

Impact of COVID-19 on SFPUC Finances

Rate Fairness Board
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- Overall SFPUC response to COVID
- COVID impact on
 - FYE 2020 Weekly Volumetric Deliveries
 - FYE 21 & 22 Volumetric Projections

SFPUC Response to COVID

- COVID 19 Financial Resiliency Project - Goals
 - Understand current and potential future financial impacts of the COVID-19 pandemic on SFPUC businesses.
 - Develop financial scenarios aligned with CCSF's view of the economic outlook
 - Develop policies/interventions to support employees, customers and the community through the pandemic and subsequent economic recovery period and ensure long-term affordability of utility services
- Immediate objectives
 - Develop interventions for emergency customer assistance
 - Identify, pursue and support legislative opportunities/assistance
 - Rebalance budgets—FY20 and biennial FY20-21 & FY21-22



COVID Customer Assistance Program Development Support

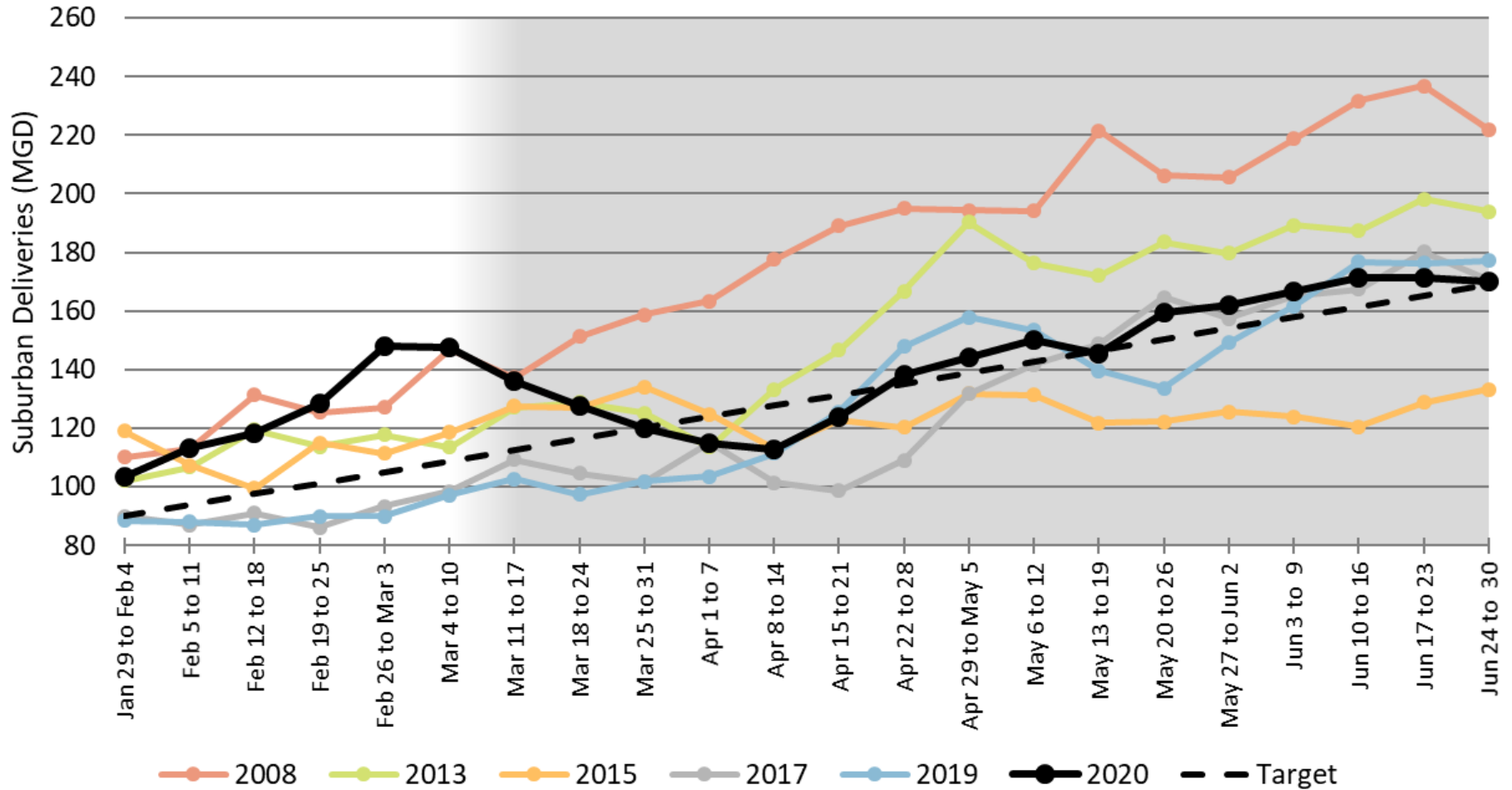
- Temporary suspension of retail customer shut offs for non payment through January 2021
- Development and implementation of Emergency Customer Assistance Programs
 - Responses developed based on data gathered
 - Programs and efforts developed collaboratively across SFPUC teams and business lines
 - Emergency Customer Support Programs for residential and commercial customers across all four business lines

