



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.

## MAINTAINING AND IMPROVING OUR WATER SUPPLY

About 90% of our water supply in Sacramento comes from groundwater wells. California American Water continues to execute our Well Rehabilitation Program supporting the operation and maintenance of over 140 wells in northern California. Over a dozen projects have been completed or are underway at this time. Active projects include the complete redevelopment of the Westporter Well in Suburban Rosemont area and the rebuild of Well 14 in Fruitridge Vista. These two projects alone account for approximately \$2.4 million of the program's \$3.6 million funding total for 2021 and 2022.

California American Water is also in the process of constructing the new Cottage Way Well to continue providing safe and reliable drinking water to the Arden service area. The new well replaces the Howe Well, which was recently destroyed due to the age of the well and water quality concerns. The project has an estimated total cost of \$4.3 million and is scheduled for completion in 2022.

## RESIDENTIAL RATE PLAN

Residential customers will continue to see the current 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

8,390 = \$50.97  
GALLONS/MONTH TYPICAL WATER BILL



### AFTER THE RATE CHANGE

8,390 = \$59.78  
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](http://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.