



CALIFORNIA
AMERICAN WATER

WE KEEP LIFE FLOWING®

YOUR RATES ARE CHANGING

FRUITRIDGE VISTA METERING AND MAIN REPLACEMENT

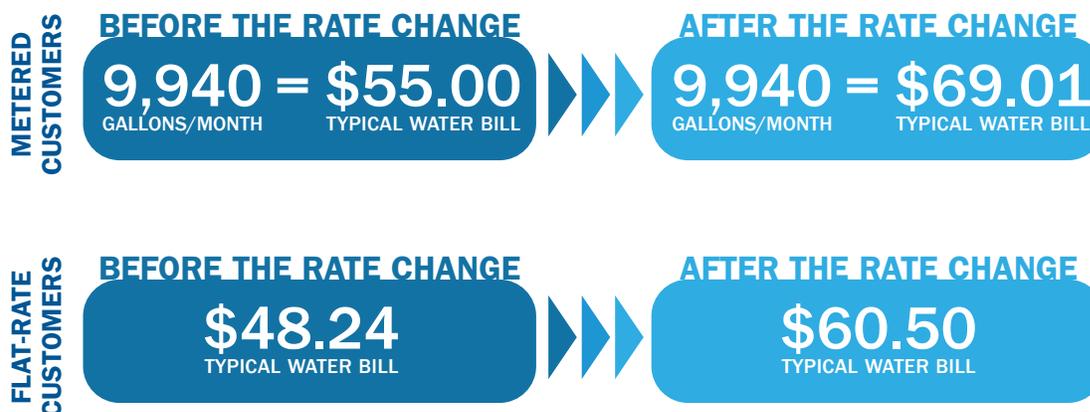
The Fruitridge Vista water system in the Sacramento District has approximately 65% of the services unmetered. California American Water has undertaken a 4-year program to meter the Fruitridge Vista water system to meet a state-mandated deadline to meter all service connections on or before January 1, 2025. Approximately 1,700 meters will be installed on the existing backyard mains. The remainder of the meters will be installed on new water mains being constructed in the streets replacing the old steel backyard mains that have exceeded useful life. Approximately 81,500 feet of new water main will be installed. The new mains will provide better fire protection, less disruption and more reliable service.

The estimated cost for the improvements is \$15.7 million for the metering and \$32.4 million for the new water mains.

RATES AND METERING

California American Water is investing over \$45 million into the Fruitridge Vista water system to ensure safe, reliable water service that meets current regulatory standards for water quality and metering. While these costs are being spread over our larger northern California customer base, our Fruitridge customers will continue to see increased rates to help fund these needed improvements.

Later this year, we will begin the process of providing comparison bills to flat rate customers whose properties have been metered. These comparisons will help customers understand their water use and take steps ahead of the conversion to metered rates. Customers should expect to see more information from us about the conversion process.





WHAT DOES MY WATER BILL PAY FOR?

The average water bill helps pay for the following:



46%

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



37%

Operations, maintenance, customer service and staffing



9%

Cost to pump, treat and deliver water



8%

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 **1-916-568-4201**.

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 > **Customer Service & Billing > Customer Assistance Programs**.

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%.