



CALIFORNIA
AMERICAN WATER

WE KEEP LIFE FLOWING®

YOUR RATES ARE CHANGING

WE ARE INVESTED IN THE COMMUNITIES WE SERVE

During 2021 and 2022, California American Water will invest \$165 million in water infrastructure. We are focused on ensuring water quality, protecting the environment, increasing reliability, maintaining system capacity and emergency preparedness.

One example of the investments we are making is that we replaced an aging pipe that crossed a bridge in Goldside. The pipe was deteriorating and already had multiple repair clamps on it. It's a critical line that is the only connection between four active wells and the storage reservoir for the system. This project improved customer reliability by replacing the pipe before there was a catastrophic failure. Total cost was \$600,000.

RESIDENTIAL RATE PLAN



As part of the acquisition of the Hillview Company, California agreed to merge the area with our larger northern California ratemaking district. This merger has finally been approved. It means **lower rates for Hillview customers** as well as a new rate design. Residential customers are moving to a three-tier rate structure that promotes efficient water use and keeps costs down for essential uses by increasing costs as you use more water. We are pleased to offer a variety of conservation services to help you manage your costs.

- First 7,480 gallons per month cost 45 cents per hundred gallons
- Next 7,480 gallons per month cost 61 cents per hundred gallons
- Water use above 14,960 gallons per month costs 77 cents per hundred gallons

BEFORE THE RATE CHANGE

6,100 = \$89.00
GALLONS/MONTH TYPICAL WATER BILL



AFTER THE RATE CHANGE

6,100 = \$67.56
GALLONS/MONTH TYPICAL WATER BILL



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%.