

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



December 6, 2018

Jeffrey T. Linam
Vice President of Rates & Regulatory
California-American Water Company
4701 Beloit Drive
Sacramento, CA 95838-2434

Dear Mr. Linam,

The Commission has approved California-American Water Company's Advice Letter No. 1218-A (Supplement to Advice Letter No. 1218), filed on November 30, 2018, regarding authorization to update tariffs and forms in compliance with CSD-5.

Enclosed are copies of the following revised tariff sheets for the utility's files:

<u>P.U.C. Sheet No.</u>	<u>Title of Sheet</u>
8856-W	Rule No. 5
	Special Information Required on Forms
8857-W	Rule No. 5 (Continued)
	Special Information Required on Forms
8858-W	Rule No. 5 (Continued)
	Special Information Required on Forms
8859-W	Rule No. 10, Disputed Bills
8860-W	Rule No. 11 (Continued), Disputed Bills
8861-W	Form, 3 Day Shut-Off Notice
8862-W	Form, Bill for Water Service
8863-W	Form, Final Bill for Service
8864-W	Form, Final Shut-Off Notice
8865-W	Form, Joint Water & Sewer Sample Bill
8866-W	Form, Rebill
8867-W	Form, Sample Budget Bill
8868-W	Table of Contents, Page 7
8869-W	Table of Contents, Page 6
8870-W	Table of Contents, Page 4
8871-W	Table of Contents, Page 1

Please contact Jim Boothe at 415-703-1748, if you have any questions.

Thank you,

/s/ROBIN BRYANT

Robin Bryant
Water & Sewer Advisory Branch
Water Division

Enclosures

**CALIFORNIA PUBLIC UTILITIES COMMISSION
DIVISION OF WATER AND AUDITS**

Advice Letter Cover Sheet

Utility Name: California American Water	Date Mailed to Service List: November 30, 2018
District: All Districts	
CPUC Utility #: U210W	Protest Deadline (20th Day): December 20, 2018
Advice Letter #: 1218-A	Review Deadline (30th Day): December 30, 2018
Tier <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> Compliance	Requested Effective Date: November 15, 2018
Authorization R. CSD-5	
Description: Utility Bill Change Supplemental to add forms and tariffs	Rate Impact: \$See AL See AL%

The protest or response deadline for this advice letter is 20 days from the date that this advice letter was mailed to the service list. Please see the "Response or Protest" section in the advice letter for more information.

Utility Contact: Kamilah Jones
Phone: 916-568-4232
Email: Kamilah.jones@amwater.com

Utility Contact: Jeff Linam
Phone: 619-446-7446
Email: Jeffrey.Linam@amwater.com

DWA Contact: Tariff Unit
Phone: (415) 703-1133
Email: Water.Division@cpuc.ca.gov

DWA USE ONLY

<u>DATE</u>	<u>STAFF</u>	<u>COMMENTS</u>
_____	_____	_____
_____	_____	_____

[] APPROVED

[] WITHDRAWN

[] REJECTED

Signature: _____

Comments: _____

Date: _____



4701 Beloit Drive
 Sacramento, CA 95838
www.amwater.com

P (916) 568-4251
 F (916) 568-4260

November 30, 2018

ADVICE LETTER NO. 1218-A

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

California-American Water Company (Cal-Am) (U210W) submits for review this advice letter including the following attached tariff sheets applicable to all Districts.

<u>C.P.U.C. Sheet No.</u>	<u>Title of Sheet</u>	<u>Canceling Sheet No.</u>
	Rule No. 5	
8856-W	SPECIAL INFORMATION REQUIRED ON FORMS	6623-W
	Rule No. 5 (Continued)	
8857-W	SPECIAL INFORMATION REQUIRED ON FORMS	6624-W
	Rule No. 5 (Continued)	
8858-W	SPECIAL INFORMATION REQUIRED ON FORMS	NEW
	Rule No. 10	
8859-W	DISPUTED BILLS	6631-W
	Rule No. 11 (Continued)	
8860-W	DISPUTED BILLS	6635-W
	Form	
8861-W	3 Day Shut-Off Notice	8066-W
	Form	
8862-W	Bill for Water Service	8805-W
	Form	
8863-W	Final Bill for Service	8037-W
	Form	
8864-W	Final Shut-Off Notice	8062-W
	Form	
8865-W	Joint Water & Sewer Sample Bill	8064-W
	Form	
8866-W	Rebill	8063-W

<u>C.P.U.C. Sheet No.</u>	<u>Title of Sheet Form</u>	<u>Canceling Sheet No.</u>
8867-W	Sample Budget Bill	8065-W
8868-W	Table of Contents Page 7	8069-W
8869-W	Table of Contents Page 6	8806-W
8870-W	Table of Contents Page 4	8709-W
8871-W	Table of Contents Page 1	8855-W

Purpose:

This supplemental advice letter is being filed to add the following tariffs and forms to the utility bill change: 1) Bill for Water Service; 2) Final Bill For Service; 3) Joint Water & Sewer Sample Bill; 4) Rebill; 5) Sample Budget Bill; and 6) Final Shut-Off Notice.

Cal-Am requests authorization to update its tariffs in compliance with Resolution CSD-5 and the August 2, 2018 email sent to Cal-Am by the Consumer Protection and Enforcement Division (CPED).

Background:

On August 2, 2018, the CPED sent an email to Cal-Am regarding new updated information for CAB. The email stated:

In an effort to better serve California's consumers, the California Public Utilities Commission (CPUC) is requiring that you update the information contained in certain portions of your billing statements. It is our intent for the update to provide more clear and consistent direction to allow consumers to request assistance by contacting the CPUC's Consumer Affairs Branch (CAB).