COVID-19 SIP Impacts on Demand

- Initially significant demand reductions across all enterprises—decreased non-residential, increased residential
- FY21 & FY22 budget revision based on
 - Three-month SIP level demand during FY21
 - Gradual return of demand to near pre-pandemic levels by FY24
- Experience to date
 - Divergent demand impacts across enterprises and customer types
 - Wholesale water demand significantly above budget
 - Retail water demand above budget
 - Power and CleanPower at budget

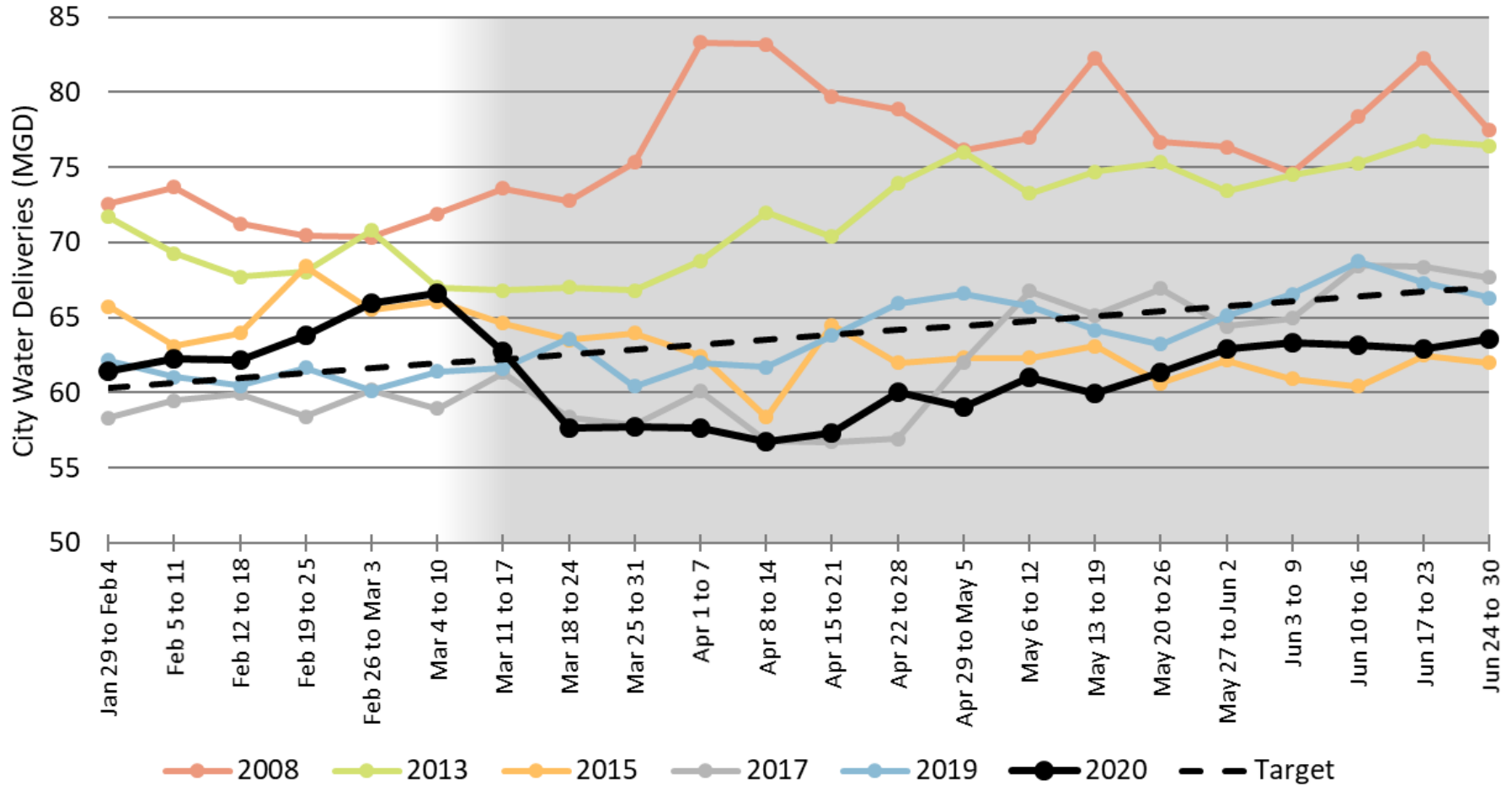


COVID Impact on Wholesale Water Weekly Volumetric Utility Deliveries





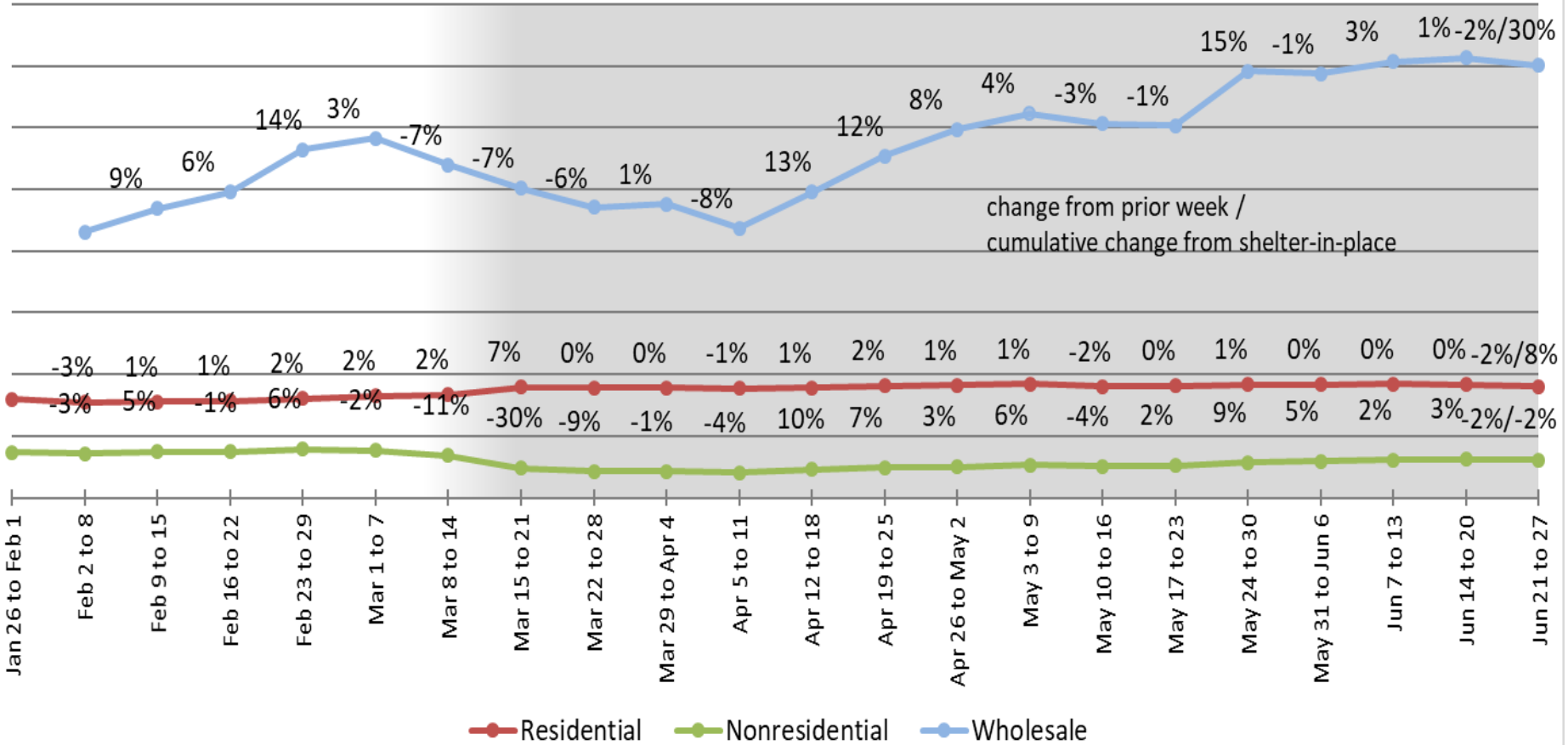
COVID Impact on Retail Water Weekly Volumetric Utility Deliveries





