

HOW TO READ YOUR CALIFORNIA AMERICAN WATER BILL

Monterey District - Multi-Residential



Your Bill (Sample)

This sample bill 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.

1 For Service To: Check this box for address changes and note new address on back.

2 FIRST NAME LAST NAME
1234 ANY STREET
CITY, CA 12345

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Account Number	1015-000000000000
Due Date	May 17, 2017
Total Due	\$725.48
If Paid After Due Date	\$735.52 after 5/17/17

Amount Enclosed \$

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

Customer Contact Information

- 1 For Service To: Address of property receiving water service.
- 2 Customer name and billing address.

Customer Account Information

- 3 Your Account Number, Due Date and Total Amount Due are all easy to spot.

Payment

- 4 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. Your paystub will say "Paid Electronically on Due Date" if you have signed up for Auto Pay.

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, but a payment collection center. For office locations please visit www.californiaamwater.com.

5 BILLING PERIOD AND METER READINGS
Billing date: April 25, 2017
Due Date: **May 17, 2017**
Billing period: Mar 21 to Apr 20 (31 Days)
Next reading on or about: May 18, 2017
Customer Type: Residential
Meter Reading Measurement:
1 unit = 10 CF or 74.8 gallons of water
Billing Measurement: 100 gallons (CGL)

6 Total Water Use Comparison (in 100 gallons)
Current billing period 2017: 312.66 CGL
Same billing period 2016: 266.28 CGL

7 Billed Use Graph (100 gallons)

Month	Usage (100 Gallons)
2016 Dec	180
2017 Jan	190
2017 Feb	200
2017 Mar	210
2017 Apr	220
2017 May	230
2017 Jun	240
2017 Jul	250
2017 Aug	260
2017 Sep	270
2017 Oct	280
2017 Nov	290
2017 Dec	300
2018 Jan	310
2018 Feb	320
2018 Mar	330
2018 Apr	340

Billing Period and Meter Readings

- 5 Your account details, including billing date, billing period, next meter reading on/or about date, and type of rate you are charged. **Note: Our meters are read in increments of 10 cubic feet approximately once every 30 days. All customers are billed in 100-gallon (CGL) increments.**

- 10 Cubic Feet = 1 Unit = 74.8 Gallons

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

Total Water Use Comparison (in 100 gallons)

- 6 A comparison between your current usage versus your usage the same month the year prior, if available.

Billed Use Graph (100 gallons)

- 7 The billed use graph outlines your water usage during the past year.

Important Messages from California American Water

- 8 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.

Average Daily Use for Billing Period

- 9 The average daily water usage during the billing period. It also shows the five tiers of usage we use to calculate our conservation pricing, with higher rates assigned to higher than average levels of water use. Water usage is billed with this tiered structure to encourage water conservation. The water allotment per tier is listed in CGLs, which are 100-gallon units.

Questions About Your Bill

- 10 Our customer service center contact information and our website address are conveniently located in one area. Please visit our website to access your account online, to sign up for our auto-pay option and to read about our free conservation programs (online accounts available to residential customers only).

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Customer Service: 1-888-237-1333 M-F 7am to 7pm Emergency: 24/7 www.californiaamwater.com

BILLING PERIOD AND METER READINGS

Billing Date: April 20, 2017
 Due Date: May 17, 2017
 Billing Period: Mar 21, 2017 - Apr 19, 2017
 Next Reading or in Advance Meter Read: May 15, 2017
 Customer Type: Residential
 Meter Reading Measurement: Meter Reading Measurement
 2 units = 20.0 gal or 14.6 gallons of
 Billing Measurement: 100 gallons