Pursuant to Resolution CSD-5 (Attachment A to this letter), the CPUC's Director of the Consumer Protection and Enforcement Division has been delegated with the authority to require these changes without further action of the CPUC. Attachment B to this letter provides the required language to be included on your billing statements.

Billing statements must be updated with the attached contact information within 120 days, with exceptions as outlined in Resolution CSD-5. If you provide service on a national basis, you are still required to include this information on your California customers' billing statements. The Resolution further requires updating tariffs that contain CAB contact information, grants exception to 30-day notice requirements, and allows

for exhausting supplies of preprinted forms or documents before updating CAB contact information.

Within 30 days, you are required to submit a plan that provides details of how you will comply with updating your billing statements. The compliance plan must be submitted to the email address cabutilityresponse@cpuc.ca.gov.

On September 4, 2018, Cal-Am timely submitted its Plan to Implement Bill Statement Language.

On November 15, 2018, Cal-Am timely filed AL 1218, which sought authorization to update its operating rules with updated CAB contact information.

Included in the previous letter was the “3 day shut-Off Notice” which replaces the “Notice of Water Service Termination” and the “Reminder Notice”.

Request:

In accordance with CPED’s direction, Cal-Am seeks authorization to update its tariffs and forms that contain CAB contact information. This advice letter complies with CPED’s 120-day deadline, but Cal-Am may need to adjust implementation as necessary to address technical implementation issues.

Tier Designation:

These tariffs are submitted pursuant to General Order No.96-B and this advice letter is designated as a Tier 1 filing.

Effective Date:

Pursuant to CPED’s August 2, 2018 email, California American Water requests an effective date of November 15, 2018.

RESPONSE OR PROTEST¹

Anyone may submit a response or protest for this AL. When submitting a response or protest, please include the utility name and advice letter number in the subject line.

A response supports the filing and may contain information that proves useful to the Commission in evaluating the AL. A protest objects to the AL in whole or in part and must set forth the specific grounds on which it is based. These grounds² are:

- The utility did not properly serve or give notice of the AL;
- The relief requested in the AL would violate statute or Commission order, or is not authorized by statute or Commission order on which the utility relies;
- The analysis, calculations, or data in the AL contain material error or omissions;
- The relief requested in the AL is pending before the Commission in a formal proceeding; or

¹ G.O. 96-B, General Rule 7.4.1

² G.O. 96-B, General Rule 7.4.2

The relief requested in the AL requires consideration in a formal hearing, or is otherwise inappropriate for the AL process; or

The relief requested in the AL is unjust, unreasonable, or discriminatory, provided that such a protest may not be made where it would require relitigating a prior order of the Commission. A protest may not rely on policy objections to an AL where the relief requested in the AL follows rules or directions established by statute or Commission order applicable to the utility. A protest shall provide citations or proofs where available to allow staff to properly consider the protest.

DWA must receive a response or protest via email (or postal mail) within 20 days of the date the AL is filed. When submitting a response or protest, please include the utility name and advice letter number in the subject line.

The addresses for submitting a response or protest are:

Email Address:

Water.Division@cpuc.ca.gov

Mailing Address:

CA Public Utilities Commission
Division of Water and Audits
505 Van Ness Avenue
San Francisco, CA 94102

On the same day the response or protest is submitted to DWA, the respondent or protestant shall send a copy of the protest to California American Water at:

Email Address:

Jeff.Linam@amwater.com

Mailing Address:

4701 Beloit Drive
Sacramento, CA 95838

sarah.leeper@amwater.com

555 Montgomery Street, Ste. 816
San Francisco, CA 94111

Kamilah.Jones@amwater.com

4701 Beloit Drive
Sacramento, CA 95838

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform DWA, within the 20 day protest period, so that a late filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on.

REPLIES³

The utility shall reply to each protest and may reply to any response. Any reply must be received by DWA within five business days after the end of the protest period, and shall be served on the same day on each person who filed the protest or response to the AL.

³ G.O. 96-B, General Rule 7.4.3

CALIFORNIA-AMERICAN WATER COMPANY
/s/ Kamilah Jones

Kamilah Jones
Financial Analyst, Rates & Regulatory

Rule No. 5
SPECIAL INFORMATION REQUIRED ON FORMS

Sheet 1

A. Contracts

Each contract for service will contain substantially the following provisions:

1. Unless exempted by the Public Utilities Commission;

"This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction."

2. Unless otherwise not required by the Public Utilities Commission;

"It is the understanding of the parties to this contract that it shall not become effective until the authorization of the Public Utilities Commission of the State of California has been first obtained."

B. Bill for Service

On each bill for service will be printed substantially the following language;

"This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing.

"If you are not satisfied with **California American Water Company's** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

"If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider."

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to- Speech	English & Spanish	1-800-854-7784

(Continued)

(C)

(C)

Rule No. 5 (Continued)
SPECIAL INFORMATION REQUIRED ON FORMS

Sheet 2

C. Customer's Deposit Receipt

Each receipt for cash deposit to establish or reestablish credit for service will contain the following statements:

This deposit may be applied to unpaid balances where service has been discontinued by the utility for nonpayment of bills.

This deposit, less the amount of any unpaid bills for service, will be refunded together with any interest due, at 7/12 percent per month (7% annually) upon discontinuance of service, or after the deposit has been held for 12 consecutive months, provided service has not been discontinued for nonpayment.