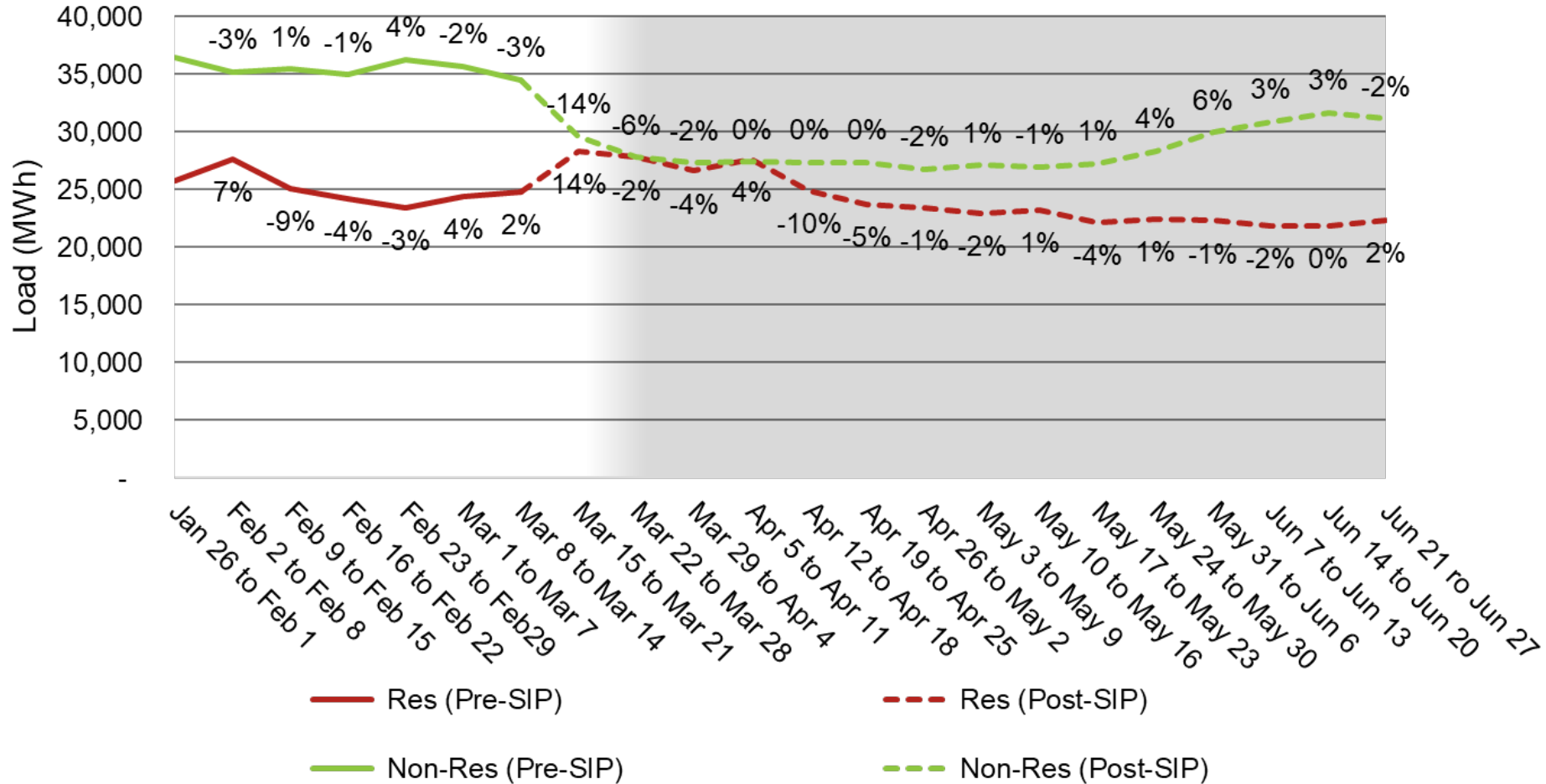
COVID Impact on Retail Water Weekly Volumetric Utility Deliveries

