

2020 ESG Analyst Download

Environmental

	2018*	2019*	2020
Climate Change, Energy, and Emissions¹			
Total energy consumption (GJ)	—	550,570	599,054
Cal Water (GJ)	489,128	451,856	498,740
Hawaii Water (GJ)	—	93,615	87,599
New Mexico Water (GJ)	—	3,822	10,121
Washington Water (GJ) ²	—	1,277	2,594
Percentage of energy consumption supplied from grid electricity	65.4%	65.5%	66.4%
Cal Water	65.4%	65.5%	60.1%
Hawaii Water	—	99.15%	99.1%
New Mexico Water	—	100%	87%
Washington Water	—	100%	100%
Percentage of energy consumption supplied from renewable energy sources	—	34.5%	33.6%
Cal Water ³	34.6%	34.5%	39.9%
Hawaii Water	—	0.85%	0.9%
New Mexico Water	—	0.0%	13%
Washington Water	—	0.0%	0.0%
Total electricity consumption (millions of kWh) ⁴	135	125	139
Electricity consumption from PGE (millions of kWh)	74	68	76
Electricity consumption from SCE (millions of kWh)	61	58	63
Total fleet fuel consumption (Scope 1) (thousand gallons) ⁵	362	373	406
Fleet fuel consumption: diesel (thousand gallons)	89	92	96
Fleet fuel consumption: gasoline (thousand gallons)	251	280	310
Fleet fuel consumption: other (thousand gallons)	22	1	0
Total emissions reduction since 2014 ⁶	36%	40%	25%
Total Scope 1 (direct/fuel) and Scope 2 (energy indirect/electricity) greenhouse gas emissions (metric tons CO ₂ e) ⁶	14,648	13,768	17,172

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	2018*	2019*	2020
Scope 1 (direct/fuel) greenhouse gas emissions (metric tons CO ₂) ⁶	3,139	3,424	3,728
Scope 1 fleet fuel emissions: diesel (metric tons CO ₂) ⁶	906	933	977
Scope 1 fleet fuel emissions: gasoline (metric tons CO ₂) ⁶	2,233	2,491	2,751
Scope 2 (energy indirect/electricity) greenhouse gas emissions (metric tons CO ₂) ⁶	11,509	10,344	13,444
Water Supply Management, Reliability, and Resilience			
Total water sourced for Cal Water by source type (thousand m ³) ⁷	379,802	369,116	386,456
Percentage from purchased water ⁷	50% (189,118)	52% (191,086)	51% (198,463)
Percentage from surface water ⁷	4% (14,217)	4% (16,042)	4% (16,988)
Percentage from wells ⁷	45% (168,999)	42% (154,807)	43% (164,292)
Percentage from recycled water ⁷	2% (7,467)	2% (7,181)	2% (6,678)
Total water sourced for Hawaii Water (thousand m ³)	—	—	12,068
Total water sourced for New Mexico Water (thousand m ³)	—	—	2,126
Total water sourced for Washington Water (thousand m ³)	—	—	5,603
Total volume of recycled water delivered to customers (thousand m ³)	7,683	8,312	7,622
Cal Water (thousand m ³) ⁸	7,467	7,181	6,678
Hawaii Water (thousand m ³)	15	908	703
New Mexico Water (thousand m ³)	201	223	241
Washington Water (thousand m ³)	0	0	0
Water System Efficiency and Conservation			
Total length of water mains (km)	10,137	10,578	12,324
Cal Water (km)	—	9,527	10,733
Hawaii Water (km)	—	130	225
New Mexico Water (km)	—	233	233
Washington Water (km)	—	668	1,133
Total length of sewer pipe (km)	—	122	143
Cal Water (km)	—	13	13
Hawaii Water (km)	—	47	71
New Mexico Water (km)	—	60	56
Washington Water (km)	—	3	3
Volume of non-revenue real water losses (thousand m ³) ⁹	13,876	15,619	15,373
Water main replacement rate ¹⁰	0.47%	0.47%	0.66%
Investments in infrastructure for water main replacements (USD) ¹⁰	\$65.7 million	—	\$78.1 million
Total investments in water system infrastructure (USD)	—	\$273.8 million	\$298.7 million
Feet of water mains replaced or installed	145,810	145,881	169,000