D. Discontinuance of Service Notice

Every notice of discontinuance of service for nonpayment of bills shall include all of the following information:

- (1) The name and address of the customer whose account is delinquent.
(2) The amount delinquency.
(3) The date by which payment or arrangements for payment is required in order to avoid discontinuance.
(4) The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
(5) The procedure by which the customer may request amortization of the unpaid charges.
(6) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
(7) The name, address, and telephone number of a representative of the water utility who can provide additional information and assist users in continuing service or in making arrangements for payment.
(8) The telephone number of the Commission (Consumer Affairs Branch) to which inquiries by the customer may be directed. The number of the Consumer Affairs Branch is 800-649-7570, (Voice to TTY/VCO/HCO) 800-735-2922 (English), 800-855-3000 (Spanish) and (TTY/VCO/HCO to Voice) 800-735-2929 (English) 800-855-3000.

Where water service is provided to residential users in a multiunit residential structure, mobile home park, or permanent residential structures in a labor camp, where the owner, manager or operator is listed by the utility as the customer of record, the notice of discontinuance shall further include:

- (9) The date on which the service will be discontinued.
(10) What the users are required to do in order to prevent the discontinuance or to reestablish service.

(Continued)

Table with 3 columns: (TO BE INSERTED BY UTILITY), ISSUED BY, (TO BE INSERTED BY C.P.U.C.). Rows include Advice, Decision, Date Filed, Effective, and Resolution.

655 W. Broadway, Suite 1410

San Diego, CA 92101

Rule No. 5 (Continued)
SPECIAL INFORMATION REQUIRED ON FORMS

Sheet 3

(11)The estimated monthly cost of service.

(L)

(12) The address and telephone number of a legal services project, as defined in Section 6213 of the Business and Professions Code, which has been recommended by the local county bar association, which will assist the users.

(L)

(Continued)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

Advice 1218-A

J. T. LINAM

Date Filed 11/15/2018

Decision

DIRECTOR - Rates & Regulatory

Effective 11/15/2018

Resolution _____

**Rule No. 10
DISPUTED BILLS**

Sheet 1

A. Correctness of Bill

Any customer who has initiated a complaint to the utility or requested an investigation by the utility within five days of receiving a contested bill shall be given an opportunity for review of such complaint or investigation by a review manager of the utility. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of his account over a reasonable period of time.

B. Notice of Deposit to Avoid Discontinuance

If an explanation satisfactory to the customer is not made by the utility and the bill is not paid within 19 days after its presentation or at the time the explanation is made, whichever is longer, the utility will notify the customer in writing substantially as follows:

1. To avoid discontinuance of service, in lieu of paying the bill in question, the residential customer within 15 days and the nonresidential customer within 7 days of the date of this notice, must deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, California 94102*, the amount of the bill claimed by the utility to be due. (C)
(C)
2. To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. (N)
|
(N)

C. Commission Appeal

When a customer and the utility fail to agree on a bill for service:

1. To avoid discontinuance of service, in lieu of paying the disputed bill the customer may deposit, with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Ave, San Francisco, California 94102", the amount claimed by the utility to be due. (C)
(C)
2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the dispute of the amount of the bill.
3. Upon receipt of the deposit, the bill and the customer's statement of the dispute, the Commission will notify the utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.
4. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.
5. Failure of the customer to make such deposit prior to the expiration of the discontinuance of service notice as given in Rule 10 B.1. will warrant a discontinuance of service.
6. If before completion of the Commission's review, additional bills become due which the customer wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the utility to be due for such additional bills before they become past due and failure to do so will warrant discontinuance of his service in accordance with Rule No. 11. (D)

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1218-A	J. T. LINAM	Date Filed	11/15/2018
Decision		DIRECTOR - Rates & Regulatory	Effective	11/15/2018
			Resolution	

Rule No. 11 (Continued)
DISCONTINUANCE AND RESTORATION OF SERVICE

B.1.

i. A reasonable attempt must be made by the utility to personally contact an adult person on the residential customer's premises either by telephone or in person, at least 24 hours prior to discontinuance. For elderly or handicapped residential customers, the utility shall provide at least 48 hours notice by telephone or in person. For these customers, if telephone or personal contact cannot be made, a notice of discontinuance of service shall be posted in a conspicuous location at the service address at least 48 hours prior to discontinuance. Such notice shall be independent of. And in addition to. other notice(s) as may be prescribed in the utility's tariffs.

j. Residential Customer's Remedies Upon Receipt of Discontinuance Notice

1.If upon receipt of a 10-day discontinuance notice, a residential customer is unable to pay, he must contact the utility before discontinuance. Of service to make payment arrangements to avoid discontinuance of service.

2.If, after contacting the utility, the residential customer alleges to the Commission an inability to pay and that he is unable to make payment arrangements with the utility he should write to the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. This action must be taken within the 10-day discontinuance of service notice.

3.To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. (C)

4.Failure of the residential as well as nonresidential customer to observe these time limits shall entitle the utility to insist upon payment or, upon failure to pay, to discontinue the customer's service. (C)

k. Designation of a Third-Party Representative (Elderly or Handicapped only)

1. Customer must inform utility if he desires that a third party receive discontinuance or other notices on his behalf.

2. Utility must be advised of name, address. And telephone number of third party with a letter from third party accepting this responsibility.

3. Only customers who certify that they are elderly or handicapped are entitled to third-party representation.

*Proof of age must be supported by certificate of birth. Driver's license, passport or other reliable document. Proof of handicap must be by certification from a licensed physician, public health nurse, or social worker.

