

HOW TO READ YOUR CALIFORNIA AMERICAN WATER BILL

Monterey District - Residential (Low-Income)



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

3 Account Number: 1015-000000000000
Due Date: June 15, 2017
Total Due: \$46.38
If Paid After Due Date: \$47.05 after 6/15/17

4 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.**

Payment Assistance Credit: Qualifying low-income customers receive a discount on their bill. Customers must apply to the company for acceptance into the low income program. **For more information on qualification criteria visit: www.californiaamwater.com/customer-service-billing/low-income-program**

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.

5 BILLING PERIOD AND METER READINGS
Billing date: May 24, 2017
Due Date: June 15, 2017
Billing period: Apr 20 to May 17 (28 Days)
Next reading on or about: Jun 19, 2017
Customer Type: Residential
Meter Reading Measurement:
1 unit = 10 CF or 74.8 gallons of water
Billing Measurement: 100 gallons (CGL)

Meter No.	123456789
Size of meter	5/8"
Current Read	1,925 (Actual)
Previous Read	1,893 (Actual)
Total water used this billing period	32 units (2,393 gallons)

6 Total Water Use Comparison (in 100 gallons)
Current billing period 2017: 23.93 CGL
Same billing period 2016: 25.43 CGL

7 Billed Use Graph (100 gallons)

Month	Usage (CGL)
Jan	23
Feb	24
Mar	25
Apr	26
May	27
Jun	28
Jul	29
Aug	30
Sep	31
Oct	32
Nov	33
Dec	34

8 Important messages from California American Water
Tiered Consumption Amount (CGL)
Tier 1: 20.90 | Tier 2: 29.90 | Tier 3: 44.90 | Tier 4: 67.30 | Tier 5: All Other Usage
Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/

9 AVERAGE DAILY USE FOR BILLING PERIOD = 85.46 GALLONS
Tiered Consumption Amount (CGL)
Tier 1: 20.90 | Tier 2: 29.90 | Tier 3: 44.90 | Tier 4: 67.30 | Tier 5: All Other Usage
Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/

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

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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BILLING SUMMARY

For Service To:
For Account: 1015-000000000000

Prior Balance

Balance from last bill	0.00
Balance Forward	0.00

Current Water Service

Water Service Charge	16.73
Water Usage Charge (\$0.72610000 x 23.93)	17.38
Total Water Service Related Charges	34.11

Other Charges

Conservation Surcharge (\$0.02450000 x 23.93)	0.59
Consolidated Expense Balancing Account (\$0.09570000 x 23.93)	2.29
MPWMD User Fee	2.84
CA/Monterey Payment Assistance	-10.23
2015 WRAM/MCBA Surcharge	4.36
Pre-2015 WRAM Surcharge	10.08
Seaside Basin BA Surcharge	0.37
Total Other Charges	10.30

Taxes

City Franchise Fees	0.46
Utility User Tax	0.88
Commission Surcharge	0.63
Total Taxes	1.97

TOTAL CURRENT CHARGES 46.38

TOTAL AMOUNT DUE **\$46.38**

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 the Monterey Main system, the tiers are as follows:

Tier	Cost per 100 gal (CGL)
Tier 1: For the first 29.9 CGL	\$0.7261
Tier 2: For the next 29.9 CGL	\$1.5000
Tier 3: For the next 44.9 CGL	\$3.4999
Tier 4: For the next 67.3 CGL	\$6.7435
Tier 5: All other usage	\$8.2434

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.
- 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.

