

SERVICE ★ QUALITY ★ RELIABILITY



ERIC ROJAS
Pump Operator



CALIFORNIA
AMERICAN WATER



Our Commitment to:

**Our Customers -
Service, Quality and Reliability**

**Our Employees -
Development, Teamwork and Accountability**

**Our Investors -
Earnings, Cost-Efficiency and Leadership**

**Our Communities -
Responsibility, Involvement and Concern**

Welcome

We are pleased to have you as a customer.

Our simple, most important goal is serving our customers. California American Water is committed to providing you with high-quality drinking water and reliable service that continually meets or surpasses all federal and state water quality regulations.

Table of Contents

About Us	1
System Improvements	
Community Service	
Water Quality	
Supply Sources	
Frequently Asked Questions	4
Conservation	7
Emergency Services	10
Special Services	
Safety Tips	
Service Area	



CALIFORNIA
AMERICAN WATER

ABOUT US

For more than 40 years, California American Water has provided a high-quality water supply to the communities that make up the Los Angeles district. In the Los Angeles district, California American Water provides water utility service to more than 100,000 people through more than 28,000 residential and business service connections. Our Los Angeles water distribution system includes 20 reservoirs, 23 wells, 16 booster pumps, and more than 330 miles of pipe. California American Water employs 27 people who maintain and operate the Los Angeles district's water system.

California American Water, a wholly owned subsidiary of American Water, provides high-quality and reliable water and/or wastewater services to more than 600,000 people throughout California.



RAYMOND ARENAS
Laborer

California American Water is a regulated utility. The California Public Utilities Commission provides oversight and review of rate and administrative processes as well as a forum for public input. The transparent and thorough process used by the CPUC is a protection for customers.

Founded in 1886, American Water is the largest investor-owned U.S. water and wastewater utility company. With headquarters in Voorhees, NJ, the company employs more than 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 16 million people in 35 states and Ontario and Manitoba, Canada. More information can be found by visiting www.amwater.com.

System Improvements

California American Water invests substantial money to upgrade, redevelop and construct water distribution facilities and to maintain and improve existing plants. A new well and two new booster pumps in the San Marino system, a new well in the Duarte system and a booster plant upgrade in the Baldwin Hills system are just a few examples of these upgrades.

Community Service

California American Water is an active community partner in the Los Angeles district. Whether it's a Chamber of Commerce mixer at the Huntington Gardens or the Summer Concert in the Park in Duarte, employees are there to reinforce the conservation message and answer customer questions. The Los Angeles district also is an active sponsor of a number of charitable events in the community it serves, such as the City of Hope's Walk for Life. In addition, our employees donate thousands of dollars every year to Water for People.

Water Quality

California American Water adheres to stringent water quality testing and monitoring requirements. Our team of certified water quality professionals collects thousands of samples a year from water supply sources throughout our Los Angeles service district.

The California Public Utilities Commission, California Department of Public Health and U.S. Environmental Protection Agency set our water quality standards, and we comply with all standards established by these agencies.

State-certified laboratories analyze all of our samples to ensure that all water quality standards are met. These laboratories report the water test results directly to the Department of Public Health, which reviews the results to ensure compliance.

A summary of these water test results is provided to all our customers in California American Water's annual Consumer Confidence Report.

If you have any questions regarding your water quality, please contact our 24-hour customer service center at (888) 237-1333.

Supply Sources

The majority of our water supply in the Los Angeles service district comes from groundwater pumped from local wells. These wells are located in the Main San Gabriel, Central and Raymond basins. The basins are large underground reservoirs that cover hundreds of square miles. They collect water when rainfall or runoff seeps into the aquifers, underground areas of rock, clay, sand and gravel that store water.

Our remaining water supply is imported through the Colorado River Aqueduct and the State Water Project, and is purchased from wholesale water agencies.



FREQUENTLY ASKED QUESTIONS

Q. What are the various charges on my bill?

A. Your water bill includes service and consumption charges. The fixed service charge, otherwise known as a “readiness to serve” charge, is based on your water meter size and is a fee for being connected to our water distribution system.

The consumption charge is based on the actual amount of water used, measured in hundreds of cubic feet (ccf), which is multiplied by the usage rate for your area. One hundred cubic feet represents one unit of measure on your water bill and is equal to 748 gallons of water.

California American Water has implemented a tiered rate structure aimed at encouraging conservation. Tiered rates are designed to reduce water use. Also called conservation rates, tiered rates give you more control over your water bill: by avoiding the high tiers, your water bill will be significantly less.

Q. Why do I have to pay a minimum charge every month, whether or not I use water?

A. The minimum service charge helps pay for the fixed costs incurred to provide water service. This charge includes the cost of maintaining the supply, treatment, distribution and service facilities that provide water to your home or business. The fixed charge is not based on how much water you use.