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	2018*	2019*	2020
Number of new groundwater wells	—	2	4
Number of pump station replacements	—	3	3
Number of permanent backup power generator installations	—	11	11
Total water delivered to customers (thousand m ³)	—	—	370,657
Cal Water (thousand m ³) ¹¹	—	—	351,788
Hawaii Water (thousand m ³)	—	—	12,068
New Mexico Water (thousand m ³)	—	—	1,733
Washington Water (thousand m ³)	—	—	5,068
Total water delivered to customers, by type (Cal Water only)			
Total water delivered to residential customers (thousand m ³) ¹²	228,170	220,979	241,015
Total water delivered to commercial customers (thousand m ³) ¹²	74,262	72,474	69,993
Total water delivered to industrial customers (thousand m ³) ¹²	21,743	19,401	16,883
Total water delivered to all other customers (thousand m ³) ¹²	24,898	23,412	23,897
Percentage of water utility revenues from rate structures that are designed to promote conservation and revenue resilience	98.1%	—	99.0%
Total annual customer water savings from efficiency measures, by market (m ³)	154,731.44	773,835.78	162,899.93
Antelope Valley	109.12	814.10	434.91
Bakersfield	19,427.12	83,235.21	24,515.69
Bear Gulch	8,074.27	29,492.50	8,444.20
Chico	10,293.48	35,721.57	20,912.37
Dixon	485.96	2,170.92	513.63
Dominguez	22,912.18	58,059.89	34,157.87
East Los Angeles	13,002.11	53,286.32	1,556.34
Hermosa-Redondo	9,080.69	39,890.73	6,211.48
Kern River Valley	546.74	2,392.95	504.29
King City	130.34	2,417.62	170.28
Livermore	8,579.85	45,540.07	7,026.98
Los Altos	6,173.51	37,547.12	19,616.73
Marysville	395.69	5,044.93	2,194.48
Mid-Peninsula	7,511.25	58,824.64	8,151.18
Oroville	121.64	1,603.52	197.66
Palos Verdes	13,513.22	58,985.00	9,316.66
Redwood Valley	44.16	752.42	133.06
Salinas	2,634.44	85,751.50	1,917.48

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	2018*	2019*	2020
Selma	684.60	12,495.15	1,810.10
South San Francisco	3,366.99	58,010.55	1,964.62
Stockton	19,214.85	53,681.03	2,812.60
Visalia	6,275.31	42,641.39	7,959.13
Westlake	2,082.25	5,427.31	2,223.62
Willows	71.67	49.34	154.57
Total lifetime customer water savings from efficiency measures, by market (m ³)	1,569,898.02	12,237,141.75	1,787,249.76
Antelope Valley	1,225.65	11,903.08	4,389.99
Bakersfield	202,555.47	1,112,142.24	253,619.26
Bear Gulch	82,173.75	417,138.14	82,618.05
Chico	99,270.51	587,494.01	278,315.58
Dixon	4,365.20	26,680.16	4,306.01
Dominguez	225,665.36	856,750.28	337,540.84
East Los Angeles	142,674.00	908,840.13	12,992.46
Hermosa-Redondo	94,552.50	687,331.86	62,755.84
Kern River Valley	2,253.75	26,038.76	3,249.65
King City	615.00	41,679.28	1,509.42
Livermore	87,685.20	764,597.02	70,531.25
Los Altos	65,598.62	627,162.72	279,857.55
Marysville	1,870.79	90,537.41	37,798.85
Mid-Peninsula	79,683.76	963,754.64	89,453.44
Oroville	886.78	25,323.34	1,524.28
Palos Verdes	150,485.30	808,669.25	90,348.10
Redwood Valley	377.84	12,507.48	576.64
Salinas	25,029.15	1,560,845.13	17,434.46
Selma	5,135.59	161,450.15	20,425.96
South San Francisco	40,623.94	1,018,336.12	16,838.75
Stockton	175,238.36	810,457.79	19,806.47
Visalia	59,192.06	640,805.00	75,755.06
Westlake	22,049.31	76,068.69	24,132.50
Willows	690.13	629.07	1,469.35
Volume of water saved annually through conservation devices rebated or distributed (gallons)	41 million	204 million	43 million