Weekly Water Sales Trends by Sector
Adjusted Data for Irrigation



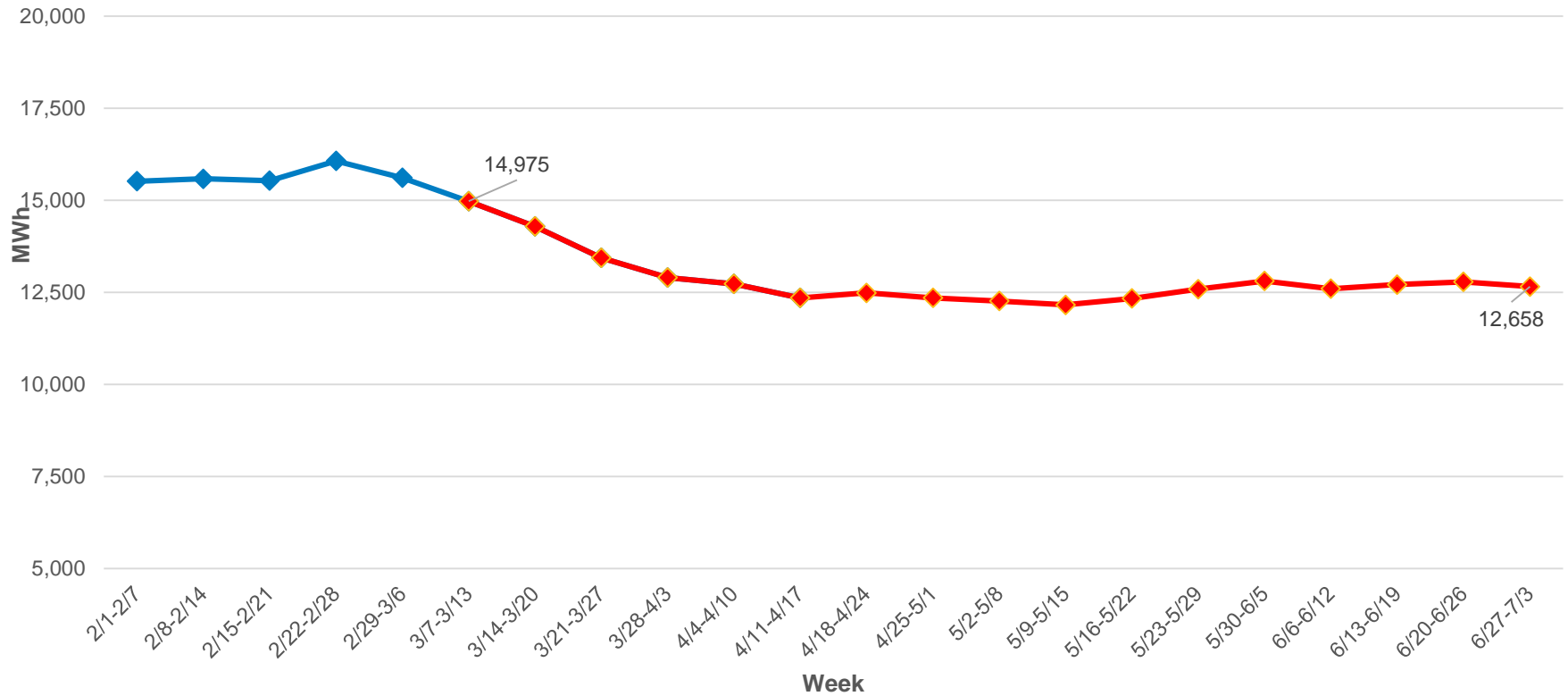


COVID Impact on CleanPowerSF Weekly Electric Loads