Q. What are the various ways that I can pay my bill?

A. You may pay your bill in a number of convenient ways. You can use the return envelope provided with your bill to mail payment, pay by phone at (866) 271-5522, enroll in our auto payment program, or sign up for our self-service website at www.amwater.com/myh2o.

Q. How do I prevent my water service from being discontinued?

A. We provide water service to your home for less than a penny a gallon. For this service, the total amount shown on your water bill is due and payable upon receipt. Your bill becomes delinquent if not paid by the past-due date.

Under exceptional circumstances, you may consult with a customer service representative to see if you qualify for a payment plan.

At California American Water, we have developed the H₂O Help to Others Program™ (H₂O) to provide assistance to low income families. Information about the program and eligibility requirements can be found on our website or by calling (888) 237-1333.

Q. How do I dispute a bill?

A. If you have any questions concerning the amount of your bill, you should ask for an explanation from one of California American Water’s customer service representatives. A customer service representative will review your situation and take appropriate action.

California American Water customer service representatives can be reached at (888) 237-1333 and are available 24-hours a day, seven days a week.

If you are not satisfied with the resolution, you may submit a complaint or request an investigation from the California Public Utilities Commission (CPUC). To avoid having your service discontinued for failure to pay, you must deposit the amount of your disputed bill with the CPUC at the following address:

**California Public Utilities Commission
Consumer Affairs Branch
320 West 4th Street, Suite 500
Los Angeles, CA 90013**

Make your check or remittance payable to the “California Public Utilities Commission” and attach a copy of your bill in question, along with a statement explaining the basis for your dispute. For more information, visit the CPUC website, www.cpuc.ca.gov.



SHALONDA NORMAN
Customer Service Representative

Q. Why didn't someone from California American Water tell me that my water service was going to be interrupted?

A. We make every effort to avoid inconveniencing our customers with unscheduled water shutoffs. Sometimes circumstances beyond our control require us to temporarily shut off service, for example, when a pipeline needs immediate repairs.

On rare occasions when we must interrupt your water service to improve or maintain the system, we will notify you of the planned hours of interruption either in person, by door notice, or with a phone call.

Q. What should I do if there is a water leak in my house?

A. In case of an emergency such as a burst pipe, quickly close the main water shutoff valve to prevent flooding. Your main water shutoff valve controls all of the water coming into your house. Everyone in your home should know where the valve is and how to turn it off. Often it is connected to a hose bib near the front of your home.



**Main water
shutoff valve**

If the source of the leak is a California American Water pipe, which is located on the street side of the water meter, contact California American Water at (888) 237-1333. Customer service representatives are available 24-hours a day, seven days a week.

Q. How do I check for leaks?

A. If you suspect a water leak, check your water meter. To test for leaks, turn off all the faucets and other water outlets and watch the one-cubic-foot scale on your meter. If the dial continues to move, you probably have a leak.

Regardless of the rate of water loss, search for the cause. It could be a dripping faucet, a toilet leak (by far the biggest cause of higher water bills) or even a broken sprinkler line, to name a few examples.

California American Water provides [free](#) water audits for our residential and non-residential customers. A conservation specialist will visit your home and identify ways to help you save water. Contact us at (626) 614-2536 to schedule your free water survey.

CONSERVATION

California American Water is committed to finding cost-effective ways to develop and manage water supplies. However, Southern California is a semi-arid desert. Because much of the region's water has to be imported, future supplies are never guaranteed. We encourage everyone to use water wisely.

The average single-family home in Southern California uses 450 gallons of water a day, indoors and out. During the hot, dry summer months, frequent watering of lawns and gardens can more than double a household's normal water usage. Your lawn shouldn't need more than one inch of water per week.

Another way to save water is to replace all or a portion of your lawn with a California-friendly garden. These gardens can be attractive, and they use a fraction of the water of an equal size lawn. Visit www.bewaterwise.com, and click on the "Garden Spot" link for more information.

Discover the beauty of drought-tolerant plants and see which plants might work in your garden.

WATER CONSERVATION GARDEN **Rosemead Chamber of Commerce**



LAS LOMAS WELL SITE
Duarte

Here are some of the most common activities that account for water use (*gallons listed below are based on non-water wise practices and older appliances or fixtures*):

- ◆ **Brushing teeth** – 3 gallons a day
- ◆ **Shower** – 40 gallons every 10 minutes
- ◆ **Bath** – 20 gallons
- ◆ **Toilet** – 28 gallons a day per person
- ◆ **Washing machine** – 45 gallons per load
- ◆ **Cooking** – 5 gallons a day
- ◆ **Dishwasher** – 15 gallons per load
- ◆ **Watering lawn** – 10 gallons a minute
- ◆ **Watering garden** – 6 gallons a minute
- ◆ **Hosing down driveway** – 150 gallons



Did you know...