(Continued)

(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
Advice	1218-A	J. T. LINAM	Date Filed	<u>11/15/2018</u>
Decision		DIRECTOR - Rates & Regulatory	Effective	<u>11/15/2018</u>
			Resolution	<u></u>

CALIFORNIA-AMERICAN WATER COMPANY

655 W. Broadway, Suite 1410
San Diego, CA 92101

Cancelling

Revised
Original

Cal. P.U.C. Sheet No.
Cal. P.U.C. Sheet No.

8861-W
8066-W

Three Day Shut Off Notice
See Attached Form

Sheet 1

(Continued)

(TO BE INSERTED BY UTILITY)

Advice 1218-A
Decision

ISSUED BY

J. T. LINAM
DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)

Date Filed 11/15/2018
Effective 11/15/2018
Resolution _____

John Smith
123 Main Street
San Diego, CA 92154

For Service To:
Account Number: 1015-210000000000
Service Address: 123 Main St
San Diego, CA 92154

3 DAY SHUT OFF NOTICE

Dear John Smith,

Your bill for \$106.97 is overdue. Because your bill is overdue we will shut off water to 123 Main Street, San Diego, on or after 8:00 AM on 10/05/2018.

To stop the shut off, you must do one (1) of the following:

1. Pay the total amount of the overdue bill and call 1-877-230-0718 to verify the company received your payment.
2. Call 1-877-230-0718 regarding a possible payment arrangement, to let us know that you made a payment; or to dispute the overdue bill.
3. Call 1-877-230-0718 if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice Shown below.

MEDICAL EMERGENCY NOTICE - If someone living in your home is seriously ill, we will not shut off your water service during this illness if you do two (2) things:

1. Have a licensed doctor or nurse practitioner certify in writing that the illness exists and that the person will be in danger if you do not have water service.
2. Make arrangement to pay your overdue and current bills by calling the phone number listed above.

If we shut off your water, you have to pay the following charges or the full outstanding balance to have your water turned back on:

Overdue Amount \$106.97
Regular Working Hours Turn-On Charge \$10.00
Total Amount Due \$116.97

If you have any questions or need more information, please call us at 1-877-230-0718. Hours of Operation: Monday through Thursday 7:00am – 9pm EST, Friday, 7:00am – 9am EST and Saturday, 7:00am – 12pm EST. If payment is received after 3:00 PM PST, water service will not be restored until the next business day unless an after-hours reconnection is requested. A service fee of \$175.00 will be charged for all after-hours reconnections.

If you are not satisfied with **California American Water Company's** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.




Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to- Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If payment is received after 3:00 PM, water service will not be restored until the next business day unless an after-hours reconnection is requested. A service fee of \$50.00 will be charged for all after-hours reconnections.

Sincerely,

Customer Service

CONVENIENT PAYMENT OPTIONS		
 Pay your bill online: www.amwater.com/myaccount	 Pay by Phone: 855-748-6066 24 hours a day, seven days a week	 Pay in person: for a list of approved payment locations, visit www.amwater.com/myaccount

CALIFORNIA-AMERICAN WATER COMPANY

655 W. Broadway, Suite 1410
San Diego, CA 92101

Cancelling

Revised
Revised

Cal. P.U.C. Sheet No.
Cal. P.U.C. Sheet No.

8862-W
8805-W

Bill for Water Service
See attached form

Sheet 1

(Continued)

(TO BE INSERTED BY UTILITY)

Advice 1218-A
Decision

ISSUED BY

J. T. LINAM
DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)

Date Filed 11/15/2018
Effective 11/15/2018
Resolution _____



PO Box 7150, Pasadena, CA 91109-7150

For Service To: [REDACTED]

Check this box for address changes and note new address on back.

00010152100200641260000000000004175011

Account Number	[REDACTED]
Due Date	July 13, 2018
Total Due	\$41.75
If Paid After Due Date	\$42.36 after 7/13/18

Amount Enclosed \$ [REDACTED]



CALIFORNIA AMERICAN WATER
PO BOX 7150
PASADENA, CA 91109-7150



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

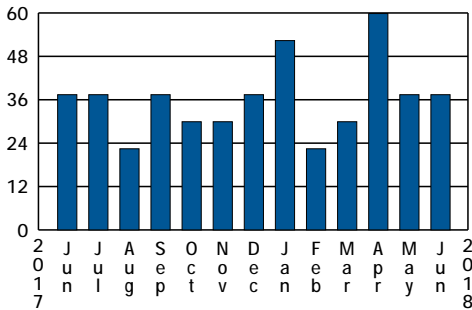
- Billing date: June 21, 2018
- Due Date: July 13, 2018
- Billing period: May 18 to Jun 19 (33 Days)
- Next reading on or about: Jul 19, 2018
- Customer Type: Residential

Meter No.	[REDACTED]
Size of meter	5/8"
Current Read	291 (Actual)
Previous Read	286 (Actual)
Total water used this billing period	5 units (3,740 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 37.40 CGL
- Same billing period 2017: 37.40 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: [REDACTED]
For Account: [REDACTED]