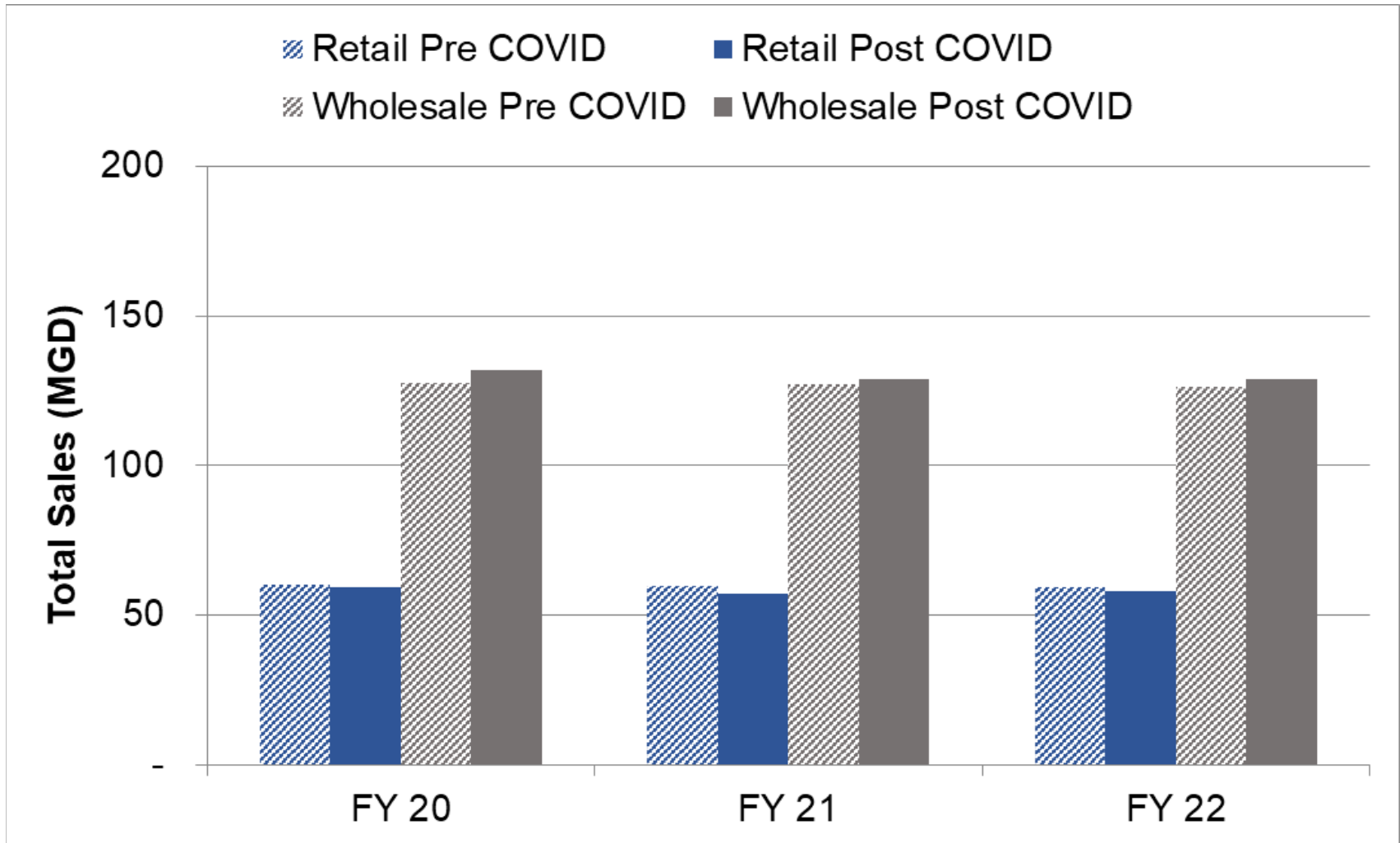


COVID Impact on Hetch Hetchy Power Weekly Electric Loads

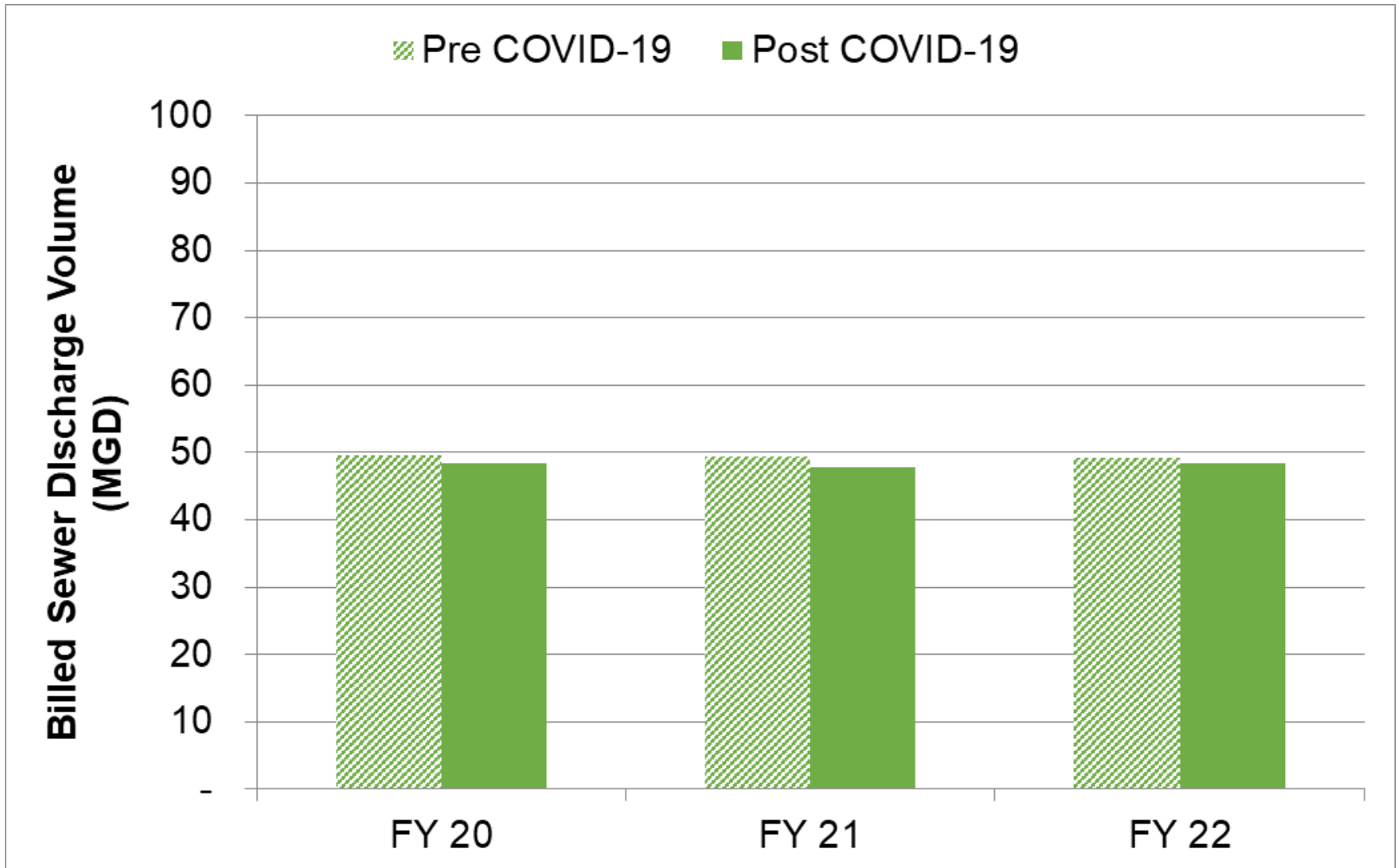
HHP Weekly Load Trend - Feb 1 through Jul 3



