

MADERA COUNTY WATER SYSTEM

Acquisition brings long-term, high-quality water service to residents in Madera County.



With California American Water, not only do they have experience, but they added a lot of mature management skills and expertise that we never had access to. That was such a wonderful relief when they purchased the system.

Jim Foster

Former Manager,
Hillview Water Company

Since acquiring the Hillview water system in 2020, California American Water has invested more than \$15.7 million in the water system through 2025.

Sale of the Hillview water system to California American Water resulted in much needed capital investments to upgrade aging infrastructure, which greatly improved water quality and fire protection—all without a significant impact upon the rates paid by customers. The improved customer service, water quality and infrastructure investments will allow for high-quality, reliable service for years to come.

PROJECT HIGHLIGHTS

- Improved fire protection
- Pump station rehabilitation
- Tank rehabilitations/replacements
- New iron & manganese treatment
- New Battery Energy Storage Solutions

ABOUT THE SYSTEM

Customer Connections

1,500 homes and businesses

Water Systems

Coarsegold, Goldside, Oakhurst, Raymond

Fire Hydrants

317 hydrants

Valves

1,387 valves

Water Source

32 wells

Learn more at
californiaamwater.com

COMMUNITY PARTNER

Our employees play an active role in the communities we serve by getting involved in a variety of environmental, educational and philanthropic activities. We believe when we invest and volunteer in our local communities, we are all stronger. In 2024:

- Our employees volunteered more than 800 hours in the community.
- California American Water contributed over \$261,800 to 71 organizations.
- AWCF contributed over \$428,000 to 211 nonprofits.

Making an
IMPACT
in our communities!



California American Water and the American Water Charitable Foundation contributed over

\$689k
IN CALIFORNIA



CALIFORNIA
AMERICAN WATER

WE KEEP LIFE FLOWING®

CALIFORNIA AMERICAN WATER AT A GLANCE



PROVIDING QUALITY SERVICE TO CALIFORNIA

California American Water, a subsidiary of American Water (NYSE: AWK), proudly delivers on our promise of ensuring our customers have high-quality, dependable water service.

We develop specialized plans for communities to address their needs:

- Updated Infrastructure
- Responsive Customer Service
- Smooth Staffing Transition
- Discounts for Low-Income Residents

OUR STATE REGULATORS

California American Water is a regulated utility. We follow strict guidelines from federal, state and local authorities, including the U.S. Environmental Protection Agency. We carefully follow the rules of the California Public Utilities Commission (CPUC), which regulates our rates and services. Any rate change must be approved by the CPUC through a thorough and transparent process.

CUSTOMER ASSISTANCE PROGRAM

California American Water's Customer Assistance Program provides a lifeline to our most vulnerable customers, offering significant discounts on water and wastewater bills. We have the flexibility to implement targeted assistance programs, ensuring that those facing financial hardship can maintain essential water services. **In 2024, 23,962 households received assistance totaling more than \$4.57 million statewide.**

We also provide education and resources to help customers save money by saving water.

Conservation Program Highlights for 2024:

- Conservation devices provided: 46.8k
- Conservation audits conducted: 455
- Webinars, workshops, events held: 50



STATEWIDE FACTS

WATER CUSTOMERS: 700,000 throughout the state

EMPLOYEES: 318

ANNUAL INFRASTRUCTURE INVESTMENT: \$144 million (in 2024)

WATER STORAGE FACILITIES: 173

FEET OF PIPELINE: 12,291,141 (2,328 miles)

WATER QUALITY TESTING: 650 different tests on more than 25,000 water samples annually

*The above numbers are approximations.



CALIFORNIA AMERICAN WATER

WE KEEP LIFE FLOWING®