Prior Balance	
• Balance from last bill	41.78
• Payments as of Jun13. Thank you!	-41.78
Balance Forward	0.00
Current Water Service	
• Water Service Charge	7.40
• Water Usage Charge (\$0.63860000 x 37.40)	23.88
• Total Water Service Related Charges	31.28
Other Charges	
• WRAM/MCBA Surcharge (\$0.07910000 x 37.40)	2.96
• Consolidated Expense Balancing Account (\$0.00560000 x 32.87)	0.18
• Payment Assistance Surcharge Water	1.21
• Purchased Water Surcharge	4.75
• Total Other Charges	9.10
Taxes	
• Franchise Taxes	0.81
• Commission Surcharge	0.56
• Total Taxes	1.37
TOTAL CURRENT CHARGES	41.75

TOTAL AMOUNT DUE **\$41.75**

Important messages from California American Water

- AVERAGE DAILY USE FOR BILLING PERIOD = 113.33 GALLONS
- On or around March 31, 2018 you may have noticed that the Water Revenue Adjustment Mechanism (WRAM) Surcharge for the San Diego County District has been updated to \$0.0791 per 100 gallons. The WRAM surcharge will stay in place for 20 months.
- 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 more, visit www.californiaamwater.com/aboutyourbill.

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1	<input type="text"/>
Mailing Address 2	<input type="text"/>
City, State and Zip	<input type="text"/>
Telephone Number	(<input type="text"/>) <input type="text"/>

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

- If you prefer, you may write to our Customer Service Center at: PO Box 578, Alton, IL 62002-0578.
- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.

IMPORTANT INFORMATION FROM CALIFORNIA AMERICAN WATER

Should you question this bill, please request an explanation from the company within five (5) days of the receipt of this bill.

This bill is due and payable upon date of presentation. It will become past due if not paid within nineteen (19) days from the date of the mailing.

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Telephone	1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail	California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Toll free 800 Number
TTY/VCO/HCO to Voice	1-800-735-2929 (English); 1-800-855-3000 (Spanish)
Voice to TTY/VCO/HCO	1-800-735-2922 (English); 1-800-855-3000 (Spanish)
From or to Speech-to- Speech	1-800-854-7784 (English & Spanish)

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

CALIFORNIA-AMERICAN WATER COMPANY

655 W. Broadway, Suite 1410

San Diego, CA 92101

Cancelling

Revised
Original

Cal. P.U.C. Sheet No.
Cal. P.U.C. Sheet No.

8863-W
8037-W

Final bill for Service
(See Attached Form)

Sheet 1

(Continued)

(TO BE INSERTED BY UTILITY)

Advice 1218-A
Decision

ISSUED BY

J. T. LINAM
DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)

Date Filed 11/15/2018
Effective 11/15/2018
Resolution _____



PO Box 7150, Pasadena, CA 91109-7150

For Service To: [REDACTED]

Check this box for address changes and note new address on back.

00010152100191406000000000000027706010

Account Number	[REDACTED]
Due Date	July 19, 2018
Total Due	\$277.06
If Paid After Due Date	\$281.08 after 7/19/18

Amount Enclosed \$ [REDACTED]



CALIFORNIA AMERICAN WATER
PO BOX 7150
PASADENA, CA 91109-7150

**** FINAL BILL ****



Please tear along the dotted line and return this portion with your payment.

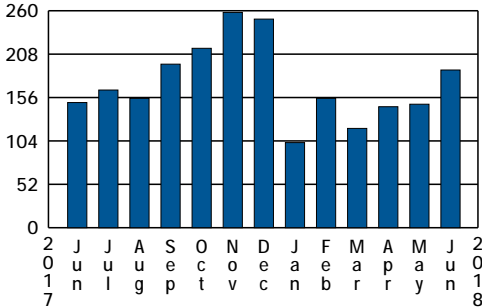
BILLING PERIOD AND METER READINGS

- Billing date: June 27, 2018
- Due Date: July 19, 2018
- Billing period: Jun 19 to Jun 26 (8 Days)
- Customer Type: Residential

Meter No.	[REDACTED]
Size of meter	5/8"
Current Read	3,120 (Actual)
Previous Read	3,120 (Actual)
Total water used this billing period	0 units (0 gallons)

- Total Water Use Comparison (in 100 gallons)
- Current billing period 2018: 0.00 CGL
 - Same billing period 2017: 150.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: [REDACTED]
For Account: [REDACTED]

Prior Balance	
• Balance from last bill	475.45
• Payments as of Jun26. Thank you!	-200.00
Total Prior Balance	275.45

Current Water Service	
• Water Service Charge	1.95
• Water Usage Charge (\$0.63860000 x 0.00)	0.00
• Total Water Service Related Charges	1.95

Other Charges	
• CA: San Diego Payment Assistance	-0.39
• Purchased Water Surcharge	0.00
• Total Other Charges	-0.39

Taxes	
• Franchise Taxes	0.03
• Commission Surcharge	0.02
• Total Taxes	0.05

TOTAL CURRENT CHARGES 1.61

TOTAL AMOUNT DUE → \$277.06

Important messages from California American Water

- AVERAGE DAILY USE FOR BILLING PERIOD = 0.00 GALLONS
- On or around March 31, 2018 you may have noticed that the Water Revenue Adjustment Mechanism (WRAM) Surcharge for the San Diego County District has been updated to \$0.0791 per 100 gallons. The WRAM surcharge will stay in place for 20 months.
- *** Final Bill *** This is your final bill for service. It has been our pleasure to serve you.
- 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 more, visit www.californiaamwater.com/aboutyourbill.

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

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Mailing Address 1	<input type="text"/>
Mailing Address 2	<input type="text"/>
City, State and Zip	<input type="text"/>
Telephone Number	(<input type="text"/>) <input type="text"/>

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

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CALIFORNIA-AMERICAN WATER COMPANY

655 W. Broadway, Suite 1410

San Diego, CA 92101

Cancelling

Revised
Original

Cal. P.U.C. Sheet No.
Cal. P.U.C. Sheet No.

