

HOW TO READ YOUR CALIFORNIA AMERICAN WATER BILL

Monterey-Hidden Hills District



Your Bill (Sample)

This sample bill (please see reverse) 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.

Customer Account Information

- 1 For Service To: Customer name, billing address/address of water service.

Billing Period and Meter Readings

- 2 Your account details, including billing date, billing period, next meter reading on/about date and type of rate you are charged. We read meters approximately once every 30 days. Our meters measure in 10 cubic feet (cf) increments. However, we are now billing customers in 100 gallon units, as gallons are a more familiar unit of measurement than cubic feet. Ten cubic feet of water equals 74.8 gallons. In this portion, we provide a conversion into 100-gallon increments, labeled as “CGL” on your bill.

This section also reports your meter number and the size of the meter. We read the meter approximately every 30 days to determine the amount of water used. The current and previous meter readings are also included here.

Total Water Use Comparison (in 100 gallons)

- 3 Here you will find a comparison between your current usage vs. the same month last year if available. Here you will also see your allotment per tier listed in CGLs, which are 100-gallon units.

Messages from California American Water

- 4 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.

Here you'll find contact information for our 24-hour customer service center and our website address. Please visit our website to access your account online, sign up for auto-pay option and read about our free conservation programs (online accounts available to residential customers only).

Payment

- 5 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. Checks should be made payable to California American Water, and should 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 as shown is not a California American Water company office or location, but a payment collection center. For office locations please visit our website at www.californiaamwater.com.**

Billing Summary

- 6 Prior Balance: 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

- 7 This is the sum of the monthly water service charge and all usage at every tier for the current billing cycle, including applicable surcharges.

Current Water Charges:

- Water Service Charge – The water service charge is a fixed charge based on the size of the meter.
- Water Usage Charge – The volume-based charges are divided into five 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 base rate. Some surcharges are included in the base rate and are not shown separately on your bill. The surcharges that are currently included in the water base rate are as follows:

WRAM Surcharges

Water Revenue Adjustment Mechanism – this surcharge makes up the difference between the California Public Utilities Commission’s (CPUC) authorized quantity revenue and the amount actually billed to customers during the calendar year.

This surcharge was approved by the CPUC in order to allow utilities to recover losses in revenues due to lower consumption

resulting from Conservation Rate Designs. This concept is sometimes also referred to as “revenue decoupling.”

The WRAM offsets any differences between authorized and actual billed quantity charge revenues for the Company.

These surcharges cover under collections from 2010 through 2012. The expected period in which these collections will occur is determined by CPUC rules and can range from one to three years. California American Water is collecting most WRAM surcharges over three years.

Other Current Charges

- 8 Here you will find additional surcharges authorized by the CPUC through advice letter filings and decisions. There are a number of surcharges that fund a wide variety of obligations associated with the Monterey system that are not included in the base rate. Please see the section below to learn more:

Conservation Surcharge

This surcharge funds various conservation initiatives and activities on the Peninsula conducted by California American Water.

The surcharge funds conservation programs and activities in Monterey such as California American Water’s rebate program, free Rain Sensor Install Program, Landscape Upgrade Grant Program, etc. For more information go to www.montereywaterinfo.org.

The surcharge is \$0.0357 per unit of water consumed.

Gen Exp Balance Acct Surcharge

General Expense Balancing Account Surcharge – This is a collection of balancing accounts that track the overcollection or undercollection of certain costs authorized by the CPUC.

The General Expense Balancing Account is used to capture (or refund) under collections (or over collections) for items where the CPUC allowed California American Water to track differences in authorized costs versus costs actually incurred for future recovery. Some of the specific items that are recovered through this surcharge are Seaside Basin costs, Cease and Desist Order costs, Benefit Plan costs, Purchased Power costs and others.

MPWMD Cnsvn Surcharge

This surcharge funds the Monterey Peninsula Water Management District’s (MPWMD) conservation programs.

The MPWMD has a number of conservation initiatives that are funded through this surcharge. Among these programs are large landscape surveys, school retrofit programs and others. The surcharge is \$0.0139 per unit of water consumed.

Seaside Basin BA Surcharge: This Seaside Basin Balancing Account Surcharge was approved to recover costs incurred in securing permanent Seaside Basin Water rights.

This surcharge is a fixed cost based on meter size and is designed to recover \$2.8 million over 10 years.

9 Taxes

- California American Water collects various taxes such as city and utility taxes on behalf of public agencies and then remits those funds to the taxing authorities.
- California American Water must also collect franchise fees in most of its service areas for cities and unincorporated areas to allow for operations in public right of ways. This rate varies depending on the jurisdiction.
- The PUC Surcharge is 1.5% of your total bill (excluding MPWMD’s Conservation and Monterey’s Conservation surcharge and excluding the MPWMD 6.03% surcharge) and funds our regulator, the California Public Utilities Commission.

Total Amount Due

- 10 The total amount due is 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.



For Service To: 123 ANYWHERE STREET

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

Account Number	0000-000000000000
Due Date	April 4, 2014
Total Due	\$103.80

5 Amount Enclosed \$

1 FIRST and LAST NAMES
100 ANYWHERE STREET
CITY, CA 12345

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



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

2 BILLING PERIOD AND METER READINGS

- Billing date: March 13, 2014
- Due Date: **April 4, 2014**
- Billing period: Jan 31 to Feb 27 (28 Days)
- Next reading on or about: Mar 28, 2014
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 10 CF or 74.8 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	XI87077762
Size of meter	5/8"
Current Read	7,095 (Actual)
Previous Read	7,043 (Estimated)
Total water used this billing period	52 units (3,889 gallons)

3 Total Water Use Comparison (in 100 gallons)

- Current billing period 2014: 38.89 CGL
- Same billing period 2013: 41.89 CGL

Rate Block Allotments

Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
56.10	56.10	56.10	56.10	All Other Usage

6 BILLING SUMMARY

For Service To:

For Account 0000-000000000000

Prior Balance

- Balance from last bill 65.21

TOTAL PAST AMOUNT - DUE IMMEDIATELY 65.21

7 Current Water Service

- Water Service Charge 10.11
- Water Usage Charge (\$0.56520000 x 38.89) 21.98
- Total Water Service Related Charges 32.09

8 Other Charges

- Conservation Surcharge 1.39
- Gen Exp Balance Acct Srchg 3.31
- MPWMD Cnsvn Surcharge 0.54
- Seaside Basin BA Surcharge 0.37
- Total Other Charges 5.61

9 Taxes

- County Franchise Taxes 0.36
- Commission Surcharge 0.53
- Total Taxes 0.89

TOTAL CURRENT CHARGES 38.59

10 TOTAL AMOUNT DUE \$103.80

4 Important messages from California American Water

- Get Informed about the Monterey Peninsula Water Supply Project. Visit the Monterey Peninsula Water Supply Project website, at www.watersupplyproject.org, to read the newly published quarterly progress report, sign up for updates and find out other information about the project.
- 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.
- We are now offering paperless billing. It's a convenient, environmentally friendly and secure way to receive your water and/or wastewater bill. Users must enroll online. To get started, visit www.amwater.com/myh2o. Go to Account Detail and click on the green Paperless Billing button. Follow the steps, press submit and you're enrolled!

Questions about this bill? Call our 24-Hour Customer Service Center: 1-888-237-1333 www.californiaamwater.com
100000573439