewater treatment plants and from wastewater generated by our customers and treated by third parties. Further sources of waste exist but were not calculated due to data unavailability. We continue to work to expand and improve our data collection and management for future GHG emissions disclosures.
- ¹⁰ The data includes total Scope 1, Scope 2 (location-based), and Scope 3 emissions, and excludes biogenic emissions, in each case as defined herein.
- ¹¹ Data includes percent change in total GHG emissions from 2021 compared to 2022 as disclosed above, where Scope 2 emissions are location-based. We have not restated our energy and GHG emissions data reported prior to 2021 and therefore such data is not directly comparable to our 2021 and 2022 data.
- ¹² The data includes total Scope 1, Scope 2 (market-based), and Scope 3 emissions, and excludes biogenic emissions, in each case as defined herein.
- ¹³ Data includes percent change in total GHG emissions from 2021 compared to 2022 as disclosed above, where Scope 2 emissions are market-based. We have not restated our energy and GHG emissions data reported prior to 2021 and therefore such data is not directly comparable to our 2021 and 2022 data.
- ¹⁴ This metric is calculated by dividing total GHG emissions by volume of water produced. The 2020 data represents the total GHG emissions intensity for Cal Water subsidiary operations only, which were calculated with reference to the location-based methodology. The numerator includes the total estimated location-based 2020 GHG emissions for Cal Water, divided by the total volume of water produced by Cal Water in 2020. The 2021 and 2022 data represent the enterprise-wide market-based GHG emissions intensity associated specifically with water production-related activities. The numerator includes certain market-based Group emissions from activities that contribute to the production, treatment, and delivery of water to customers, in accordance with Category 5 (Waste Generated in Operations) and excludes emissions associated with the Scope 3 Categories 1 (Purchased Goods and Services) and 2 (Capital Goods), as well as emissions associated with office sites, fleet fuels, and other non-water production-related activities. The denominator includes the total volume of water produced by Group, including purchased water, groundwater, surface water, and recycled water.
- ¹⁵ All water sources are freshwater sources, excluding recycled water.
- ¹⁶ All data is rounded to the nearest hundred. 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.
- ¹⁷ Includes residential and multi-unit residential customers.
- ¹⁸ Includes business, irrigation, and recycled water customers.
- ¹⁹ Includes industrial customers.
- ²⁰ Includes all other customers.
- ²¹ Disclosures include data for owned systems, as well as for leased systems or systems that are operated under contract for municipalities or private companies.
- ²² 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. This data does not include the Tesoro Viejo wastewater treatment site in California.
- ²³ Non-revenue real water losses refer to the total volume of physical water leakages, which are not billed and produce no revenue, occurring in the distribution system through breaks, spills, or other means in the reported year. Estimated losses are calculated using American Water Works Association Free Water Audit Software (v6.0) methodology. Validated water loss audits are completed after the publishing of this report; therefore, volumes listed herein are subject to change as a result of state-regulated validation processes and requirements. Year to year data is not comparable, because we have been improving the breadth of our data disclosures each year. The 2020 data includes all districts for Cal Water, and Kaanapali, Waikoloa, and Kalaeloa service areas for Hawaii Water. The 2021 data includes all districts for Cal Water, New Mexico Water, and Washington Water, but Hawaii Water is excluded because water loss audits were not completed yet for the year. 2022 data is Group-wide.

²⁴ *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.*

²⁵ *The water main replacement rate refers to the total length of pipe replaced during the reporting year, as a percentage of the total length of existing water mains in Cal Water's distribution systems for the reported year. Beginning in 2021, the Company reduced the main replacement rate due to rising main replacement program costs in order to meet the General Rate Case (GRC)-authorized budget amounts.*

²⁶ *2021 and 2022 data includes residential and non-residential revenues, including recycled water. New Mexico Water data is calculated using actual data, and all other subsidiary figures are calculated using adopted figures.*

²⁷ *Data only includes Cal Water. We do not currently track customer water savings from efficiency measures in other states.*

²⁸ *Cal Water received one violation in 2022 for a sanitary sewer permit discharge rate violation. As a result, we added a new tank to our systems to reduce the flow rate.*

²⁹ *Includes wastewater treatment volumes for the Tesoro Viejo Wastewater Treatment and Recycled Water Production Plant in California, which Cal Water does not own, but operates and maintains for the Tesoro Viejo Master Mutual Water Company.*

