



WE KEEP LIFE FLOWING™

**Service Address:**

PETSMART INC.  
6081 FLORIN RD  
SACRAMENTO, CA 95823-2305

## 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](http://amwater.com/myaccount) and make the selection for paperless billing.

For more information, visit [www.californiaamwater.com](http://www.californiaamwater.com)



View your account information or pay your bill anytime at: [www.amwater.com/MyAccount](http://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. ▼ 000063/000191 VC4HP2 ETM1C00001 (VC4HP20010000640103000)

34041572040 01165 5498  
**Statement**

Page 1 of 6  
618756245287

Account No. 1015-210019496075

Total Amount Due:	\$258.80
-------------------	----------

Payment Due By:	January 31, 2025
-----------------	------------------

Billing Date:	January 09, 2025
Service Period:	Dec 11 to Jan 08 (29 Days)
Total Gallons:	12,400

### Account Summary – See page 3 for Account Detail

Prior Billing:	\$273.45
Payments - Thank You!	\$273.45
<b>Balance Forward:</b>	<b>\$0.00</b>
Service Related Charges:	\$254.48
Taxes:	\$4.32
<b>Total Amount Due:</b>	<b>\$258.80</b>

CALIFORNIA  
AMERICAN WATER  
WE KEEP LIFE FLOWING™



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

Service to: 6081 FLORIN RD  
SACRAMENTO, CA 95823-2305



000063 1 MB 0.617 00063/000063/000191 2 03 VC4HP2 002  
PETSMART INC.  
C/O 740900 PETSMART, MAIL STOP #1  
PO BOX 182040  
COLUMBUS OH 43218-2040

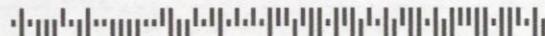
Account No. 1015-210019496075

Total Amount Due:	\$258.80
-------------------	----------

Payment Due By:	January 31, 2025
-----------------	------------------

If paying after 1/31/25, pay this amount: \$262.62

Amount  
Enclosed \$



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

00010152100194960750000000000025880010

## Messages from California American Water

**2025**

**RING IN THE NEW YEAR.  
BRING ON THE SAVINGS.**

We're here to help you ring in the new year and save time, money and water all year long.

**REMINDER:** Sign up for MyWater at [amwater.com/mywater](http://amwater.com/mywater). If you are already enrolled, make sure your contact information is up to date.

**RESOLUTION:** Visit us online for easy tips to save water inside and outside your home.



### 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](http://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](http://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](http://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](http://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 \_\_\_\_\_

(      ) \_\_\_\_\_

Phone Number \_\_\_\_\_

Zip Code \_\_\_\_\_

Mobile Number

### Other ways to pay your bill



#### Auto Pay

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!



#### Online

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



#### In Person

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

E-mail Address \_\_\_\_\_

## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27064452	100 gal	2"	12/11/2024	01/08/2025	11,388 (A)	11,512 (A)	124	124.00	12,400

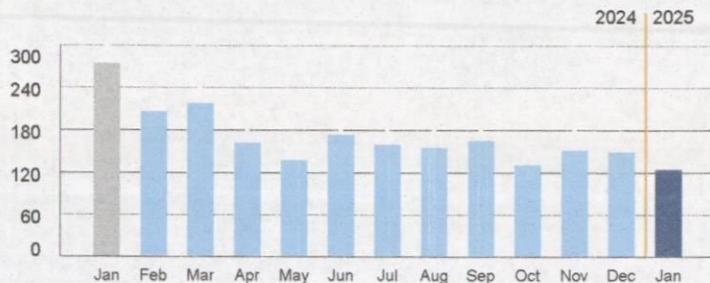
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 12,400

### Billed Usage History (graph shown in 100 gallons)

- 12,400 gallons = usage for this period
- 27,400 gallons = usage for same period last year



Next Scheduled Read Date: on or about February 10, 2025  
 Account Type: Commercial

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



Year to Date Billed Usage: 12,400 gallons

### Account Detail

Account No. 1015-210019496075

Service To: 6081 FLORIN RD SACRAMENTO, CA 95823-2305

Prior Billing	273.45
Payments	-273.45
Total payments as of Jan 2. Thank you!	-273.45
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 12/11/24 to 01/08/25</b>	
 Water Service	245.29
Water Service Charge	168.08
Water Usage Charge	(124 x \$0.6227)
 Other Charges	9.19
WRAM/MCBA Surcharge	(124 x \$0.0463)
Customer Assistance Program Surcharge	1.77
Purchased Water Surcharge	0.91
Interim True Up Surcharge	(124 x \$0.0014)
Purchased Power Surcharge	0.60
<b>Total Service Related Charges</b>	<b>254.48</b>
 Taxes	4.32
County Franchise Taxes	2.54
Commission Surcharge	1.78
<b>Total Current Period Charges</b>	<b>258.80</b>