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	2018*	2019*	2020
Environmental Management and Compliance			
Non-compliance with environmental laws and regulations	0	1-violation: Air District (Total \$2,750)	0
Number of incidents of non-compliance associated with water effluent quality permits, standards, and regulations	0	0	0
Average volume of wastewater treated per day (m ³ per day)	5,839	6,000	4,760
Cal Water (m ³ per day)	—	0	0
Hawaii Water (m ³ per day) ¹³	—	4,622	3,343
New Mexico Water (m ³ per day)	—	1,261	1,323
Washington Water (m ³ per day) ¹⁴	—	117	94
Average volume of wastewater treated per day, by stormwater (m ³ per day)	—	—	0 for all states
Average volume of wastewater treated per day, by combined sewer (m ³ per day)	—	—	0 for all states
Quality of treated wastewater (removal rates for BOD) ¹⁵			
Hawaii Water	—	—	96.8%
New Mexico Water	—	—	97.0%
Washington Water	—	—	94.6%
Quality of treated wastewater (removal rates for TSS) ¹⁵			
Hawaii Water	—	—	98.4%
New Mexico Water	—	—	97.8%
Washington Water	—	—	90.3%
Total wastewater treatment capacity located in 100-year flood zones			
Cal Water (m ³ per day)	0	0	0
Hawaii Water (m ³ per day) ¹⁶	757	757	0
New Mexico Water (m ³ per day)	0	0	0
Washington Water (m ³ per day)	0	0	0
Number and volume (m ³) of sanitary sewer overflows (SSO)			
Cal Water	—	0	0
Hawaii Water	—	3 (86.4 m ³)	4 (19.5 m ³)
New Mexico Water	—	0	0
Washington Water	—	0	0

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Social

	2018*	2019*	2020
Community Support			
Total amount donated to local nonprofit, community, and other philanthropic organizations (across subsidiaries)	>\$1.0 million	>\$1.25 million	>\$1.7 million
Drinking Water Quality and Customer Safety			
Number of acute health-based drinking water violations	0	0	0
Number of non-acute health-based drinking water violations	0	0	0
Number of non-health-based drinking water violations	2 procedural	2 procedural	4 procedural
Incidents of non-compliance concerning the health and safety impacts of products and services	—	—	0
Water Affordability and Access			
Number of residential customer water disconnections for non-payment ¹⁷	—	—	1,701
Percentage reconnected within 30 days	—	—	27.6% (470)
Total annual dollar amount of discounts offered to customers through the LIRA program	—	—	\$10,062,400
Number of customers enrolled in the LIRA program	—	—	102,389
Average retail water rate for residential customers, by district			
Bakersfield	—	—	\$3.51
Bay Area Region	—	—	\$9.27
Bear Gulch	—	—	\$10.42
Chico	—	—	\$3.06
Dixon	—	—	\$7.33
Dominguez	—	—	\$5.66
East Los Angeles	—	—	\$6.22
Hermosa-Redondo	—	—	\$7.14
Kern River Valley	—	—	\$26.23
Livermore	—	—	\$5.95
Los Altos	—	—	\$7.61
Los Angeles Region	—	—	\$6.66
Marysville	—	—	\$5.18
Oroville	—	—	\$6.47
Salinas Valley Region	—	—	\$5.91
Selma	—	—	\$3.62
Stockton	—	—	\$5.75

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	2018*	2019*	2020
Visalia	—	—	\$2.30
Westlake	—	—	\$7.02
Willows	—	—	\$5.05
Average retail water rate for non-residential customers, by district			
Bakersfield	—	—	\$3.02
Bay Area Region	—	—	\$8.40
Bear Gulch	—	—	\$10.32
Chico	—	—	\$2.83
Dixon	—	—	\$8.18
Dominguez	—	—	\$4.81
East Los Angeles	—	—	\$5.99
Hermosa-Redondo	—	—	\$6.85
Kern River Valley	—	—	\$20.94
Livermore	—	—	\$5.40
Los Altos	—	—	\$7.14
Los Angeles Region	—	—	\$6.19
Marysville	—	—	\$4.50
Oroville	—	—	\$4.60
Salinas Valley Region	—	—	\$4.65
Selma	—	—	\$3.21
Stockton	—	—	\$4.64
Visalia	—	—	\$2.23
Westlake	—	—	\$5.83
Willows	—	—	\$4.78
Typical monthly water bill for residential customers for 10 Ccf of water delivered per month			
Bakersfield	—	\$36.64	\$36.81
Bay Area Region	—	\$82.63	\$82.87
Bear Gulch	—	\$93.84	\$93.89
Chico	—	\$31.38	\$31.57
Dixon	—	\$65.31	\$65.39
Dominguez	—	\$52.81	\$53.39
East Los Angeles	—	\$58.51	\$59.91
Hermosa-Redondo	—	\$57.18	\$57.73
Kern River Valley	—	\$104.69	\$104.73