³⁰ *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.*

³¹ *2020 and 2021 data only includes Cal Water. 2022 data is Group-wide. We define hazardous wastes for this disclosure as those required to be reported by the United States Environmental Protection Agency (EPA's) Uniform Hazardous Waste Manifest.*

Social

Metric	2020	2021	2022
Community Support			
Total amount donated to local nonprofit, community, and other philanthropic organizations (USD) ¹	>\$1.7 million	>\$2.1 million	>\$1.5 million
Amount donated for college scholarships (USD) ²	\$80,000	\$90,000	\$87,500
Drinking Water Quality and Customer Safety			
Number of Tier 1 (acute health-based) drinking water violations	0	0	0
Number of Tier 2 (non-acute health-based) drinking water violations	0	0	0
Number of Tier 3 (non-health-based) drinking water violations	4 procedural	2 procedural	2 procedural
Water Affordability and Access			
Number of residential customer water disconnections for non-payment ³	1,701	0	1,317
Percentage reconnected within 30 days	28%	N/A	60%
Total annual dollar amount of discounts offered to customers through Cal Water's CAP program (formerly LIRA) (USD)	\$10,062,400	\$12,730,506	\$14,087,962
Number of customers enrolled in Cal Water's CAP program (formerly LIRA)	102,389	111,287	116,447
Average retail water rates for Cal Water, by customer type (USD revenue per 100 cubic feet of water delivered) ⁴	—	5.33	5.79
Residential customers ⁵	—	5.71	6.26
Commercial customers ⁶	—	5.04	5.39
Industrial customers ⁷	—	4.38	4.63
Recycled water customers ⁸	—	3.66	4.03
All other customers ⁹	—	4.80	5.25
Cybersecurity and Data Privacy			
Substantiated complaints concerning breaches of customer privacy and losses of customer data	0	0	0
Number of CCPA requests	127	352	358
Deletion	106	280	298
Request to know	21	72	60

Metric	2020	2021	2022
Customer Service			
Total customers served (total customer connections billed in the month of December), by customer type ¹⁰	543,000	545,700	550,800
Residential customers ¹¹	482,000	484,300	489,100
Commercial customers ¹²	43,300	43,600	43,800
Industrial customers ¹³	900	900	900
Other customers ¹⁴	16,800	16,900	17,000
Boil-water advisories associated with unplanned service disruptions - duration under 4 hours ¹⁵			
Number of boil-water advisories associated with unplanned service disruptions ¹⁶	—	6	4
Number of customer connections affected ¹⁶	—	711	175
Boil-water advisories associated with unplanned service disruptions - duration between 4 and 12 hours ¹⁵			
Number of boil-water advisories associated with unplanned service disruptions	—	0	0
Number of customer connections affected	—	0	0
Boil-water advisories associated with unplanned service disruptions - duration 12 hours or more ¹⁵			
Number of boil-water advisories associated with unplanned service disruptions ¹⁷	—	0	0
Number of customer connections affected ¹⁷	—	0	0
Customer satisfaction ¹⁸			
Average satisfaction ¹⁹	—	73%	77%
Overall favorability ²⁰	—	82%	84%

¹ 2021 data includes a one-time contribution from our officers in the amount of \$600,000.

² 2020 data only includes the annual community program. 2021 and 2022 data include scholarship donations for both the annual community program (\$80k) and the program we have for children of employees (\$10k and \$7.5k in 2021 and 2022, respectively).

³ 2020 data only includes Cal Water. 2021 and 2022 data is Group-wide. All 2020 water disconnections that resulted from non-payment were completed in the first part of 2020, prior to the suspension of all non-payment-related disconnections amid the COVID-19 pandemic. The 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.

⁴ Data pertains only to California Water Service's regulated districts except Travis, Tesoro Viejo Mutual, Grand Oaks, and the City of Bakersfield. Customer classes are categorized by billing group and rate tariffs. 2021 data has been restated to align with an updated calculation methodology for 2022.

⁵ Data pertains to metered residential and flat-rate residential customers.

⁶ Data pertains to metered business and irrigation customers. In some cases, irrigation customers purchase recycled water.

⁷ Data pertains to industrial customers.

⁸ Data pertains to 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 covered by the commercial customers class.

⁹ Data pertains to all other customers.

