



**WE KEEP LIFE FLOWING™**

**Service Address:**

WASHINGTON MUTUAL  
4450 FLORIN RD  
SACRAMENTO, CA 95823-2512

## THANK YOU FOR BEING OUR CUSTOMER

### Important Account Messages

- Want to get to know us better? Visit [www.californiaamwater.com](http://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.

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.*



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

**Service to:** 4450 FLORIN RD  
SACRAMENTO, CA 95823-2512

WASHINGTON MUTUAL  
c/o JP MORGAN CHASE NA  
P.O. BOX 182269  
COLUMBUS, OH 43218-2269

## Statement

Account No. **1015-210019365782**

<b>Total Amount Due:</b>	<b>\$590.46</b>
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<b>Payment Due By:</b>	<b>April 27, 2023</b>
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**Billing Date:** March 13, 2023

**Service Period:** Feb 03 to Mar 02 (28 Days)

**Total Gallons:** 47,124

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

Prior Billing:	\$303.01
Payments - Thank You!	-\$110.61
<b>Balance Forward:</b>	<b>\$192.40</b>
Service Related Charges:	+ \$387.22
Taxes:	+ \$10.84
<b>Total Amount Due:</b>	<b>\$590.46</b>

Account No. **1015-210019365782**

<b>Total Amount Due:</b>	<b>\$590.46</b>
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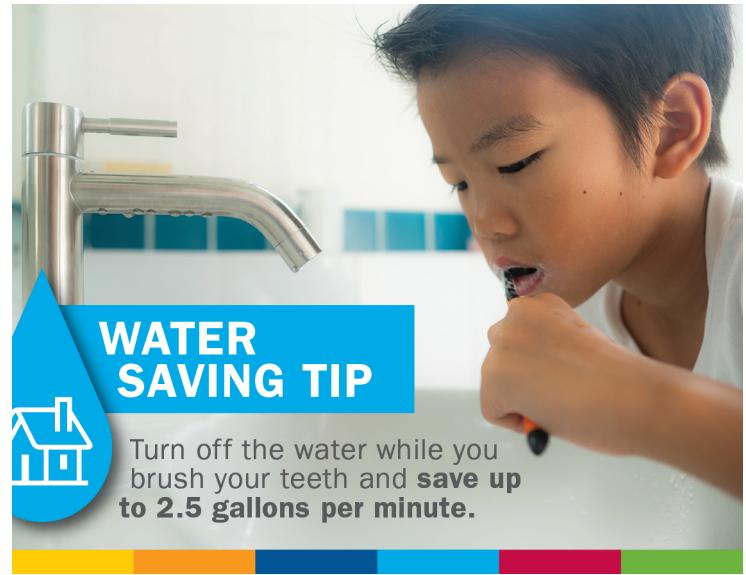
<b>Payment Due By:</b>	<b>April 27, 2023</b>
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**Amount Enclosed** \$

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

0001015210019365782000000000059046016

## Messages from California American Water



### CUSTOMER SERVICE

**1-888-237-1333**



**HOURS:** M-F, 7a.m.-7p.m. • 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 My Account at [amwater.com/myaccount](http://amwater.com/myaccount). 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, select Water Quality Reports.

**H2O Help To Others:** 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 Low Income Program.

### 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 Spanish	1-800-735-2929 1-800-855-3000
Voice to TTY/VCO/HCO	English Spanish	1-800-735-2922 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



#### 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](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay).

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
60790071	100 CF	1-1/2	02/03/2023	03/02/2023	1,658 (A)	1,721 (A)	63	471.24	47,124

A = Actual E = Estimate

1 CF = 7.48 gallons

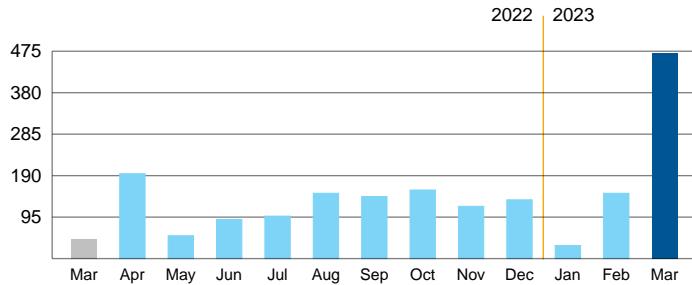
1 Billing Unit = 100 gallons

Total Gallons: 47,124

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

 47,124 gallons = usage for this period

 4,488 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about April 04, 2023  
**Account Type:** Commercial

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

**1,683 gallons**

Year to Date Billed Usage: 65,076 gallons

### Account Detail

Account No. 1015-210019365782

Service To: 4450 FLORIN RD SACRAMENTO, CA 95823-2512

Prior Billing	303.01
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Payments	-110.61
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Total payments as of Feb 22. Thank you!	-110.61
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Balance Forward	192.40
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### Service Related Charges - 02/03/23 to 03/02/23

 Water Service	373.17
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Water Service Charge	100.13
Water Usage Charge (471.24 x \$0.5794)	273.04

 Other Charges	14.05
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Customer Assistance Program Surcharge	1.59
CIAC Surcharge (1 x \$0.26)	0.26
Consolidated Expense Balancing Account (471.24 x \$0.0209)	9.85
Purchased Water Surcharge	0.00
WRAM/MCBA Surcredit	-7.88
Interim True Up Surcharge (471.24 x \$0.0217)	10.23

Total Service Related Charges	387.22
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 Taxes	10.84
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County Franchise Taxes	7.74
Commission Surcharge	3.10

Total Current Period Charges	398.06
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**Total Amount Due**  **\$590.46**

### 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 Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- 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.

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## **Bill Inserts and Important Notices**

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OACA23.pdf>