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	2018*	2019*	2020
Los Angeles Region: Antelope Valley	—	—	\$68.73
Los Angeles Region: Palos Verdes	—	—	\$68.73
Livermore	—	\$57.55	\$58.73
Los Altos	—	\$72.82	\$73.01
Marysville	—	\$52.05	\$52.62
Oroville	—	\$60.86	\$61.37
Salinas Valley Region	—	—	\$52.10
Selma	—	\$39.61	\$40.02
Stockton	—	\$52.60	\$52.71
Travis	—	—	\$149,565.00
Visalia	—	\$25.01	\$25.17
Westlake	—	\$73.31	\$74.44
Willows	—	\$60.76	\$60.84
Cybersecurity and Data Privacy			
Substantiated complaints concerning breaches of customer privacy and losses of customer data	0	0	0
Number of CCPA requests	—	—	127
Deletion	—	—	106
Request to know	—	—	21
Customer Service			
Number of residential customers served, by service provided (active accounts for Cal Water only)			
Residential metered	408,064	411,680	413,540
Residential flat-rate ¹⁸	9,643	8,389	6,735
Multi-residential connections (and units in those connections)	10,371 (94,495 units)	10,385 (93,521 units)	10,405 (97,477 units)
Number of commercial customers served, by service provided (active accounts for Cal Water only)			
Business	41,249	41,339	41,244
Irrigation	55	54	54
Recycled	91	139	140
Number of industrial customers served (active accounts for Cal Water only)	898	890	878
Number of public authority customers served (active accounts for Cal Water only)	5,623	5,620	6,654

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Governance

	2018*	2019*	2020
Corporate Governance			
For the annual meeting: all directors are expected to attend the Annual Meeting of Stockholders, unless attendance is prevented by an emergency. All of our board members who were directors as of the date of our 2020 Annual Meeting attended the meeting.			
And for Board and Committee Meetings: members of the Board are expected to attend Board meetings in person, unless the meeting is held by videoconference or teleconference. During 2020, there were ten meetings of the Board and collectively 16 committee meetings. The incumbent directors attended at least 75% of all Board and applicable committee meetings in 2020 (held during the period each director served).			
Ethics			
Confirmed incidents of corruption and actions taken ¹⁹	1	0	0
Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	0	0	0
Incidents of violations involving rights of indigenous peoples	0	0	0
Public Policy and Political Involvement			
Total expenditures for lobbying purposes (e.g., contributions to relevant business associations, administrative costs, payments to lobbying service providers)			
General lobbying	\$261,389.81	\$458,613.06	\$529,286.90
PUC lobbying	\$128,725.77	\$548,739.51	\$530,618.60
Responsible Sourcing			
Proportion of spending on local suppliers ²⁰	35.31%	32.85%	37.14%
Number of vendors ²¹	62	62	63
Economic impact (millions of dollars) ²²	138.1	133.7	163.1

Workforce

	2018*	2019*	2020
Diversity, Inclusion, and Equality			
Total number of full-time employees, by gender	—	—	1,178
Female	—	—	326
Male	—	—	852
Total number of part-time employees, by gender	—	—	4
Female	—	—	3
Male	—	—	1

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	2018*	2019*	2020
Percentage of women in the overall workforce	—	—	28%
Percentage of women in field and office staff	—	28%	28%
Percentage of women in management positions (first- and mid-level managers)	—	29%	25%
Percentage of women in senior management (directors and officers)	—	32%	33%
Percentage of women in the Board of Directors	—	36%	36%
Racial/ethnic diversity: field and office staff			
Asian	—	—	11%
Black	—	—	5%
Hispanic	—	—	32%
Native American	—	—	1%
Native Hawaiian	—	—	1%
Two or more	—	—	3%
White	—	—	47%
Racial/ethnic diversity: management positions (first- and mid-level managers)			
Asian	—	—	14%
Black	—	—	5%
Hispanic	—	—	21%
Native American	—	—	0%
Native Hawaiian	—	—	2%
Two or more	—	—	3%
White	—	—	55%
Racial/ethnic diversity: senior management (directors and officers)			
Asian	—	—	15%
Black	—	—	7%
Hispanic	—	—	9%
Native American	—	—	0%
Native Hawaiian	—	—	0%
Two or more	—	—	4%
White	—	—	65%

