

**CALIFORNIA-AMERICAN WATER COMPANY**

655 W. Broadway, Suite 1410  
San Diego, CA 92101

Cancelling Revised  
Original

Cal. P.U.C. Sheet No. 8865-W  
Cal. P.U.C. Sheet No. 8064-W

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Joint Water & Sewer Sample Bill  
(See Attached Form)

Sheet 1

(Continued)

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(TO BE INSERTED BY UTILITY)

Advice 1218-A  
Decision

ISSUED BY

J. T. LINAM  
DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)

Date Filed 11/15/2018  
Effective 11/15/2018  
Resolution \_\_\_\_\_



PO Box 7150, Pasadena, CA 91109-7150

For Service To: [REDACTED]

Check this box for address changes and note new address on back.

0001015210018779401000000000017985015

Account Number	[REDACTED]
Due Date	July 27, 2018
Total Due	\$179.85
If Paid After Due Date	\$182.50 after 7/27/18

Amount Enclosed \$ [REDACTED]



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



Please tear along the dotted line and return this portion with your payment.

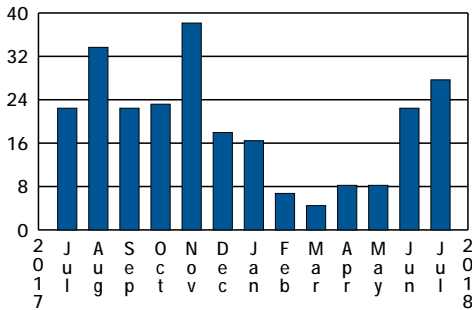
**BILLING PERIOD AND METER READINGS**

- Billing date: July 5, 2018
- Due Date: July 27, 2018
- Billing period: Jun 02 to Jul 02 (31 Days)
- Next reading on or about: Aug 02, 2018
- Customer Type: Residential

Meter No.	[REDACTED]
Size of meter	5/8"
Current Read	3,777 (Actual)
Previous Read	3,740 (Actual)
Total water used this billing period	37 units (2,767 gallons)

- Total Water Use Comparison (in 100 gallons)
- Current billing period 2018: 27.67 CGL
  - Same billing period 2017: 22.44 CGL

Billed Use Graph (100 gallons)



**BILLING SUMMARY**

For Service To: [REDACTED]

Prior Balance	
• Balance from last bill	174.27
• Payments as of Jun18. Thank you!	-174.27
<b>Balance Forward</b>	<b>0.00</b>
Current Water Service	
• Water Service Charge	16.80
• Water Usage Charge (\$0.72870000 x 27.67)	20.16
• Total Water Service Related Charges	36.96
Current Wastewater Service	
• Wastewater Service Charge	118.15
• Total Wastewater Service Related Charges	118.15
Other Charges	
• Consolidated Expense Balancing Account (\$0.06820000 x 27.67)	1.89
• MPWMD User Fee	3.08
• 2015 WRAM/MCBA Surcharge	5.05
• Payment Assistance Surcharge Water	1.21
• Pre-2015 WRAM Surcharge	10.08
• Seaside Basin BA Surcharge	0.37
• Total Other Charges	21.68
Taxes	
• Commission Surcharge	2.47
• County Franchise Taxes	0.59
• Total Taxes	3.06

**TOTAL CURRENT CHARGES 179.85**

**TOTAL AMOUNT DUE ➡ \$179.85**

**Important messages from California American Water**

- AVERAGE DAILY USE FOR BILLING PERIOD = 89.26 GALLONS
- Tiered Consumption Amount (CGL)
- Tier 1 - 29.90 | Tier 2 - 29.90 | Tier 3 - 44.90 | Tier 4 - 67.30 | Tier 5 - All Other Usage
- \*\*\*IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at [www.amwater.com/ccr/monterey.pdf](http://www.amwater.com/ccr/monterey.pdf) If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 888-237-1333.
- Su informe anual de la calidad de agua puede consultarse electronicamente en [www.amwater.com/ccr/monterey.pdf](http://www.amwater.com/ccr/monterey.pdf) Si prefiere una copia, por favor pongase en contacto al cliente con nuestro centro de servicio en 888-237-1333.
- Contact California American Water's local conservation department at 831.646.3205 to take advantage of rebates, water wise house calls and more. For more information visit [www.montereywaterinfo.org](http://www.montereywaterinfo.org).

Customer Service: 1-888-237-1333

M-F 7am to 7pm Emergency: 24/7

[www.californiaamwater.com](http://www.californiaamwater.com)  
603752756820

# ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at [www.amwater.com/myh2o](http://www.amwater.com/myh2o).

Mailing Address 1	<input type="text"/>
Mailing Address 2	<input type="text"/>
City, State and Zip	<input type="text"/>
Telephone Number	( <input type="text"/> ) <input type="text"/>

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at [www.amwater.com/myh2o](http://www.amwater.com/myh2o).

- If you prefer, you may write to our Customer Service Center at: PO Box 578, Alton, IL 62002-0578.
- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.

## IMPORTANT INFORMATION FROM CALIFORNIA AMERICAN WATER

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 customer support at (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 <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:

Telephone	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	Toll free 800 Number
TTY/VCO/HCO to Voice	1-800-735-2929 (English); 1-800-855-3000 (Spanish)
Voice to TTY/VCO/HCO	1-800-735-2922 (English); 1-800-855-3000 (Spanish)
From or to Speech-to- Speech	1-800-854-7784 (English & Spanish)

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the 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.

## MORE IMPORTANT MESSAGES FROM CALIFORNIA AMERICAN WATER

- Su informe anual de la calidad de agua puede consultarse electronicamente en [www.amwater.com/ccr/monterey.pdf](http://www.amwater.com/ccr/monterey.pdf) Si prefiere una copia, por favor pongase en contacto al cliente con nuestro centro de servicio en 888-237-1333.