8864-W
8062-W

Final Shut-Off Notice
(See Attached Form)

Sheet 1

(Continued)

(TO BE INSERTED BY UTILITY)	ISSUED BY	(TO BE INSERTED BY C.P.U.C.)
Advice 1218-A	J. T. LINAM	Date Filed <u>11/15/2018</u>
Decision	DIRECTOR - Rates & Regulatory	Effective <u>11/15/2018</u>
		Resolution _____



PO Box 7150, Pasadena, CA 91109-7150

0001015210020900741000000000033321002

Account Number	[REDACTED]
Pay Before	12/10/2018
Total Due	333.21

11/22/2018

For Service To: [REDACTED]

Check this box for address changes and note new address on back.

Amount Enclosed \$ [REDACTED]

[REDACTED]

California American Water
PO Box 7150
Pasadena, CA 91109-7150

Please return this portion with your payment.

IMPORTANT: FINAL SHUT OFF NOTICE
Please read and take the steps needed to avoid your service from being shut off.

PAY THIS AMOUNT ➔ **\$333.21** **PRIOR TO** ➔ **12/10/2018**

Payment on your water account is overdue. If payment is not received, your service may be shut off on or after 12/10/2018. You can prevent discontinuation of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

El pago en su cuenta de aguas atrasado. Si el pago no se recibe, su servicio puede ser apagado a partir del 12/10/2018. Usted puede prevenir la interrupción del servicio de agua mediante el pago de la cantidad impresa anteriormente. Por favor, use una de nuestras opciones de pago convenientes a continuación para asegurarse de que su pago sea aplicado a su cuenta inmediatamente.

TO STOP THE SHUT OFF, YOU MUST PAY THE AMOUNT OVERDUE OR YOU MUST CALL US AT 1-866-358-3429 if:

PARA DETENER EL CIERRE, usted debe pagar la cantidad vencida O Usted debe llamar al 1-866-358-3429, si usted tiene alguna pregunta o necesita más información.

1. You cannot pay the overdue amount and would like to discuss your eligibility to enter into a payment arrangement.
2. You dispute the overdue amount or have a question regarding your bill.
3. Someone in your home has a serious illness or medical condition. We will not shut off your service. Please see the instructions listed below regarding the actions you must take before your water service is disconnected.

- Contact your doctor or local board of health to request written verification which confirms the affected person's residency, illness and the period of time termination of water service will aggravate the illness.
- The verification should be written on the doctor or board of health's letterhead and we must receive the letter within five (5) days from the date you notify us of the illness.
- This medical certification is good for 30 days.

Note: The medical certification can be renewed for 30 days by following the same procedure. If not renewed, your water service may be disconnected after the first 30 day period has expired.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, you will be required to pay the full amount overdue and a service charge of \$10.00 before service is reconnected. If payment is received after 3:00 PM PST, water service will not be restored until the next business day unless an after-hours reconnection is requested. A service fee of \$175.00 will be charged for all after-hours reconnections.

If you have any questions or need more information, please contact us.

CONVENIENT PAYMENT OPTIONS

8 Pay your bill online:
www.amwater.com/myaccount

Pay by Phone: 855-748-6066
24 hours a day, seven days a week

€ Pay in person: for a list of approved payment locations, visit www.amwater.com/myaccount

Customer Service: M-F 7am to 7pm Emergency: 24/7: 1-866-358-3429 www.californiaamwater.com

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this notice. Updates to your contact information can also be made through our online web self-service tool, My Account at www.amwater.com/myaccount.

Mailing Address 1	
Mailing Address 2	
City, State and Zip	
Telephone Number	()

IMPORTANT INFORMATION FROM CALIFORNIA AMERICAN WATER

If you believe there is an error on your bill or have a question about your service, please call California American Water customer support at (888) 237-1333.

If you are not satisfied with California American Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

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CALIFORNIA-AMERICAN WATER COMPANY

655 W. Broadway, Suite 1410
San Diego, CA 92101

Cancelling Revised
Original

Cal. P.U.C. Sheet No. 8865-W
Cal. P.U.C. Sheet No. 8064-W

Joint Water & Sewer Sample Bill
(See Attached Form)

Sheet 1

(Continued)

(TO BE INSERTED BY UTILITY)

Advice 1218-A
Decision

ISSUED BY

J. T. LINAM
DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)

Date Filed 11/15/2018
Effective 11/15/2018
Resolution _____



PO Box 7150, Pasadena, CA 91109-7150

For Service To: [REDACTED]

Check this box for address changes and note new address on back.

0001015210018779401000000000017985015

Account Number	[REDACTED]
Due Date	July 27, 2018
Total Due	\$179.85
If Paid After Due Date	\$182.50 after 7/27/18

Amount Enclosed \$ [REDACTED]



CALIFORNIA AMERICAN WATER
PO BOX 7150
PASADENA, CA 91109-7150



Please tear along the dotted line and return this portion with your payment.

