

HOW TO READ YOUR WATER BILL



The sample bill below describes most charges customers will see on their bills. Your bill may be different from the example as actual rates and charges vary by community.

1 Account No. 1015-000000000000
Total Amount Due: \$107.43
Payment Due By: March 13, 2023

2 Service Address:
 JOE CUSTOMER
 1234 WATER ST
 CITY, CA 12345

3 Account Summary – See page 3 for Account Detail

Prior Billing:	\$69.36
Payments - Thank You!	-\$69.36
Balance Forward:	=\$0.00
Service Related Charges:	+\$104.53
Taxes:	+\$2.90
Total Amount Due:	=\$107.43

4 Important Account Messages

- Want to get to know us better? Visit www.californiaamwater.com to learn more about the services we provide.
- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable – our customers deserve nothing less.

1 Customer Account Information

Your Account Number, Total Amount Due and Payment Due By date are easy to spot.

2 Customer Contact Information

Customer name and address of the property receiving water service.

3 Account Summary

A summary of your water account, including the amount of your prior bill, any payments made in the past billing cycle and any remaining balance, as well as service-related charges, taxes and total amount due.

4 Important Account Messages

In this section we often include important notices and information pertaining to rates and other billing changes. Additional important messages can be found on page 2 of your bill.

View your account information or pay your bill anytime at: www.amwater.com/MyAccount

Pay by Phone: Pay anytime at 1-855-748-0096

Customer Service: 1-888-237-1333
 M-F 7:00am to 7:00pm - Emergencies 24/7

CALIFORNIA AMERICAN WATER
 P.O. BOX 81923
 PASADENA, CA 91109-7150

Account No. 1015-000000000000
Total Amount Due: \$107.43
Payment Due By: March 13, 2023

Amount Enclosed \$ Paid Electronically on Due Date

Service to: 1234 WATER ST
 CITY, CA 12345

JOE CUSTOMER
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5 Contact Information

Here you will find information about MyWater, paying your water bill by phone and our Customer Service Center.

6 Payment

Detach this paystub and return with your payment. On this paystub, you will find the total amount due and bill due date. Total amount may include previous unpaid balances if payment was made after bill was issued. Please write the payment amount in the space provided.

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 or location, but a payment collection center. Call 888-237-1333 for information on where to send requested documents. For office locations, please visit californiaamwater.com.**

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Meter Reading and Usage Summary

Meter No.	Meters	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
12345678	100 gal	5/8"	01/14/2022	02/15/2023	1,108 (A)	1,222 (A)	116	116.00	11,600

A = Actual E = Estimate 1 Billing Unit = 100 gallons Total Gallons: 11,600

Billed Usage History (graph shown in 100 gallons)

■ 11,600 gallons = usage for this period
 ■ 15,600 gallons = usage for same period last year

Average Daily Use for this period is: 352 gallons

Year to Date Billed Usage: 19,400 gallons

Account Detail
 Account No. 1015-220024248070
 Service To: 1234 WATER ST CITY, CA 12345

Understanding Your Bill
 The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for corrections to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, must include terms such as service activation and late payment charges.
- Burdenages:** Burdenages are used to recover charges for services related to water (or wastewater) service. If applicable, credits and debits for corrections to previously billed charges are itemized in this section.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage in gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water drop chart represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available 24/7, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

Para obtener asistencia con la traducción de su factura, por favor contacte a nuestros representantes de Servicio al Cliente, los cuales están a su servicio de 24 horas al día, 7 días a la semana.

For more information about your charges and rates, please visit: <https://www.cawater.com/customer-service/charges-and-rates>

7 Meter Reading and Usage Summary

This section reports information about your meter, its number, size and the number of units billed in the billing period. A conversion for how many gallons are in 1 billing unit appears below the table. Your next scheduled meter reading on/about date and type of account also appear here.

Actual and Estimated Reads: We strive to read every meter every month, but sometimes reads cannot be obtained and we estimate water usage, usually based on historical data. Actual and estimated reads are noted in the "Previous Read" and "Current Read" fields.

About Meter Accuracy: Each meter is tested before it leaves the factory to ensure it is in compliance with stringent industry metering standards. As meters age, they may slow down and under-report the amount of water delivered. Most meters are replaced every 15–20 years.

8 Billed Usage History

This graph outlines your water usage during the past year and provides a comparison between the current month's usage and your usage the same month the year prior, if applicable.

9 Average Daily Use

Your average daily use of water is clearly indicated.

ACCOUNT DETAIL

10 Prior Billing & Payments

The amount you owed 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.

11 Water Service

- Water Service Charge:** A fixed service charge that corresponds with the size of your meter.
- Water Usage Charge:** The volume-based charges are divided into tiers with higher rates for higher than average levels of water use. Water usage is billed on a tiered billing structure to encourage water conservation. The water usage charge consists of a water base rate.

12 Other Charges

Additional surcharges authorized by the California Public Utilities Commission (CPUC). These surcharges fund a variety of obligations that are not included in the base rate. Note: Additional surcharges may appear upon authorization by the CPUC.

- Water Revenue Adjustment Mechanism and Modified Cost Balancing Account (WRAM/MCBA) Surcharge:** This surcharge is a rate-making mechanism approved by the CPUC. It ensures that California American Water does not over or under collect fixed costs needed to operate the water system. WRAM/MCBA also breaks the relationship between sales and revenue, removing any disincentive to implement conservation rates and programs.
- Customer Assistance Program:** This program allows eligible water and wastewater customers to apply for a monthly discount on their charges. California American Water customers who are not part of the customer assistance program help fund the program for customers facing financial difficulties. Qualified customers receive a discount of 20% or more for essential water use.
- Consolidated Expense Balancing Account:** This surcharge tracks the over and under collection of certain CPUC-authorized costs. Items that this surcharge recovers include purchased water and power cost true-ups, and employee benefit costs.
- Purchased Water Surcharge:** This surcharge covers the cost of water from wholesalers and is based on your water usage over the billing period. If your usage increases, or decreases, you will notice a difference in surcharge cost proportionately. California American Water is in the process of installing water meters, helping to manage water use, and benefiting those who use water wisely.
- Interim True-Up Surcharge/Surcredit:** The interim rate true-up surcharge/surcredit occurs when a General Rate Case (GRC) decision is implemented according to the rate case schedule set by the CPUC (filings are required every three years and typically take 18 months to complete). The interim rate true-up represents the difference between actual billed rates and CPUC authorized rates from the time a GRC decision should have been implemented and the date new rates become effective.

13 Taxes

California American Water collects taxes on behalf of public agencies and then remits those funds to the taxing authorities. California American Water collects a tax to fund the CPUC from each customer and also collects franchise fees for city and county governments in most of its service areas to allow for operations in public right-of-ways. Franchise taxes are paid in addition to federal and state income taxes.

Multi-use Customers

Current fire codes require these residential customers to have fire protection systems and, as a result, larger meters than typical residential customers. These customers receive a Multi-use discount because the larger meter capacity is only needed in the event of an emergency. Multi-use customers will be billed based on their actual meter size and provided with a "Multi-use" meter-based discount. The Multi-use discount will vary by service area, found in a separate tariff called Schedule No. CA-Multi-Use, and is listed as a separate line-item discount on customer bills. Multi-use customers are residential customers, and are separate and distinct from commercial Private Fire Protection Service (PFPS) customers with dedicated meters for fire suppression.

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