BILLING SUMMARY

BILLING SUMMARY
 For Service To: 1131 CARSON
 For Account: 1015-000000000000

Prior Balance	Balance from last bill	461.56
	Payments as of Mar31. Thank you!	-461.56
Balance Forward		0.00
Current Water Service		
	Water Service Charge	58.55
	Water Usage Charge	58.06
		185.85
		168.49
Total Water Service Related Charges		500.95
Other Charges		
	Conservation Surcharge (\$0.02450000 x 312.66)	7.66
	Consolidated Expense Balancing Account (\$0.09570000 x 312.66)	29.92
	MPWMD User Fee	41.70
	2015 WRAM/MCBA Surcharge	57.03
	Payment Assistance Surcharge Water	1.21
	Pre-2015 WRAM Surcharge	30.23
	Seaside Basin BA Surcharge	0.91
Total Other Charges		168.66
Taxes		
	City Franchise Fees	6.62
	Utility User Tax	39.72
	Commission Surcharge	9.53
Total Taxes		55.87
TOTAL CURRENT CHARGES		725.48
TOTAL AMOUNT DUE		\$725.48

Prior Balance

11 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

12 This section is divided into two charges.

- 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 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. For Monterey Main, Multi-Family Residential customers, the tiers are as follows:

Tier	Cost per 100 gal (CGL)
Tier 1: For the first 18.7 CGL	\$0.6727
Tier 2: For the next 18.7 CGL	\$1.4198
Tier 3: For the next 13.1 CGL	\$3.3129
Tier 4: For the next 18.7 CGL	\$6.3962
Tier 5: For all water over 69.2 CGL	\$7.8161

Other Charges

13 Here you will find additional surcharges authorized by the California Public Utilities Commission (CPUC) through advice letter filings and decisions. These surcharges fund a variety of obligations associated with the Monterey system that are not included in the base rate. Please see below to learn more.

- Conservation Surcharge:** This surcharge funds conservation initiatives and activities on the Monterey Peninsula such as California American Water's rebate program, free Rain Sensor Install Program, and Landscape Grant Program. For more information, visit www.montereywaterinfo.org. The surcharge is \$0.0245 per CGL of water consumed.
- Consolidated Expense Balancing Account Surcharge:** This surcharge tracks the overcollection or undercollection of certain CPUC-authorized costs. The General Expense Balancing Account is used to capture (or refund) undercollections (or overcollections) 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, Carmel River Cease and Desist Order costs, Benefit Plan costs, purchased power costs and others. This surcharge is \$0.0957 per CGL of water consumed.
- MPWMD User Fee:** This surcharge funds the Monterey Peninsula Water Management District's (MPWMD) environmental mitigation, water supply, and conservation programs, as well as other activities. The surcharge is 8.325% of the customer's monthly base bill and will remain in effect until otherwise directed by the CPUC.
- 2015 Water Revenue Adjustment Mechanism (WRAM)/Modified Cost Balancing Account (MCBA) Surcharge:** This surcharge makes up the difference between the CPUC's 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 that occurred during 2015. This surcharge is \$0.1824 per CGL of water consumed.
- Payment Assistance Surcharge Water:** This surcharge helps fund the Low Income Assistance Program. Qualifying customers of this program receive a reduction in their overall bill due to financial hardship. The surcharge is \$1.21 added onto the total bill.
- Pre-2015 WRAM Surcharge:** A 5-year WRAM surcharge will recover previously approved but uncollected revenue for the years 2010–2015. This surcharge is a flat monthly charge based on meter size.
- Seaside Basin Balancing Account (BA) Surcharge:** This surcharge was approved to recover costs incurred in securing permanent Seaside Basin water rights. This surcharge is a flat monthly charge based on meter size and is designed to recover \$2.8 million of costs over 10 years.

Taxes

14 California American Water collects city and utility taxes on behalf of public agencies and then remits those funds to the taxing authorities.

- Franchise Fees:** These taxes allow for operations in public right of ways. Rates vary depending on the jurisdiction.
- Utility User Tax:** A tax that cities and counties may impose on businesses for providing utility, trash, water or communication services within the respective city or county. The city or county levies this tax. California American Water collects this tax on behalf of the government entity and remits it to the respective city or county. California American Water keeps no portion of the utility user tax.
- Commission Surcharge:** This tax, which funds the CPUC, is 1.5% of your bill.

Total Amount Due

15 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.



CALIFORNIA
 AMERICAN WATER

(888) 237-1333 • www.californiaamwater.com

