



CALIFORNIA
AMERICAN WATER

WE KEEP LIFE FLOWING®

YOUR RATES ARE CHANGING

LARKFIELD FIRE RECOVERY

The October 2017 Tubbs Fire caused significant water system infrastructure losses to the water distribution and delivery system. California American Water losses included the Upper Wikiup tank site and pumps, 46 fire hydrants, and over 500 water meters. To improve fire protection, 58 new fire hydrants and 540 new service lines sized for residential fire suppression systems were installed. At the Upper Wikiup tank site, a temporary booster pump station has been installed and as soon as the old concrete tank walls are removed, a new pump system with larger pumps to provide for daily water use and greater fire flow capacity will be constructed. The upgrades will provide a higher level of fire protection to our customers.

The work is expected to be completed by the end of 2023 at a final cost of \$4 million. completion in 2022.

RESIDENTIAL RATE PLAN

Our tiered rates for residential customers promote efficient water use and keep costs down for essential uses by increasing costs as you use more water.

- First 3,740 gallons per month cost 68 cents per hundred gallons
- Next 9,750 gallons per month cost 71 cents per hundred gallons
- Next 5,550 gallons of water cost \$1.02 per hundred gallons
- Water use above 19,040 gallons per month costs \$1.16 per hundred gallons

BEFORE THE RATE CHANGE

6,450 = \$88.95
GALLONS/MONTH TYPICAL WATER BILL



AFTER THE RATE CHANGE

6,450 = \$79.83
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 **1-707-304-8202**.

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%.

FIRE PROTECTION

Customers with Residential Fire Protection Services will see a change in how they are billed. Former RFPs customers will be billed for the actual meter size and a "Multi-use" discount will be applied.