Total Amount Due



\$258.80

### 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.
- **Production Cost Offsets (purchased water and purchased power):** This surcharge covers the cost of water and power from wholesalers and is based on your water usage over the billing period. If your usage decreases, you will notice a difference in the surcharge cost proportionately.
- **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/>



<This page is intentionally left blank and reserved for future messages>



# RING IN THE NEW YEAR.

# BRING ON THE SAVINGS.



At California American Water, we're here to help you ring in the new year with reminders and resolutions for saving water and money all year long.



## REMINDERS

If you are not already enrolled, sign up for **MyWater** at [amwater.com/mywater](http://amwater.com/mywater) and simplify things. From the comfort of your home, you can:

- ◆ View and pay your bill
- ◆ Enroll in Auto Pay
- ◆ Enroll in Paperless Billing
- ◆ Schedule service appointments
- ◆ Sign up for customer assistance
- ◆ Track your water use
- ◆ Turn your service on or off
- ◆ Receive emergency alerts

If you are already enrolled, make sure your contact information is up to date and check out some of the easy-to-use features detailed above.



## RESOLUTIONS

Saving water saves money. Follow these easy tips to save water inside and outside your home. Visit [californiaamwater.com](http://californiaamwater.com) > **Conservation** for more information.

### INSIDE

- ◆ Run dishwashers and clothes washers only when full.
- ◆ Use low-flow showerheads and faucet aerators.
- ◆ Install water- and energy-efficient appliances.
- ◆ Check toilets, faucets, and pipes for leaks and fix them as soon as possible.

### OUTSIDE

- ◆ Adjust your irrigation timer to water only when necessary. Turn off your sprinklers during and for 48 hours after rain.
- ◆ Use drip irrigation to water plants, and water in the early morning or evening.
- ◆ Check your irrigation system and repair any leaks. Disconnect hoses when not in use to stop leaks before they start.



# HOW CAN WE REACH YOU?



## GET INFORMED. STAY INFORMED.

Our emergency notification system keeps customers informed about water-related emergencies, including main breaks and boil advisories, as well as non-emergency events, such as water main replacements, flushing or other planned work. Keep your contact information up-to-date so you can stay informed.

### KEEP CONTACT INFORMATION & PREFERENCES UP-TO-DATE

#### STEP 1

Log on to MyWater at [amwater.com/mywater](http://amwater.com/mywater).

#### STEP 2

Click the **Edit Info** button.

#### STEP 3

Click the **Change** button under Alert Settings.

*Note: Standard text, data and phone rates may apply.*

The screenshot shows a user interface for managing account preferences. At the top, there are navigation links for 'AMERICAN WATER', 'Payments', 'Usage', 'Emergency', 'Help Center', 'Log Out', and the user's name 'John Doe'. Below this is a large header with the text 'Click "Edit Info" in your MyWater account to update'. Underneath, there's a section for 'John Doe' showing contact information: 'Email: john.doe@mail.com' and 'Phone: (555) 555-5555'. A blue rectangular button labeled 'Edit Info' is overlaid on the contact info area. To the right, there are sections for 'MY SERVICE ALERTS', 'ACCOUNT ACTIONS', and various service options like 'Auto Pay', 'Paperless Billing', and 'Budget Billing'. At the bottom, there are tabs for 'Services', 'My Bill', 'Account Summary', and 'Usage Quick View'.

### REPORT A MAIN BREAK (OR OTHER WATER/WASTEWATER SERVICE EMERGENCIES)



The quickest way to report is to click the "Report Emergency" button via a MyWater account or on the upper right-hand corner of our website at [californiaamwater.com](http://californiaamwater.com).

### NOT REGISTERED FOR MYWATER?

- Visit [amwater.com/mywater](http://amwater.com/mywater) and click on "Sign Up for MyWater." Be sure to have your account number handy.
- Fill out the registration form and submit it.
- Look for a registration confirmation email from MyWater ([Customer\\_Service@amwater.com](mailto:Customer_Service@amwater.com)). You must click on the link provided in the email. If you do not see the registration email, please check your spam/trash folder.