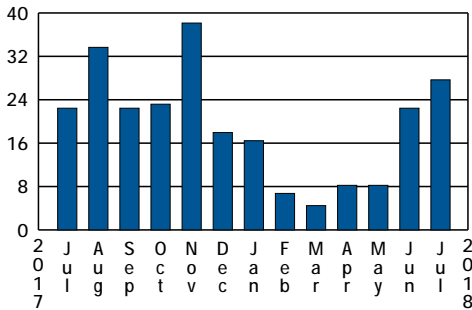
BILLING PERIOD AND METER READINGS

- Billing date: July 5, 2018
- Due Date: July 27, 2018
- Billing period: Jun 02 to Jul 02 (31 Days)
- Next reading on or about: Aug 02, 2018
- Customer Type: Residential

Meter No.	[REDACTED]
Size of meter	5/8"
Current Read	3,777 (Actual)
Previous Read	3,740 (Actual)
Total water used this billing period	37 units (2,767 gallons)

- Total Water Use Comparison (in 100 gallons)
- Current billing period 2018: 27.67 CGL
 - Same billing period 2017: 22.44 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: [REDACTED]

Prior Balance	
• Balance from last bill	174.27
• Payments as of Jun18. Thank you!	-174.27
Balance Forward	0.00
Current Water Service	
• Water Service Charge	16.80
• Water Usage Charge (\$0.72870000 x 27.67)	20.16
• Total Water Service Related Charges	36.96
Current Wastewater Service	
• Wastewater Service Charge	118.15
• Total Wastewater Service Related Charges	118.15
Other Charges	
• Consolidated Expense Balancing Account (\$0.06820000 x 27.67)	1.89
• MPWMD User Fee	3.08
• 2015 WRAM/MCBA Surcharge	5.05
• Payment Assistance Surcharge Water	1.21
• Pre-2015 WRAM Surcharge	10.08
• Seaside Basin BA Surcharge	0.37
• Total Other Charges	21.68
Taxes	
• Commission Surcharge	2.47
• County Franchise Taxes	0.59
• Total Taxes	3.06

TOTAL CURRENT CHARGES 179.85

TOTAL AMOUNT DUE ➡ \$179.85

Important messages from California American Water

- AVERAGE DAILY USE FOR BILLING PERIOD = 89.26 GALLONS
- Tiered Consumption Amount (CGL)
- Tier 1 - 29.90 | Tier 2 - 29.90 | Tier 3 - 44.90 | Tier 4 - 67.30 | Tier 5 - All Other Usage
- ***IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/monterey.pdf If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 888-237-1333.
- Su informe anual de la calidad de agua puede consultarse electronicamente en www.amwater.com/ccr/monterey.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.

Customer Service: 1-888-237-1333

M-F 7am to 7pm Emergency: 24/7

www.californiaamwater.com
603752756820

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

()

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

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MORE IMPORTANT MESSAGES FROM CALIFORNIA AMERICAN WATER

- Su informe anual de la calidad de agua puede consultarse electronicamente en www.amwater.com/ccr/monterey.pdf Si prefiere una copia, por favor pongase en contacto al cliente con nuestro centro de servicio en 888-237-1333.

CALIFORNIA-AMERICAN WATER COMPANY

655 W. Broadway, Suite 1410
San Diego, CA 92101

Cancelling

Revised
Original

Cal. P.U.C. Sheet No.
Cal. P.U.C. Sheet No.

8866-W
8063-W

Rebill
(See Attached Form)

Sheet 1

(Continued)

(TO BE INSERTED BY UTILITY)

Advice 1218-A
Decision

ISSUED BY

J. T. LINAM
DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)

Date Filed 11/15/2018
Effective 11/15/2018
Resolution _____



PO Box 7150, Pasadena, CA 91109-7150

For Service To: [REDACTED]

Check this box for address changes and note new address on back.

00010152200087622980000000000028442012

Account Number	[REDACTED]
Due Date	July 30, 2018
Total Due	\$284.42
If Paid After Due Date	\$288.39 after 7/30/18

Amount Enclosed \$ [REDACTED]



CALIFORNIA AMERICAN WATER
PO BOX 7150
PASADENA, CA 91109-7150



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

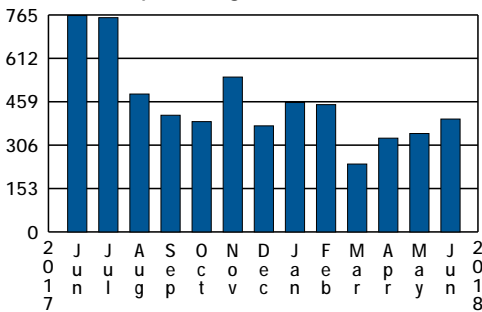
- Billing date: July 6, 2018
- Due Date: July 30, 2018
- Billing period: May 23 to Jun 21 (30 Days)
- Next reading on or about: Jul 24, 2018
- Customer Type: Residential

Meter No.	[REDACTED]
Size of meter	1"
Current Read	926 (Estimated)
Previous Read	528 (Actual)
Total water used this billing period	398 units (39,800 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 398.00 CGL
- Same billing period 2017: 762.96 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: [REDACTED]
For Account: [REDACTED]

Prior Balance	
• Balance from last bill	456.34
• Payments as of Jun4. Thank you!	-456.34
Balance Forward	0.00

Cancelled Bill	
• Cancelled Bill Period 05/23/2018 - 06/21/2018	-540.83
• Reason: Over Estimated Meter Reading	
Total Amount Cancelled	-540.83

Rebill (05/23/2018 - 06/21/2018)

Water Service	
• Water Service Charge	24.73
• Water Usage Charge (\$0.31250000 x 97.00)	30.31
(\$0.42230000 x 112.00)	47.30
(\$0.61940000 x 189.00)	117.07

