



CALIFORNIA  
AMERICAN WATER

WE KEEP LIFE FLOWING®

# YOUR RATES ARE CHANGING

## WE ARE INVESTED IN THE COMMUNITIES WE SERVE

During 2021–2023, California American Water will invest approximately \$165 million in water infrastructure throughout the state. We are focused on ensuring water quality, protecting the environment, increasing reliability, maintaining system capacity and emergency preparedness in our Los Angeles County District.

The following is a list of ongoing and proposed infrastructure projects throughout the Los Angeles County District:

### ROSEMEAD RESERVOIR AND BOOSTER PUMP STATION – COMPLETED 2021

Construction of a new steel 750,000-gallon reservoir replacing 1920's reservoir with additional storage capacity and the replacement of existing booster pump station with additional pumping capacity at a total of 3,000 gpm.

### LOS ANGELES BOOSTER PUMP STATION REPLACEMENT PROGRAM

#### GARTH BOOSTER PUMP STATION – COMPLETED 2019

- Replaced existing booster pumps and removed the hydropneumatic tank. Renovated the pump building to meet the California Building Code.

#### SCOTT BOOSTER PUMP STATION – COMPLETED 2020

- Replaced booster pumps and upsized suction piping.

#### LAMANDA PARK BOOSTER PUMP STATION – COMPLETED 2020

- Replaced booster Pump #2. Removed obsolete booster Pump #1. Replaced pump discharge header. Complete rehabilitation of electrical building.

#### OAK KNOLL BOOSTER PUMP STATION – PROJECT TO BEGIN 2022

- Construction of new submersible booster pump station to replace existing station.

#### MOUNT VERNON BOOSTER PUMP STATION – PROJECT TO BEGIN 2022

- Complete replacement of existing booster pumps and rehabilitation of pump building. Removal of existing hydropneumatics tank.

#### GRAND HEXAVALENT CHROMIUM TREATMENT SYSTEM – PILOT TESTING TO BEGIN 2022

- Treatment system to remove hexavalent chromium from well water.

## RATES AND METERING

In late 2021, California American Water received the final decision from the California Public Utilities Commission of its General Rate Case for years 2021–2023. Due to the delay in the final decision, customers rates will change on or around March 1 and will include the authorized 2021 Tariffs, the 2022 Step Rates and Annual Consumption Adjustment Mechanism.

Step Rates are yearly rate updates of a specific percentage amount agreed upon in the General Rate Case. ACAM tracks actual consumption use and adjusts rates based on projected use in the GRC with actual use to allow for full collection of authorized revenue.

Residential customers will also see a new four-tier rate structure that promotes efficient water use and keeps costs down for essential uses by increasing costs as you use more water.

- First 8,500 gallons per month cost 46 cents per hundred gallons
- Second 5,000 gallons per month cost 66 cents per hundred gallons
- Third 16,300 gallons per month cost 76 cents per hundred gallons
- Water use above 29,800 gallons per month costs 85 cents per hundred gallon

### BEFORE THE RATE CHANGE

**11,780 = \$81.12**  
GALLONS/MONTH TYPICAL WATER BILL



### AFTER THE RATE CHANGE

**11,780 = \$85.83**  
GALLONS/MONTH TYPICAL WATER BILL



### WHAT DOES MY WATER BILL PAY FOR?

The average water bill helps pay for the following:



**24%**

Investments in local infrastructure to replace pipes, improve fire protection and treat water



**23%**

Operations, maintenance, customer service and staffing



**48%**

Cost to pump, treat and deliver water



**5%**

Local, state and federal taxes and fees

### WE'RE HERE TO HELP

Resources are available to help customers save water and money on their bills. California American Water offers robust conservation incentives including:



Generous rebates for efficient outdoor irrigation technology.



Free devices including low-flow showerheads, sink aerators and positive shut-off hose nozzles (available at our business office during normal hours).



Water Wise House Calls where a conservation specialist will visit your home and make recommendations on ways to save water.

For more information, call our local conservation hotline at **1-626-614-2536**.

### MANAGING COSTS TO SAVE YOU MONEY

We work hard to maximize efficiency to reduce your utility costs. Every dollar we save in our daily operations allows us to invest eight dollars in your water service without changing rates.

### CALIFORNIA DROUGHT

California is experiencing drought conditions across the state. Please follow our water waste rules and reduce usage by 15%.

### CUSTOMER ASSISTANCE YOUR WAY

Our customers are at the center of all we do. We understand that sometimes finances get stretched thin, so we offer a variety of programs to help customers get through those tough times. Whether you need to make special payment arrangements or would like to manage your cash flow with budget billing, we are here to help. Visit [californiaamwater.com](http://californiaamwater.com) > **Customer Service & Billing** > **Customer Assistance Programs**.