

# HOW TO READ YOUR CALIFORNIA AMERICAN WATER BILL

Monterey-Ralph Lane District



## Your Bill (Sample)

This sample bill (please see reverse) 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 Account Information

- 1 For Service To: Customer name, billing address/address of water service.

### Billing Period and Meter Readings

- 2 Your account details, including billing date, billing period, next meter reading on/about date and type of rate you are charged. We read meters approximately once every 30 days. Our meters measure in 10 cubic feet (cf) increments. However, we are now billing customers in 100 gallon units, as gallons are a more familiar unit of measurement than cubic feet. Ten cubic feet of water equals 74.8 gallons. In this portion, we provide a conversion into 100-gallon increments, labeled as "CGL" on your bill.

This section also reports your meter number and the size of the meter. We read the meter approximately every 30 days to determine the amount of water used. The current and previous meter readings are also included here.

### Total Water Use Comparison (in 100 gallons)

- 3 Here you will find a comparison between your current usage vs. the same month last year if available. Here you will also see your allotment per tier listed in CGLs, which are 100-gallon units.

### Messages from California American Water

- 4 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.

Here you'll find contact information for our 24-hour customer service center and our website address. Please visit our website to access your account online, sign up for auto-pay option and read about our free conservation programs (online accounts available to residential customers only).

### Payment

- 5 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. Checks should be made payable to California American Water, and should 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 as shown is not a California American Water company office or location, but a payment collection center. For office locations please visit our website at [www.californiaamwater.com](http://www.californiaamwater.com).**

### Billing Summary

- 6 Prior Balance: 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

- 7 This is the sum of the monthly water service charge and all usage at every tier for the current billing cycle, including applicable surcharges.

### Current Water Charges:

- Water Service Charge – The water service charge is a fixed charge based on the size of the 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. The water usage charge consists of a base rate.

### Other Current Charges

- 8 Here you will find additional surcharges authorized by the CPUC through advice letter filings and decisions. There are a number of surcharges that fund a wide variety of obligations associated with the Monterey system that are not included in the base rate. Please see the section below to learn more:

#### Conservation Surcharge

This surcharge funds various conservation initiatives and activities on the Peninsula conducted by California American Water.

The surcharge funds conservation programs and activities in Monterey such as California American Water's rebate program, free Rain Sensor Install Program, Landscape Upgrade Grant Program, etc. For more information go to [www.montereywaterinfo.org](http://www.montereywaterinfo.org).

The surcharge is \$0.0357 per unit of water consumed.

#### Gen Exp Balance Acct Surcharge

General Expense Balancing Account Surcharge – This is a collection of balancing accounts that track the overcollection or undercollection of certain costs authorized by the CPUC.

The General Expense Balancing Account is used to capture (or refund) under collections (or over collections) 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, Cease and Desist Order costs, Benefit Plan costs, Purchased Power costs and others.

### Taxes

- California American Water collects various taxes such as city and utility 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 for cities and unincorporated areas to allow for operations in public right of ways. This rate varies depending on the jurisdiction.
- The PUC Surcharge is 1.5% of your total bill (excluding MPWMD's Conservation and Monterey's Conservation surcharge and excluding the MPWMD 6.03% surcharge) and funds our regulator, the California Public Utilities Commission.

### Total Amount Due

- 10 The total amount due is 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.



PO Box 7150, Pasadena, CA 91109-7150

For Service To: 123 ANYWHERE STREET

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

Account Number	0000-000000000000
Due Date	February 24, 2014
Total Due	\$33.94

5 Amount Enclosed \$

1 **FIRST and LAST NAMES**  
100 ANYWHERE STREET  
CITY, CA 12345

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



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

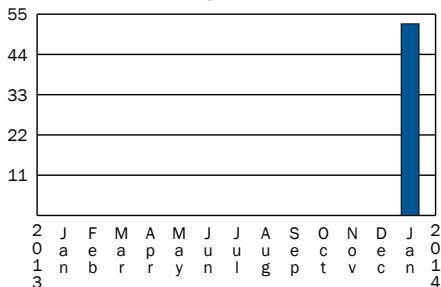
2 **BILLING PERIOD AND METER READINGS**

- Billing date: January 31, 2014
- Due Date: **February 24, 2014**
- Billing period: Dec 28 to Jan 26 (30 Days)
- Next reading on or about: Feb 26, 2014
- Customer Type: Residential
- Meter Reading Measurement:  
1 unit = 10 CF or 74.8 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	X77353370
Size of meter	5/8"
Current Read	70 (Actual)
Previous Read	0 (Actual)
Total water used this billing period	70 units (5,236 gallons)

- 3 **Total Water Use Comparison** (in 100 gallons)
- Current billing period 2014: 52.36 CGL
  - Same billing period 2013: 0.00 CGL

Billed Use Graph (100 gallons)



6 **BILLING SUMMARY**

**For Service To:**  
**For Account** 0000-000000000000

<b>Prior Balance</b>	
• Balance from last bill	6.53
• Payments as of Jan15. Thank you!	-6.53
<b>Balance Forward</b>	<b>0.00</b>

7 **Current Water Service**

• Water Service Charge	6.37
• Water Usage Charge (\$0.40860000 x 52.36)	21.39
• <b>Total Water Service Related Charges</b>	<b>27.76</b>

8 **Other Charges**

• Conservation Surcharge	1.87
• Gen Exp Balance Acct Srchg	3.53
• <b>Total Other Charges</b>	<b>5.40</b>

9 **Taxes**

• County Franchise Taxes	0.31
• Commission Surcharge	0.47
• <b>Total Taxes</b>	<b>0.78</b>

**TOTAL CURRENT CHARGES 33.94**

10 **TOTAL AMOUNT DUE** **\$33.94**

4 **Important messages from California American Water**

- 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).
- We want to help you better understand your water bill - why you are paying the amount you are, and where the money is going. A large part of your water bill is invested directly into the water system to make sure it is reliably delivering quality water when you need it. To learn more, visit [www.californiaamwater.com/aboutyourbill](http://www.californiaamwater.com/aboutyourbill).
- We are now offering paperless billing. It's a convenient, environmentally friendly and secure way to receive your water and/or wastewater bill. Users must enroll online. To get started, visit [www.amwater.com/myh2o](http://www.amwater.com/myh2o). Go to Account Detail and click on the green Paperless Billing button. Follow the steps, press submit and you're enrolled!

**Questions about this bill?** Call our 24-Hour Customer Service Center: **1-888-237-1333** [www.californiaamwater.com](http://www.californiaamwater.com)  
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