



CALIFORNIA
AMERICAN WATER

WE KEEP LIFE FLOWING®

YOUR RATES ARE CHANGING

INVESTING IN YOUR COMMUNITY

LOS PADRES DAM: ENVIRONMENTAL REQUIREMENTS

The National Marine Fisheries Service has asked California American Water to study the feasibility of removing Los Padres Dam on the Carmel River. The study will include impacts to fish passage and management of downstream sediment flow. The studies, estimated at \$12.4 million, will continue work initiated by California American Water and the Monterey Peninsula Water Management District to determine the future of Los Padres Dam and associated environmental impacts.

PARALLEL PIPELINE

Construction of a new pipeline in Seaside is proceeding on schedule and within budget. This project includes over 7,000 feet of 36" ductile iron pipe installation. California American Water contracted with Monterey Peninsula Engineering, who has kept the project on schedule even while dealing with unprecedented challenges procuring materials. When completed, this project will allow for the simultaneous injection of water from the Carmel River Aquifer Storage and Recovery Project and extraction of Pure Water Monterey water to meet the demands of our customers within the Monterey System.

California American Water will also construct a new pump station at Forest Lake in Pebble Beach, which will allow new water from the Pure Water Monterey recycled water project to travel from Seaside to our customers in the southern areas of the Monterey Peninsula, including parts of Monterey, Carmel and Carmel Valley.

NEW RESIDENTIAL RATE PLAN

Our new four-tier rates for residential customers promotes efficient water use and keeps costs down for essential uses by increasing costs as you use more water.

- First 2,990 gallons per month cost \$1.05 per hundred gallons
- Next 2,990 gallons per month cost \$1.57 per hundred gallons
- Next 5,450 gallons of water cost \$4.19 per hundred gallons
- Water use above 11,430 gallons per month costs \$6.29 per hundred gallons

Previously, you were charged according to a five-tier system. Elimination of the fifth tier in our water rate structure will reduce the magnitude of high bills due to water leaks and provide greater equity across our customer base.

BEFORE THE RATE CHANGE

3,840 = \$106.17
GALLONS/MONTH TYPICAL WATER BILL



AFTER THE RATE CHANGE

3,840 = \$123.59
GALLONS/MONTH TYPICAL WATER BILL



WHAT DOES MY WATER BILL PAY FOR?

The average water bill helps pay for the following:



43%

Investments in local infrastructure to replace pipes, improve fire protection and treat water



32%

Operations, maintenance, customer service and staffing



17%

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 **1-831-646-3205**.

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.

INVESTING IN YOUR COMMUNITY

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

CALIFORNIA DROUGHT

California is experiencing drought conditions across the state. Please follow our water waste rules and reduce usage by 15%.