HOW TO READ YOUR CALIFORNIA AMERICAN WATER BILL

Monterey District - Garrapata



Your Bill (Sample)

This sample bill describes the charges that appear on customer bills in your service area. Please see below for information about how to read your California American Water bill.

Account Number Due Date Total Due If Paid After Due Date Amount Enclosed \$	1015-0000000000 April 27, 2017 \$173.09 \$175.63 after 4/27/17
CALIFORNIA AMI PO BOX 7150 PASADENA, CA 9	
line and return this portion with your payment.	
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Customer Contact Information

- For Service To: Address of property receiving water service.
- 2 Customer name and billing address.

Customer Account Information

3 Your Account Number, Due Date and Total Amount Due are all easy to spot.

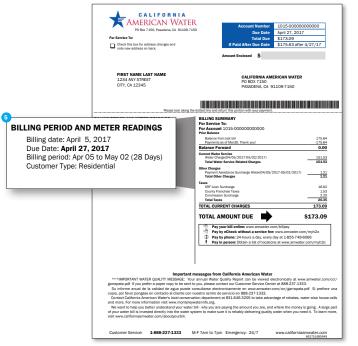
Payment

4 Detach this paystub and return with your payment. On this paystub, you will find the bill due date and total charges due. Please write the payment amount in the space provided. Your paystub will say "Paid Electronically on Due Date" if you have signed up for Auto Pay.

Make checks payable to California American Water and always include your account number. The address on the front of this paystub must be visible through the window on the return envelope when the payment is mailed. Note: The return address shown is not a California American Water company office, but a payment collection center. For office locations please visit www.californiaamwater.com.

Billing Period and Meter Readings

- 5 Your account details, including billing date, billing period, and bill due date. Note: Our meters are read in increments of 10 cubic feet approximately once every 30 days. All customers are billed in 100-gallon (CGL) increments.
 - 10 Cubic Feet = 1 Unit = 74.8 Gallons



Important Messages from California American Water

6 We often include important notices and customer information in this section. We encourage you to read this to keep up with the programs we offer, new projects, and important rate information.

Ouestions About Your Bill

Our customer service center contact information and our website address are conveniently located in one area. Please visit our website to access your account online, to sign up for our auto-pay option and to read about our free conservation programs (online accounts available to residential customers only).

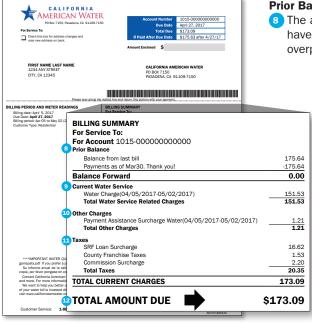


6 Important messages from California American Water

***IMPORTANT WATER QUALITY MESSAGES TOW California American water ***IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/ garapata.pdf if you prefer a paper copy to be sent to you, please contact our Customer Service Center at 888-237-1333. Su informe annual de la calidad de agua puede consultarse electronicamente en www.amwater.com/ccr/garapata.pdf Si prefiere una copia, por favor pongase en contacto al cliente con nuestro centro de servicio en 888-237-1333. Contact California American Water's local conservation department at 831.646.3205 to take advantage of rebates, water wise house calls and more. For more information visit www.montereywaterinfo.org. We want to help owu batter understand wurve water bill whytour are naving the amount you are, and where the money is noing. A lards part

We want to help you better understand your water bill - why you are paying the amount you are, and where the money is going. A large part of your water bill is invested directly into the water system to make sure it is reliably delivering quality water when you need it. To learn visit www.californiaamwater.com/aboutvourbill

7 Customer Service: 1-888-237-1333 M-F 7am to 7pm Emergency: 24/7 www.californiaamwater.com 663751685649



Prior Balance

8 The amount you owed in dollars from your previous bill, along with any payment you may have made in the past billing cycle. This section will also show any unpaid balances or overpaid credits to go towards your next bill.

Current Water Service

9 Water Service Charge: In the Garrapata Service Area, the water service charge is a flat monthly rate based on the location of the household with reference to the main tank and/or upper reservoir.

Other Charges

10 Here you will find additional surcharges authorized by the California Public Utilities Commission (CPUC) through advice letter filings and decisions.

Payment Assistance Surcharge Water: This surcharge helps fund the Low Income Assistance Program. Qualifying customers of this program receive a reduction in their overall bill due to financial hardship. The surcharge is \$1.21 added onto the total bill.

Taxes

📶 California American Water collects city and utility taxes on behalf of public agencies and then remits those funds to the taxing authorities.

- SRF Loan Surcharge: The Safe Drinking Water State Revolving Fund (SDWSRF) surcharge funds the repayment of a loan under the American Recovery and Reinvestment Act for SDWSRF projects.
- **County Franchise Taxes:** These taxes allow for operations in public right of ways. Rates vary depending on the jurisdiction.
- Commission Surcharge: This tax, which funds the CPUC, is 1.5% of your bill.

Total Amount Due

😥 The total summary of charges of your entire bill, including any past due amount. This should be paid on or before the current bill's due date.



