



WE KEEP LIFE FLOWING™

Service Address:

COMFORT INN MONTEREY AIRPORT
1200 OLMSTED RD
MONTEREY, CA 93940-5320

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- 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.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.californiaamwater.com



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



Pay by Phone: Pay anytime at 1-855-748-6066



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



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

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records▼

Statement

Account No. **1015-210019896620**

Total Amount Due:	\$7,417.85
Payment Due By:	October 22, 2024

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: September 30, 2024
Service Period: Aug 27 to Sep 26 (31 Days)
Total Gallons: 186,000

Account Summary – See page 3 for Account Detail

Prior Billing:		\$8,410.46
Payments - Thank You!	-	\$8,410.46
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$5,469.51
Pass Through Charges:	+	\$1,482.56
Taxes:	+	\$465.78
Total Amount Due:	=	\$7,417.85



Service to: 1200 OLMSTED RD
MONTEREY, CA 93940-5320



P.O. BOX 91623
RANTOUL, IL 61866-8623

COMFORT INN MONTEREY AIRPORT
1200 OLMSTED RD
MONTEREY, CA 93940-5320

Account No. **1015-210019896620**

Total Amount Due:	\$7,417.85
Payment Due By:	October 22, 2024

If paying after 10/22/24, pay this amount: \$7,522.13

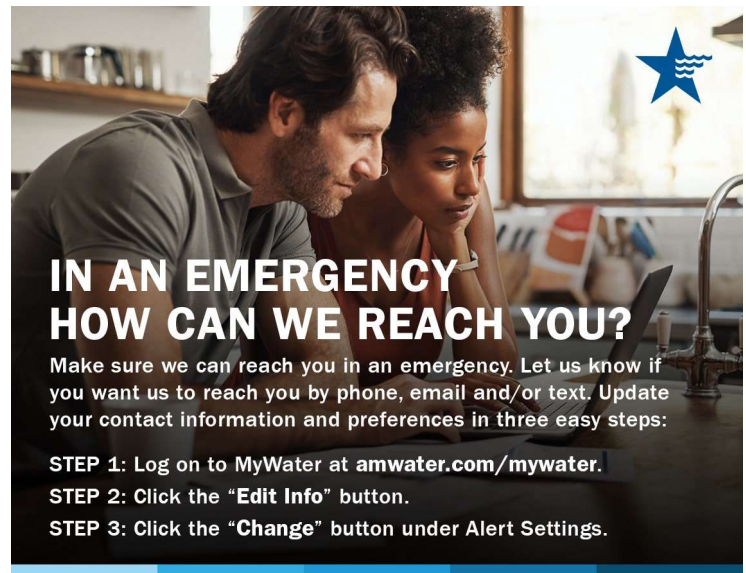
Amount Enclosed \$ **Paid Electronically on Due Date**

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

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Messages from California American Water

- Agua de calidad en la que puede confiar. Resultados comprobados. Para ver su Informe de Calidad del Agua, visite californiaamwater.com.
- *****IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/monterey.pdf. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 888-237-1333.
- Sometimes figuring out how to save water isn't obvious. From Water Wise House Calls to appliance rebates, we have programs to help you. Visit our website or call us at (831) 646-3205



**IN AN EMERGENCY
HOW CAN WE REACH YOU?**

Make sure we can reach you in an emergency. Let us know if you want us to reach you by phone, email and/or text. Update your contact information and preferences in three easy steps:

STEP 1: Log on to MyWater at amwater.com/mywater.

STEP 2: Click the "Edit Info" button.

STEP 3: Click the "Change" button under Alert Settings.



CUSTOMER SERVICE: 1-888-237-1333
HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED : 711
 (and then reference Customer Service number listed above)

SERVICES

- **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit californiaamwater.com. Under Water Quality & Wastewater Information, select Water Quality Reports.
- **Customer Assistance Program:** This program helps low-income customers who qualify with their water bills. For more information, visit californiaamwater.com. Under Customer Service & Billing, select Customer Assistance Programs.

EXPLANATION OF DISPUTES

- **Disputes:** 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 Company customer support at 1-888-237-1333. If you are not satisfied with California

American Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting 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:

TTY: 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	LANGUAGE	TOLL-FREE 800 NUMBER
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding 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.

Address Change(s)

Name

Address

City

State Zip Code

() ☐ Mobile Number

Phone Number

E-mail Address

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill free anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay.

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
64391762	100 gal	1-1/2"	08/27/2024	09/26/2024	76,291 (A)	78,151 (A)	1,860	1,860.00	186,000

A = Actual E = Estimate

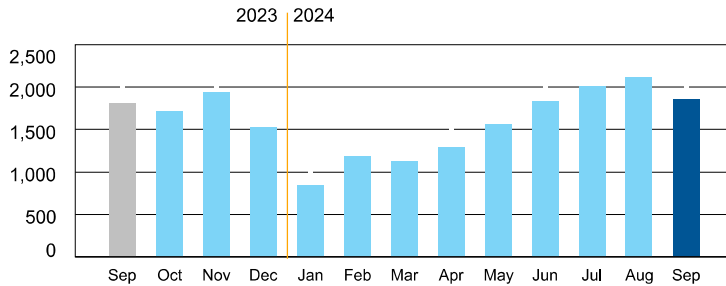
1 Billing Unit = 100 gallons

Total Gallons:

186,000

Billed Usage History (graph shown in 100 gallons)

- 186,000 gallons = usage for this period
- 181,100 gallons = usage for same period last year



Next Scheduled Read Date: on or about October 24, 2024
Account Type: Commercial

Average
daily use for
this period is:
(31 days)

6,000
gallons

Year to Date Billed Usage: 1,383,000 gallons

Account Detail

Account No. 1015-210019896620

Service To: 1200 OLMSTED RD MONTEREY, CA 93940-5320

Prior Billing 8,410.46

Payments -8,410.46

Total payments as of Sep 18. Thank you! -8,410.46

Balance Forward 0.00

Service Related Charges - 08/27/24 to 09/26/24

Water Service 5,089.05

Water Service Charge 176.60

Water Usage Charge (1,860 x \$2.6411) 4,912.45

Other Charges 380.46

Customer Assistance Program Surcharge 1.77

Consolidated Expense (1,860 x \$0.1458) 271.19

Balancing Account

Interim True Up Surcharge (1,860 x \$0.0214) 39.80

Purchased Power Surcharge 67.70

Total Service Related Charges 5,469.51

Pass Through Charges 1,482.56

MPWMD User Fee (\$5,089.05 x 8.325%) 423.66

MPWMD Purchased Water (1,860 x \$0.5693) 1,058.90

Surcharge

Taxes 465.78

City Franchise Fees 69.52

Utility User Tax 347.60

Commission Surcharge 48.66

(Continued on next page)

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 correction 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, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Consolidated Expense Balancing Account (which collects or refunds Commission-authorized expenses), Intervenor Compensation and Payment Assistance.
- Pass Through Charges:** Pass Through Charges are monies paid to agencies outside California American Water. These include purchased water from the Pure Water Monterey Project and the 8.325% user fee, both paid to the Monterey Peninsula Water Management District. Combined, these charges make up approximately 15-20% of your water bill.
- 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 to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above 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 M-F, 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, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit:
<https://www.amwater.com/caaw/Customer-Service-Billing/Water-Rates/>

Total Current Period Charges		7,417.85
Total Amount Due		\$7,417.85