Other Charges	
• WRAM/MCBA Surcharge (\$0.05130000 x 398.00)	20.42
• Consolidated Expense Balancing Account (\$0.02320000 x 318.40)	7.39
• Payment Assistance Surcharge Water	1.21
• Purchased Water Surcharge	13.29
• Water Late Payment Charge	2.96

Taxes	
• City Franchise Fees	2.99
• Utility User Tax	13.09
• Commission Surcharge	3.66
• Total Rebilled Charges (05/23/2018 - 06/21/2018)	284.42

TOTAL CURRENT CHARGES 284.42

(Continued on next page)

Important messages from California American Water

- AVERAGE DAILY USE FOR BILLING PERIOD = 1326.67 GALLONS
- On or around March 31, 2018 you may have noticed that the Water Revenue Adjustment Mechanism (WRAM) Surcharge has been updated to \$0.0513 per 100 gallons. The surcharge will stay in place for 14 months.
- 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 more, visit www.californiaamwater.com/aboutyourbill.

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Mailing Address 1	<input type="text"/>
Mailing Address 2	<input type="text"/>
City, State and Zip	<input type="text"/>
Telephone Number	(<input type="text"/>) <input type="text"/>

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If you are not satisfied with California American Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:


Telephone	1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail	California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Toll free 800 Number
TTY/VCO/HCO to Voice	1-800-735-2929 (English); 1-800-855-3000 (Spanish)
Voice to TTY/VCO/HCO	1-800-735-2922 (English); 1-800-855-3000 (Spanish)
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To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

(continued from previous page)
BILLING SUMMARY
For Service To: [REDACTED]
For Account [REDACTED]

TOTAL AMOUNT DUE  \$284.42

CALIFORNIA-AMERICAN WATER COMPANY

655 W. Broadway, Suite 1410
San Diego, CA 92101

Cancelling

Revised
Original

Cal. P.U.C. Sheet No.
Cal. P.U.C. Sheet No.

8867-W
8065-W

Sample Budget Bill
See Attached Form

Sheet 1

(Continued)

(TO BE INSERTED BY UTILITY)	ISSUED BY	(TO BE INSERTED BY C.P.U.C.)
Advice 1218-A	J. T. LINAM	Date Filed <u>11/15/2018</u>
Decision	DIRECTOR - Rates & Regulatory	Effective <u>11/15/2018</u>
		Resolution _____



PO Box 7150, Pasadena, CA 91109-7150

00010152100214737780000000000005181019

For Service To: [Redacted]

Check this box for address changes and note new address on back.

Account Number	[Redacted]
Due Date	July 3, 2018
Total Due	\$51.81
If Paid After Due Date	\$52.58 after 7/3/18

Amount Enclosed \$ Paid Electronically on Due Date.



CALIFORNIA AMERICAN WATER
PO BOX 7150
PASADENA, CA 91109-7150



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

- Billing date: June 11, 2018
- Due Date: July 3, 2018
- Billing period: May 09 to Jun 07 (30 Days)
- Next reading on or about: Jul 10, 2018
- Customer Type: Residential

Meter No.	[Redacted]
Size of meter	5/8"
Current Read	1,079 (Actual)
Previous Read	1,068 (Actual)
Total water used this billing period	11 units (8,228 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 82.28 CGL
- Same billing period 2017: 127.16 CGL

Budget Bill Detail

- Budget Amount Billed to Date: \$207.24
- Actual Charges to Date: \$169.51
- Budget Accumulator Balance: - \$37.73
- Budget Year End Date: 02/28/2019

BILLING SUMMARY

For Service To: [Redacted]
For Account: [Redacted]

Prior Balance	
• Balance from last bill	51.81
• Payments as of Jun1. Thank you!	-51.81
Balance Forward	0.00
Current Water Service	
• Water Service Charge	13.23
• Water Usage Charge (\$0.41620000 x 82.28)	34.24
• Total Water Service Related Charges	47.47
Other Charges	
• WRAM/MCBA Surcharge (\$0.05290000 x 82.28)	4.35
• Consolidated Expense Balancing Account (\$0.01750000 x 82.28)	1.44
• Payment Assistance Surcharge Water	1.21
• Purchased Water Surcharge	0.24
• Total Other Charges	7.24
Taxes	
• Commission Surcharge	0.77
• Total Taxes	0.77
TOTAL CURRENT CHARGES	55.48
Current Budget Bill Amount	51.81

TOTAL AMOUNT DUE  **\$51.81**

Important messages from California American Water

- AVERAGE DAILY USE FOR BILLING PERIOD = 274.27 GALLONS
- Per AL 1195, a WRAM/MCBA surcharge is on your bill to recover under-collected revenues for the period ending Dec. 31 2017. The surcharge is \$0.0529 per 100 gallons and will remain in effect until March 2021.
- California American Water's rates are regulated by the California Public Utilities Commission. Rates are adjusted on an annual basis. Other charges change more frequently as a result of completion of specific infrastructure improvements and changes in specific costs associated with your water service like electricity, employee healthcare, and purchased water costs from wholesale water districts.
- 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 more, visit www.californiaamwater.com/aboutyourbill.

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1	<input type="text"/>
Mailing Address 2	<input type="text"/>
City, State and Zip	<input type="text"/>
Telephone Number	(<input type="text"/>) <input type="text"/>

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

- If you prefer, you may write to our Customer Service Center at: PO Box 578, Alton, IL 62002-0578.
- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.

IMPORTANT INFORMATION FROM CALIFORNIA AMERICAN WATER

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(C)
(C)

(Continued)

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(Continued)

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