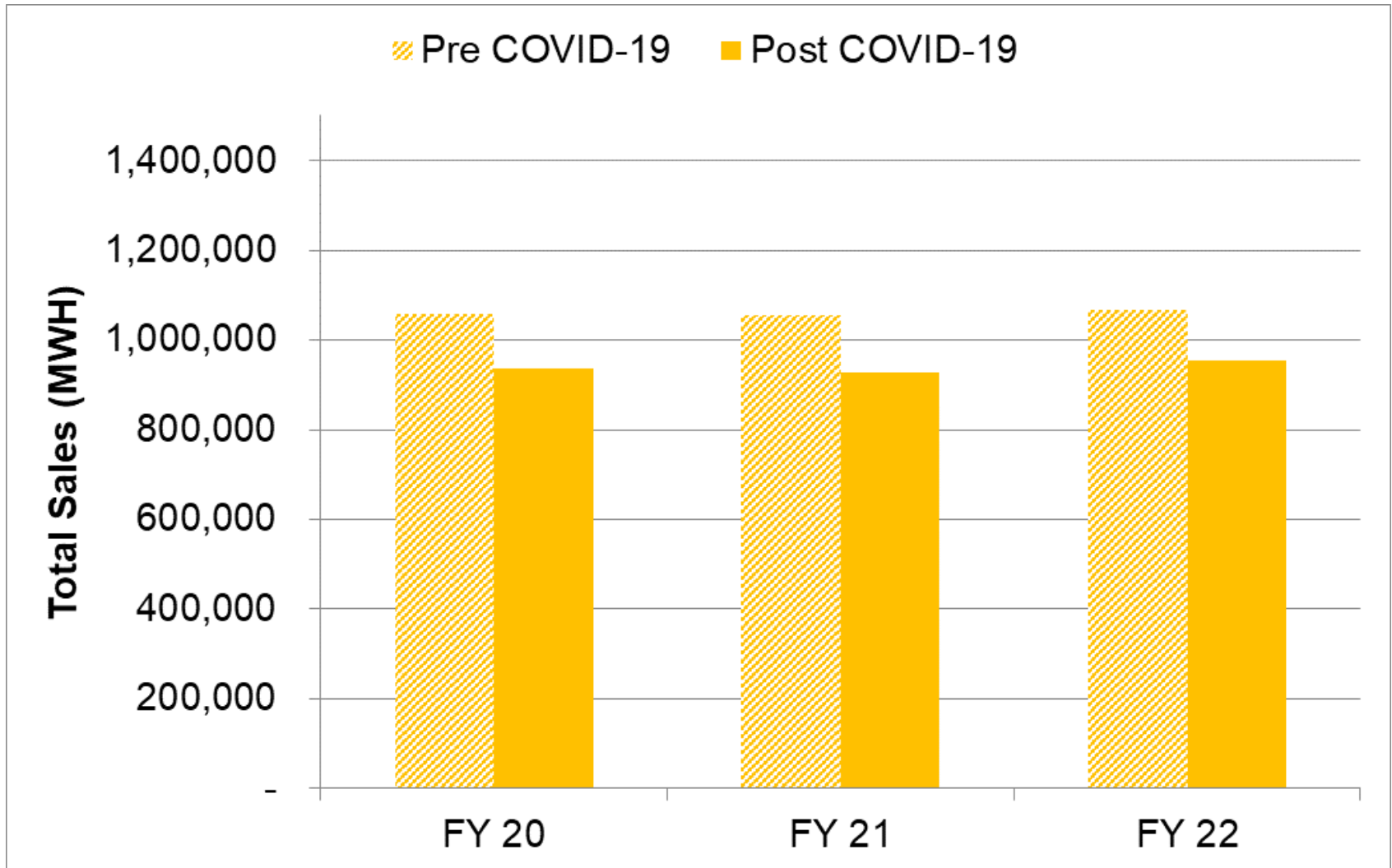
COVID Impact on Water Volumetric Projections



