

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.

1 For Service To: Check this box for address changes and note new address on back.

2 FIRST NAME LAST NAME
1234 ANY STREET
CITY, CA 12345

3

Account Number	1015-0000000000
Due Date	April 27, 2017
Total Due	\$173.09
If Paid After Due Date	\$175.63 after 4/27/17

Amount Enclosed \$

4

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

BILLING PERIOD AND METER READINGS
Billing date: April 5, 2017
Due Date: April 27, 2017
Billing period: Apr 05 to May 02 (28 Days)
Customer Type: Residential

BILLING SUMMARY
For Service To:
For Account: 1015-0000000000
Prior Balance: \$175.64
Balance Forward: \$0.00
Current Water Service: \$151.53
Water Charge (04/05/2017-05/02/2017): \$151.53
Other Charges: \$0.00
Total Other Charges: \$0.00
Taxes: \$16.62
County Franchise Taxes: \$1.53
Commission Surcharge: \$2.35
Total Taxes: \$20.50
TOTAL CURRENT CHARGES: \$173.09
TOTAL AMOUNT DUE: \$173.09

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

Customer Contact Information

- 1 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

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For Service To:
For Account: 1015-0000000000
Prior Balance: \$175.64
Balance Forward: \$0.00
Current Water Service: \$151.53
Water Charge (04/05/2017-05/02/2017): \$151.53
Other Charges: \$0.00
Total Other Charges: \$0.00
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Important messages from California American Water

***IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/garrapata.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 electrónicamente en www.amwater.com/ccr/garrapata.pdf. Si prefiere una copia, por favor póngase 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 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.

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.

Questions About Your Bill

- 7 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).

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

CALIFORNIA AMERICAN WATER
 PO Box 7150, Pasadena, CA 91109-7150

Account Number: 1015-000000000000
 Due Date: April 27, 2017
 Total Due: \$173.09
 If Paid After Due Date: \$175.83 after 4/27/17

Amount Enclosed \$

FIRST NAME LAST NAME
 1234 ANY STREET
 CITY, CA 12345

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

BILLING PERIOD AND METER READINGS
 Billing cycle: April 5, 2017
 Due Date: April 27, 2017
 Billing period: 04/05 to May 02/17
 Customer Type: Residential

BILLING SUMMARY
 For Service To:
 For Account 1015-000000000000

8 Prior Balance		
Balance from last bill	175.64	
Payments as of Mar30. Thank you!	-175.64	
Balance Forward	0.00	
9 Current Water Service		
Water Charge(04/05/2017-05/02/2017)	151.53	
Total Water Service Related Charges	151.53	
10 Other Charges		
Payment Assistance Surcharge Water(04/05/2017-05/02/2017)	1.21	
Total Other Charges	1.21	
11 Taxes		
SRF Loan Surcharge	16.62	
County Franchise Taxes	1.53	
Commission Surcharge	2.20	
Total Taxes	20.35	
TOTAL CURRENT CHARGES	173.09	
12 TOTAL AMOUNT DUE		\$173.09

Customer Service: 1-888-888-8888

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

- 11** 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

- 12** 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.



CALIFORNIA AMERICAN WATER

(888) 237-1333 • www.californiaamwater.com