¹⁰ All customer connection data is rounded to the nearest hundred and includes the approximate number of customer connections for water and/or wastewater service on December 31 of each reporting year. Data covers only Group-owned or leased systems and services for which we bill customers directly. Increases in customer connections are due to water system acquisitions and/or expansion in existing services areas. In previous disclosures, we reported public authority customer data as its own customer class, however, as of this 2022 ESG Analyst Download, public authority customers are now combined into the "other" customers category below.

¹¹ Includes residential and multi-unit residential customers.

¹² Includes business, irrigation, and recycled water customers.

¹³ Includes industrial customers.

¹⁴ Includes all other customers.

¹⁵ Data only includes Cal Water and only reflects unplanned service disruptions for which a boil-water advisory was issued.

¹⁶ Previously, all service disruptions were listed with a duration of 12+ hours. 2021 data was restated for the duration under 4 hours to reflect time of actual service disruption itself, rather than time of the boil-water advisories.

¹⁷ Previously, all service disruptions were listed with a duration of 12+ hours. 2021 data was restated for the duration of 12 hours or more to reflect time of actual service disruption itself, rather than time of the boil-water advisories.

¹⁸ Data only includes Cal Water. 2021 and 2022 percentages are based on results from a mixed mode survey administered from administered from April 30 to May 25, 2021 among a representative sample of 2,771 Cal Water customers, and from October 3 to November 6, 2022 among a representative sample of 3,961 Cal Water customers, respectively. Quotas and weighting were used to ensure a representative sample. The margin of error was +/-2% for the total sample for each year.

¹⁹ Customers were asked to rate satisfaction using a 0 to 10 scale in five areas relating to Cal Water service, including safety of water, customer service, water quality, water system care, and affordability. In 2021, an average of 73% of responses were rated "somewhat satisfied" or "very satisfied" across the five service attributes. In 2022, respondents were also asked for overall satisfaction for the first time, and an average of 77% of responses were rated "somewhat satisfied" or "very satisfied."

²⁰ Customers were asked whether they have a favorable or unfavorable opinion of Cal Water. Data reflects the percentage of responses that were rated "somewhat favorable" or "very favorable."

Workforce

Metric ¹	2020	2021	2022
Diversity, Equality, and Inclusion			
Percentage of women in the overall workforce	28%	28%	27%
Percentage of women in field and office staff	28%	28%	27%
Percentage of women in management positions (first- and mid-level managers)	27%	26%	24%
Percentage of women in senior management (directors and officers)	32%	32%	32%
Percentage of women in the Board of Directors	36%	42%	45%
Total number of full-time employees, by gender	1,188	1,179	1,215
Female	330	325	328
Male	858	854	887
Total number of part-time employees, by gender	4	3	10
Female	3	2	5
Male	1	1	5
Total number of permanent employees, by gender	1,118	1,138	1,168
Female	315	321	326
Male	803	817	842
Total number of temporary employees, by gender	74	44	57
Female	18	6	7
Male	56	38	50
Racial/ethnic diversity: field and office staff			
Asian	11%	12%	12%
Black	5%	5%	4%
Hispanic	32%	33%	34%
Native American	1%	1%	1%
Native Hawaiian	1%	2%	3%
Two or more	3%	3%	3%
White	47%	44%	43%

Metric ¹	2020	2021	2022
Racial/ethnic diversity: management positions (first- and mid-level managers)			
Asian	15%	14%	15%
Black	5%	4%	3%
Hispanic	21%	25%	25%
Native American	1%	1%	1%
Native Hawaiian	3%	2%	2%
Two or more	6%	3%	3%
White	53%	51%	51%
Racial/ethnic diversity: senior management (directors and officers)			
Asian	12%	17%	21%
Black	7%	5%	7%
Hispanic	9%	8%	11%
Native American	0%	0%	0%
Native Hawaiian	0%	0%	0%
Two or more	4%	4%	3%
White	68%	66%	58%
Talent Attraction and Retention			
Total number of employees	1,192	1,182	1,225
Cal Water	1,056	1,047	1,077
Hawaii Water	43	47	49
New Mexico Water	15	14	19
Washington Water	78	74	80
New employee hires (temporary and permanent)	85	134	186
Employee turnover ²			
Voluntary resignation ³	2.3%	5.5%	5.0%
Retirement	1.5%	4.0%	4.0%
Large-scale redundancies or significant job cuts affecting more than 1,000 employees or more than 5% of the total workforce	0	0	0
Employee satisfaction (average score across all areas in the annual Great Place to Work employee survey)	82%	74%	81%
Response rate received for the annual Great Place to Work employee survey	422 responses (of 1127 invited)	409 responses (of 1112 invited)	421 responses (of 1146 invited)

