



# MAKING IT EASY TO UNDERSTAND YOUR NEW BILL



## SIMPLE BILLING. ONE MORE WAY WE KEEP LIFE FLOWING.

How do we know what our customers care about most? We asked. We surveyed 1,000 American Water customers to learn what they liked, didn't like and felt was most important. Your feedback helped us streamline your water bill, so it's simpler and easier to understand. Here's what you'll find:

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607502665420

**Monthly Statement**

Account No. \_\_\_\_\_

**Total Amount Due: \$41.75**

Payment Due By: **July 13, 2018**

**Billing Date:** June 21, 2018  
**Service Period:** May 18 to Jun 19 (33 Days)  
**Total Gallons:** 3,740

**Account Summary** – See page 3 for Account Detail

Prior Billing:	\$41.78
Payments - Thank You!	-\$41.78
<b>Balance Forward:</b>	<b>=\$0.00</b>
Service Related Charges:	+\$40.38
Taxes:	+\$1.37
<b>Total Amount Due:</b>	<b>=\$41.75</b>

Account No. \_\_\_\_\_

**Total Amount Due: \$41.75**

Payment Due By: **July 13, 2018**

If paying after 7/13/18, pay this amount: \$42.36

Amount Enclosed \$ \_\_\_\_\_

**FULL-COLOR DESIGN**  
Makes your bill easier to read.

**ACCOUNT MESSAGES**  
If it's related to this billing cycle, you'll find it here.

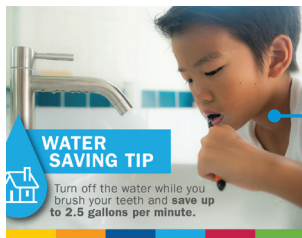
**SIMPLIFIED FRONT PAGE**  
Shows you the most crucial information.

**AMOUNT DUE AND DUE DATE**  
The first thing everyone looks for is as clear as can be.



Messages from California American Water

Please update your contact information at [www.amwater.com/myaccount](http://www.amwater.com/myaccount) in order to ensure you receive notifications of water-related emergencies, service outages and more. You can enter up to three phone numbers and three email addresses.



**WATER SAVING TIP**

Turn off the water while you brush your teeth and save up to 2.5 gallons per minute.

**INFO AND EDUCATION**

Get useful tips on saving time, saving energy and staying safe throughout the seasons.

**CUSTOMER SERVICE**  
1-888-237-1333

HOURS: M-F, 7 a.m. - 7 p.m. • Emergencies: 24/7

TTY/VOID FOR THE HEARING IMPAIRED:  
711 (and then reference Customer Service number listed above)

**SERVICES**

**Go Paperless:** Save time. Save money. Sign up for Paperless Billing and Auto Pay on My Account at [amwater.com/myaccount](http://amwater.com/myaccount). Not registered? Log in and be sure to have your account number handy.

**Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit [californiaamwater.com](http://californiaamwater.com). Under Water Quality, select Water Quality Reports.

**EXPLANATION OF DISPUTES**

**Disputes:** 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 Company customer support at 1-888-237-1333. If you are not satisfied with California American Water Company's response, submit a complaint to the

California Public Utilities Commission (CPUC) by visiting [www.cpuc.ca.gov](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:

TTY: 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 relating 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	LANGUAGE	TOLL-FREE 800 NUMBER
TTY/VOIC/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-805-3000
Voice to TTY/VOIC/HCO	English	1-800-735-2922
	Spanish	1-800-805-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

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

**INTEGRATED MATERIAL**

Helps you stay informed while cutting down on paper clutter.

Address Change(s) \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone Number \_\_\_\_\_  Mobile Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

**Other ways to pay your bill**

- Auto Pay
- Online
- In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay) (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



**OTHER WAYS TO PAY**

Don't want to mail a check? Here's how to pay by phone, online or with Auto Pay.

**METER READING**

Monitor your current and historic usage.

**WATER USAGE GRAPH**

How this month stacks up against your whole year.

**CHARGE BREAKDOWN**

Every penny of your bill is accounted for here.



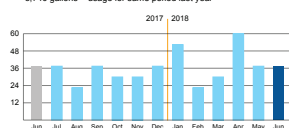
**Meter Reading and Usage Summary**

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
HD1323933	100 CF	5/8"	06/18/2018	06/19/2018	286 (A)	291 (A)	5	37.40	3,740

1 CF = 7.48 gallons    1 Billing Unit = 100 gallons    Total Gallons: 3,740

**Billed Usage History (graph shown in 100 gallons)**

- 3,740 gallons = usage for this period
- 3,740 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about July 19, 2018  
**Account Type:** Residential

Average daily use for this period is: (33 days)

113 gallons

Year to Date Billed Usage: 23,936 gallons

**Account Detail**

Account No. \_\_\_\_\_  
Service To: 123 MAIN ST ANYTOWN, CA 92154-2513

Prior Billing	41.78
Payments	-41.78
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 05/18/18 to 06/19/18</b>	
<b>Water Service</b>	<b>31.28</b>
Water Service Charge	7.40
Water Usage Charge (37.4 x \$0.6366)	23.88
<b>Other Charges</b>	<b>8.10</b>
WRAMMCBA Surcharge (37.4 x \$0.0781)	2.96
Consolidated Expense Balancing Account (32.97 x \$0.0056)	0.18
Payment Assistance Surcharge Water	1.21
Purchased Water Surcharge	4.75
<b>Total Service Related Charges</b>	<b>40.38</b>
<b>Taxes</b>	<b>1.37</b>
Franchise Taxes	0.81
Commission Surcharge	0.56
<b>Total Current Period Charges</b>	<b>41.75</b>
<b>Total Amount Due</b>	<b>\$41.75</b>

**Understanding Your Bill**

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover charges to costs that occur between rate-making cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

For more information about your charges and rates, please visit: <https://amwater.com/caaw/rates>