

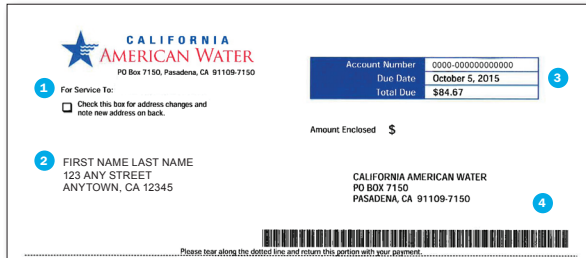
# HOW TO READ YOUR CALIFORNIA AMERICAN WATER BILL

Sacramento District



## 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.



### 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.

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](http://www.californiaamwater.com).**

## 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 100 cubic feet approximately once every 30 days. All customers are billed in 100-gallon (CGL) increments.**

- 100 Cubic Feet = 1 Unit = 748 Gallons

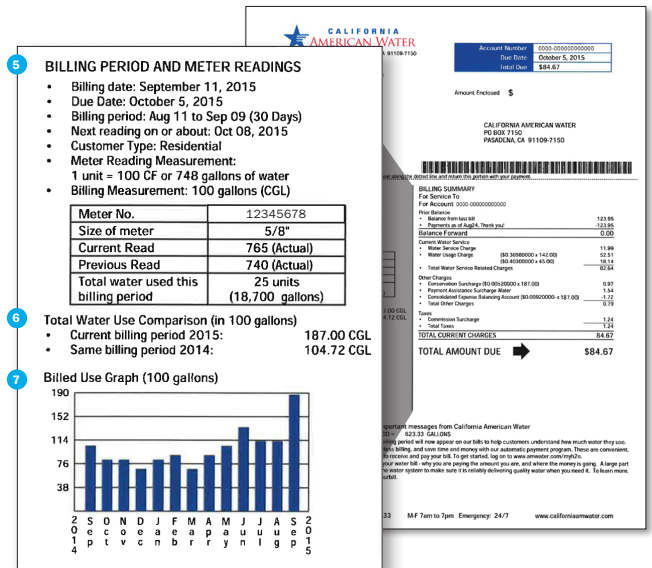
This section also reports information about your meter including number, size, and the units billed in the billing period. The meter number is associated with your property. In this example, this 25-unit bill will be based on 18,700 gallons of usage. (25 units x 748 gallons = 18,700/100 gallons = 187 CGL)

## 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

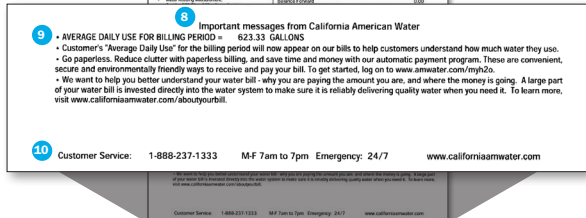
- 8 We often include important notices and customer information in this section pertaining to rate information and other billing changes when they occur.

### Average Daily Use for Billing Period

- 9 The average daily water usage during the billing period.

### Questions About Your Bill

- 10 Our customer service center contact information and our website address are conveniently located in one area. Our customer service center is available Monday – Friday, 7 a.m. to 7 p.m., and our emergency lines are available 24 hours a day.



BILLING PERIOD AND METER READINGS		BILLING DATES	
Billing Cycle:	Standard	Bill Date:	October 5, 2015
Start Date:	September 11, 2015	Due Date:	October 5, 2015
End Date:	October 5, 2015	Amount Enclosed:	\$
Billing Period:	Aug 11 to Sep 10 (30 Days)	Account Number:	0000-000000000000
Water Metering:	Standard	For Service To:	00000000000000000000
Water Metering Measurement:	Standard	Water Service Fee:	11.99
Water Metering Measurement:	Standard	Water Usage Charge:	52.51
Water Metering Measurement:	Standard	Water Service Related Charges:	18.14
Water Metering Measurement:	Standard	Other Charges:	0.97
Water Metering Measurement:	Standard	Taxes:	1.24
Water Metering Measurement:	Standard	Total Taxes:	1.24
Water Metering Measurement:	Standard	TOTAL CURRENT CHARGES:	84.67
Water Metering Measurement:	Standard	TOTAL AMOUNT DUE:	\$84.67

### 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: Volume-based charges are divided into two tiers for residential customers with rates that are about 10% higher for usage over 14,200 gallons a month.

### Other Charges


- 13** Additional surcharges authorized by the California Public Utilities Commission (CPUC). These surcharges fund a variety of obligations associated with the Sacramento system that are not included in the base rate. **Note: Additional surcharges may appear upon authorization by the CPUC.**
- Conservation Surcharge: This surcharge funds California American Water conservation initiatives and activities in Sacramento, including our rebate program, landscape water surveys, and program staff. **This surcharge is \$0.0052 per hundred gallons used.**
  - Payment Assistance Surcharge Water: **California American Water customers who are not part of the low income program** will notice a charge of \$1.54 per bill to help fund the low income ratepayer assistance program for customers facing financial difficulties.
  - Consolidated Expense Balancing Account Surcharge: This surcharge tracks the overcollection or undercollection of certain CPUC-authorized costs. Items that this surcharge recovers include purchased water costs, power costs and employee benefit costs.
  - Total Other Charges: The sum of all other charges for the billing cycle.

### Taxes

- 14** California American Water collects taxes on behalf of public agencies and then remits those funds to the taxing authorities. California American Water must also collect franchise fees in most of its service areas to allow for operations in public right of ways.
- Commission Surcharge: This is a tax which funds our regulator and is 1.5% of your bill.
  - Total Taxes: This is the sum of all taxes for the billing cycle.

### 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 cares for our customers in California.**

We are working diligently to deliver cost-effective, reliable water service. From helping control water costs through education to financial support with our low income assistance program, *H2O Help to Others*, we are dedicated to serving our customers and providing high-quality water service – one drop at a time.

At California American Water we speak your language. Our customer service representatives will be happy to assist you in any language. For assistance, call (888) 237-1333.

En California American Water hablamos su idioma. Nuestros representantes de servicio al cliente le atenderán con gusto en cualquier idioma. Para asistencia, llame al (888) 237-1333.

California American Water的员工能说您的语言。我们的客户服务代表乐于用任何语言向您提供任何帮助。要寻求帮助，请致电：(888) 237-1333。

Sa California American Water, nagsasalita kami ng inyong wika. Maaari kayong tulugan ng aming mga kinatawan sa customer service sa alinmang wika. Para humingi ng tulong, mangyaring tawagan ang (888) 237-1333.

ที่ California American Water เราพูดภาษาของท่านได้  
ตัวแทนฝ่ายบริการลูกค้าของเรายินดีที่จะช่วยเหลือท่านในทุกภาษา  
หากต้องการความช่วยเหลือ กรุณาติดต่อ (888) 237-1333

California American Water nói được ngôn ngữ của quý vị. Các đại diện dịch vụ khách hàng của chúng tôi sẵn sàng giúp đỡ quý vị bằng bất cứ ngôn ngữ nào. Để được giúp đỡ, xin vui lòng gọi số (888) 237-1333



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