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	2018*	2019*	2020
Talent Attraction and Retention			
Total number of employees	1,184	1,207	1,182
Total number of permanent employees, by subsidiary	1,109	1,114	1,108
Cal Water	999	1,003	977
Hawaii Water	46	46	41
New Mexico Water	15	14	14
Washington Water	49	51	76
Total number of temporary employees, by subsidiary	75	93	74
Cal Water	72	90	72
Hawaii Water	0	0	0
New Mexico Water	1	1	0
Washington Water	2	2	2
Total number of permanent employees	1,109	1,114	1,108
Female	318	318	312
Male	791	796	796
Total number of temporary employees	75	93	74
Female	17	26	17
Male	58	67	57
New employee hires (temporary and permanent)	—	—	85
Employee turnover			
Voluntary resignation (permanent)	—	—	2.3%
Retirement	—	—	1.5%
Training and Development			
Average hours of training per year per employee	—	—	5
Percentage of employees receiving regular performance reviews	—	—	100%
Workplace Health and Safety			
Total Case Incident Rate (TCIR)	2.6	3.7	2.9
Contractor work-related accident rate	0	0	0
Number of work-related fatal accidents among employees and contractors	0	0	0
Number of work-related recordable injuries	25	36	31
Days Away, Restrictions, and Transfers (DART) rate	2	3.5	1.9
Lost Time rate	0.02	0.1	0.1
Restriction/transfer rate	1.98	3.4	0.9
Total reduction in preventable vehicle accidents since 2018	—	8.7%	23.9%

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- ¹ We use direct consumption and renewable energy content data from our utilities and fleet management company for our energy and emissions data.
- ² Estimated value. The increase in energy consumption was due primarily to our acquisition of Rainier View Water in 2020.
- ³ The 2020 increase in use of electricity from renewable sources is due to higher availability from our electric utilities. Although we are committed to minimizing our carbon footprint, our ability to make investments to reduce our emissions is limited because such investments must be supported by our regulators, the state public utilities commissions. As we mature our climate change strategy, we will focus on what we can control and advocate for meaningful progress from our regulators.
- ⁴ Electricity consumption only includes Cal Water.
- ⁵ Fleet fuel consumption only includes Cal Water.
- ⁶ GHG emissions only include Cal Water. Emissions ratios for our Scope 1 and 2 emissions calculations are based on the EPA's Emissions & Generation Resource Integrated Database (eGRID2016). The increase in Scope 1 emissions in 2020 was caused by an increase in fuel consumption and the number of vehicles used during the pandemic to support social distancing. The increase in Scope 2 emissions in 2020 was caused by an increase in overall energy consumption, attributed in part to new accounts coming online (919 in 2019 to 942 in 2020) and increased consumption in existing accounts; the Clean Power Alliance (CPA) also has 19% of power from "Unspecific Sources," which prevents us from tracing the source of energy.
- ⁷ In this report, 2018 and 2019 figures from past reports have been updated to now include recycled water. All figures provided only include Cal Water.
- ⁸ The 2019 report provided incorrect units for Cal Water; this report reflects the correction from 7,181,321 thousand m³ to 7,181 thousand m³ for 2019 data.
- ⁹ The 2018 and 2019 figures have been updated from data in previous reports to now include real losses for all systems. Previous 2018 figure included all losses for only 21 systems that qualify as an urban retail water supplier, and the previous 2019 figure had just included real losses but for only 21 systems that qualify as an urban retail water supplier.
- ¹⁰ Only includes data for Cal Water (based on 2018 GRC Results).
- ¹¹ The amount of water delivered includes drinking water, industrial process water, and recycled water. The Cal Water figure has been updated from past reports to reflect data corrections.
- ¹² Figures only include Cal Water data and have been updated from past reports to reflect data corrections. Data for other subsidiaries is not yet available.
- ¹³ Wastewater total decreased due to COVID-19 closing down Waikoloa Resort for most of 2020.
- ¹⁴ Wastewater total decreased due to COVID-19 closing down the resort in WA for most of 2020.
- ¹⁵ In 2020, we had no environmental violations related to standards for air, soil, waste handling, and effluent discharge.
- ¹⁶ As of 2020, we have begun utilizing the Hawaii State Flood Hazard Assessment to identify facilities in flood zones. The 2020 assessment results did not designate any Hawaii Water wastewater treatment facilities as being located in a 100-year flood zone.
- ¹⁷ All 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 pandemic.
- ¹⁸ The reduction in flat-rate customers is due to Cal Water's conversions of flat-rate services to meters in accordance with state law.
- ¹⁹ Employee was terminated in 2018.
- ²⁰ Includes Bakersfield, Stockton, and Visalia; information is based on a payment (v. accrual) basis.
- ²¹ Local vendors are those with operations within our ratepayer area.
- ²² Economic impact is based on a 1.57 economic multiplier index from Moody's Analytics (2010).

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