A leaky faucet that drips at the rate of one drip per second can waste more than 3,000 gallons per year!

Source: *U.S. Environmental Protection Agency website:*
www.epa.gov

//////////////////// **10 Way to Conserve** ////////////////////// **See what you can SAVE...**

1. Water your lawn only when it needs it. An easy way to tell if your lawn needs water is to simply walk across the grass. If you leave footprints, it's time to water. **SAVE: 750 to 1,500 gallons a month**
2. Fix leaky faucets and plumbing joints. **SAVE: 20 gallons a day for every leak**
3. Wash your car using a bucket of soapy water instead of letting the hose run. Use a positive shut-off nozzle. **SAVE: 150 gallons per car wash**
4. Install water-saving showerheads, flow restrictors and high-efficiency toilets. **SAVE: 500 to 800 gallons a month**
5. Keep showers to 10 minutes or less. **SAVE: 700 gallons a month**
6. Use a broom or rake instead of a hose to clean driveways and sidewalks. **SAVE: 150 gallons each time you sweep or rake**
7. Don't use your toilet as an ashtray or wastebasket. **SAVE: 400 to 800 gallons a month**
8. While waiting for hot water, capture running tap water for later use on household plants or in your garden. **SAVE: 200 to 300 gallons a month**
9. Adjust sprinklers so they don't water the pavement, sidewalks, driveway or gutter. **SAVE: 500 gallons a month**
10. Run only full loads in the washing machine or dishwasher. **SAVE: 300 to 800 gallons a month**



EMERGENCY SERVICES

California American Water provides prompt emergency service 24 hours a day. If you have a water emergency, call customer service at (888) 237-1333. Our customer service representatives—available 24 hours a day, seven days a week—will assess the situation and, if necessary, send out a service technician.

Special Services

California American Water supplies no cost third-party notification services to help elderly and disabled customers avoid water shutoff due to an unpaid bill. Contact our customer service center for qualification details and to request a third-party plan application before your water bill is delinquent.

Safety Tips

Always ask for identification when a utility worker visits your home. All California American Water employees carry ID cards with the blue and white company logo. You can also look for our logo on our utility trucks and on our employee's uniforms.

If you encounter someone claiming to be a California American Water utility worker who does not have proper identification, call our customer service center immediately.

In most cases, California American Water utility workers do not need to enter your home nor are they authorized to accept cash for service repair work or water payments.



DAVE MAESTAS
Meter Reader

Los Angeles Service Area

California American Water provides service to the cities of Bradbury, Duarte and San Marino, and portions of El Monte, Irwindale, Monrovia, Rosemead, San Gabriel, and Temple City, as well as unincorporated portions of Los Angeles County and the Baldwin Hills area. It is these communities that comprise the Los Angeles service area.



Operations Supervisor LOUIE ROMERO
Director of Maintenance Services NEIL MEYER

WE CARE ABOUT WATER. IT'S WHAT WE DO.

California American Water

8657 Grand Avenue

Rosemead, CA 91770

Local Contacts:

Garry Hofer, Operations Manager (626) 614-2510

Brian Barreto, External Affairs Manager (626) 614-2542

For more information visit our website,

www.californiaamwater.com, or call our

Customer Service Center at (888) 237-1333.

At California American Water we speak your language. Our customer service representatives will be happy to assist you in any language. For assistance, call (888) 237-1333.

En California American Water hablamos su idioma.

Nuestros representantes de servicio al cliente le atenderán con gusto en cualquier idioma.

Para asistencia, llame al (888) 237-1333.

California American Water的员工能说您的语言。我们的客户服务代表乐于用任何语言向您提供任何帮助。要寻求帮助，请致电：(888) 237-1333。

Sa California American Water, nagsasalita kami ng inyong wika.

Maaari kayong tulugan ng aming mga kinatawan sa customer service sa alinmang wika.

Para humingi ng tulong, mangyaring tawagan ang (888) 237-1333.

ที่ California American Water เราพูดภาษาของท่านได้
ตัวแทนฝ่ายบริการลูกค้าของเรายินดีที่จะช่วยเหลือท่านในทุกๆภาษา
หากต้องการความช่วยเหลือ กรุณาติดต่อ (888) 237-1333

California American Water nói được ngôn ngữ của quý vị.

Các đại diện dịch vụ khách hàng của chúng tôi sẵn sàng

giúp đỡ quý vị bằng bất cứ ngôn ngữ nào.

Để được giúp đỡ, xin vui lòng gọi số (888) 237-1333



CALIFORNIA
AMERICAN WATER

WE CARE ABOUT WATER. IT'S WHAT WE DO.
(888) 237-1333 • www.californiaamwater.com

“California American Water” and the star logo are the registered trademarks of
American Water Works Company, Inc.
All rights reserved.