COVID Impact on Wastewater Volumetric Projections

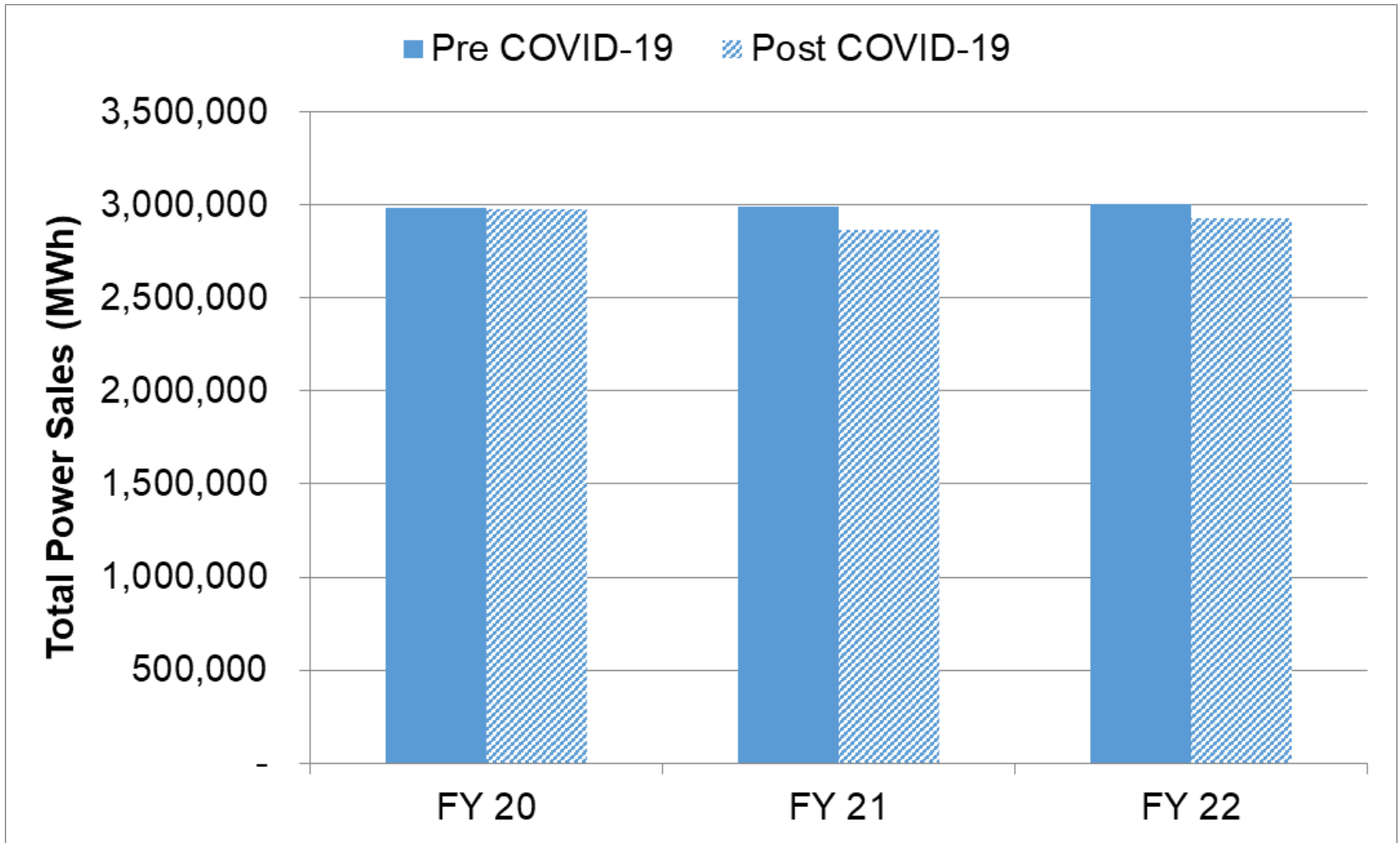


COVID Impact on Hetch Hetchy Load Projections





COVID Impact on CleanPowerSF Load Projections





COVID Impact on FYE 20 Budget Variance

- **Retail Water**

- Sales were \$291.9M, a \$7.3M or 2.4% decrease from budget of \$299.3M
- Volumes were 59.3 MGD, a 1.1% decrease from budget of 60.0 MGD, driven by decreased non-residential sales.

- **Wholesale Water**

- Sales were \$270.6M, a \$5.6M or 2.1% increase from budget of \$264.9M
- Volumes were 131.8 MGD, a 1.4% increase from budget of 129.9 MGD.

- **Wastewater**

- Sales were \$338.4M, a \$12.1M or 3.5% decrease from budget of \$350.5M
- Volumes were 48.5 MGD, a 2.1% decrease from budget of 49.5 MGD.

- **Hetch Hetchy**

- Electric sales were \$144.5M, a \$21.7M or 13.1% decrease from budget of \$166.2M
- Sales were lower than budget mainly due to load reduction and lower expected sales.

- **CleanPowerSF**

- Electric sales were \$243.1M, a \$21.9M or 9.9% increase from budget of \$221.1M
- Sales were greater than budget due to higher sales volume and rates than budgeted.