



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 San Diego County District.

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

WATER MAIN (SMALL AND LARGE) REPLACEMENT PROGRAM

- Replace 1,213 feet of 6-inch water main on 6th Street – to begin early 2022
- Replace 1,636 feet of 4-inch water main on 10th Street, Adella Ave, and Ynes Place – to begin Q1 2022
- Replaced 1,860 feet of 4-inch water main on Glorietta Boulevard – completed 2021
- Replaced 900 feet of 4-inch water main on 12th Street – completed 2019
- Replaced 1,260 feet of 4-inch water main on 8th Street – completed 2020

10TH STREET & PALM AVENUE IMPROVEMENTS – PROJECT COMPLETED 2021

- Improved street drainage, parking, construction of ADA-compliant sidewalk and replaced fire hydrant

ELM AVENUE WATER MAIN REPLACEMENT – PROJECT COMPLETION EXPECTED IN Q2 2022

- Installation of 2,450 feet of 18” ductile iron water main
- Installation of 200’ of water main within casing under MTS railroad track
- Installation of new services, hydrants, and valves

CORONADO RELIABILITY STUDY

- Assessment and Investigation of the Transbay Pipeline located under the San Diego Bay
- Complete analysis of pump station and additional storage tank located in City of Coronado

SILVER STRAND MAIN REPLACEMENT PROJECT PHASE 1 – PROJECT COMPLETED 2021

- Replacement of 5,960 feet of 16” water main, including the installation of new services, hydrants, and valves

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 82 cents per hundred gallons
- Second 5,000 gallons per month cost \$1.18 per hundred gallons
- Third 16,300 gallons per month cost \$1.35 per hundred gallons
- Water use above 29,800 gallons per month costs \$1.52 per hundred gallons

BEFORE THE RATE CHANGE

6,540 = \$70.50
GALLONS/MONTH TYPICAL WATER BILL



AFTER THE RATE CHANGE

6,540 = \$79.42
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 **1-619-446-5707**.

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