



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. Our investments are focused on protecting the environment, increasing reliability, maintaining system capacity and emergency preparedness.

In Meadowbrook we replaced three hydropneumatic tanks at the well sites. The tanks were replaced with modern pressure tanks. This project improves customer reliability by providing protection to the motor starts, thus decreasing motor failure. The hydropneumatic tanks also provide for low flows to the system during the night, minimizing the motor having to kick on and off multiple times. The total cost of this project was \$1.5 million.

## RESIDENTIAL RATE PLAN

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 3,400 gallons per month cost 23 cents per hundred gallons
- Next 2,400 gallons per month cost 25 cents per hundred gallons
- Water use above 5,800 gallons per month costs 27 cents per hundred gallons

### BEFORE THE RATE CHANGE

**12,680 = \$49.23**  
GALLONS/MONTH TYPICAL WATER BILL



### AFTER THE RATE CHANGE

**12,680 = \$55.97**  
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%.