

**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

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Bill for Water Service  
See attached form

Sheet 1

(Continued)

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(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

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**

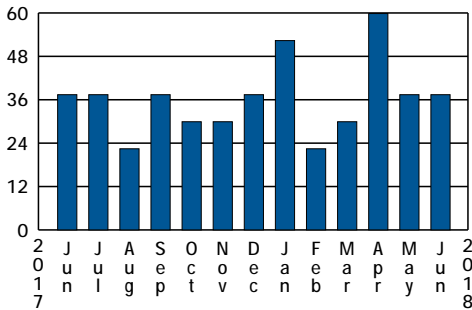
- Billing date: June 21, 2018
- Due Date: July 13, 2018
- Billing period: May 18 to Jun 19 (33 Days)
- Next reading on or about: Jul 19, 2018
- Customer Type: Residential

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
<b>Balance Forward</b>	<b>0.00</b>
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
<b>TOTAL CURRENT CHARGES</b>	<b>41.75</b>

**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](http://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](http://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](http://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.

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:

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.