Metric ¹	2020	2021	2022
Training and Development			
Average hours of training per year per employee ⁴	5	9	22
Employee training costs (USD) ⁵	—	\$393,500	\$1,058,400
Labor Relations and Management			
Total number of union employees		727	744
Percentage of workforce represented by unions (Group-wide)	—	61.5%	60.7%
Workplace Health and Safety⁶			
Total Case Incident Rate (TCIR)	2.9	3.4	4.4
Days Away, Restrictions, and Transfers (DART) rate	1.9	2.8	1.9
Lost Time rate ⁷	0.1	1	0.5
Restriction/transfer rate	0.9	1.8	1.4
Number of work-related recordable injuries	31	35	46
Number of work-related fatal accidents among employees and contractors	0	0	0
Occupational disease rate	—	38.4	22.1

¹ All workforce demographics are provided as of December 31 of the reported year.

² As of year-end of the reported year. 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 2020 and 2021 data includes full-time employees, part-time employees, and employees that were terminated within the reporting year. 2022 data represents active employees only. Training increased in 2022 as a result of additional employee training offerings and/or requirements, such as unconscious bias training, customer service representative (CSR) training, and organizational learning and performance (OLP) training.

⁵ Data is 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. Due to restrictions and safety precautions related to the COVID-19 pandemic, 2020 data represents an anomalous year.

⁷ The increased rate in 2021 is due to the nature of injuries and several instances where employees were not able to return to modified or alternative work situations due to lack of space relating to distancing measures for COVID-19 safety precautions in our offices.

Governance

Metric	2020	2021	2021
Corporate Governance			
Percentage of the Board members who attended the Annual Meeting	100%	100%	100%
Number of meetings of the Board	10	9	9
Number of collective committee meetings	16	14	16
Percentage of the Board members who attended Board and applicable committee meetings (held during the period each member served) ¹	At least 75%	At least 75%	At least 75%
Board diversity			
Racial/ethnic diversity	0%	8%	9%
Gender diversity	36%	42%	45%
Ethics			
Total number of significant instances of non-compliance with laws and regulations during the reporting period	0	0	0
Number of instances for which fines were incurred	0	0	0
Number of instances for which non-monetary sanctions were incurred	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
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
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
Total number and nature of confirmed incidents of corruption and actions taken	0	0	0
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
Number of complaints made through incident reporting mechanisms	—	6 (0.53 per 100 employees)	2
Number of complaints relating to business integrity	—	0	0
Number of complaints relating to accounting/auditing and financial reporting	—	0	0
Number of complaints relating to environmental, health, and safety	—	0	0
Number of complaints relating to human resources	—	5	2
Number of complaints relating to misuse/misappropriation of corporate assets ²	—	1	0
Substantiation rate for complaints made through incident reporting mechanisms	—	50%	0%

Metric	2020	2021	2021
Public Policy and Political Involvement			
Total lobbying payments made ³	\$1,064,567.03	\$999,337.21	\$2,318,377.27
General Lobbying ⁴	\$533,918.39	\$671,187.60	\$1,979,068.20
PUC Lobbying	\$530,648.64	\$328,149.61	\$339,309.07
Responsible Sourcing			
Percentage of net procurement spending on diverse suppliers (women, minority, disabled veteran, lesbian, gay, bisexual, transgender, and persons with disabilities business enterprises) ⁵	18%	21%	24%
Overall spending with diverse suppliers (women, minority, disabled veteran, lesbian, gay, bisexual, transgender, and persons with disabilities business enterprises) (USD) ⁵	\$51.96 million	\$53.5 million	\$70.9 million

¹ The incumbent Board members attended at least 75%, and on average attended 100%, of all Board and applicable committee meetings in 2022 (held during the period each Board member served).

² In 2021, the complaint regarded an employee allegedly favoring use of a certain outside vendor due to an alleged conflict of interest. The complaint was unsubstantiated.

³ We did not incur lobbying expenses in Hawaii, New Mexico, or Washington.

⁴ This includes both direct lobbying expenses as well as other payments to influence, which are separately reported in California.

⁵ Data only includes Cal Water.