



# WELCOME TO CALIFORNIA AMERICAN WATER



CALIFORNIA  
AMERICAN WATER

WE KEEP LIFE FLOWING™



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WELCOME TO CALIFORNIA AMERICAN WATER! We look forward to serving you. Inside this booklet, you will find information on the following:

- Payment options
- Emergency notifications
- Low-income assistance program
- Saving water and money
- Service arrangements
- Water service
- Environmental stewardship

For additional information, visit our website at [www.californiaamwater.com](http://www.californiaamwater.com).

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INFRASTRUCTURE



SOLUTIONS



QUALITY



SERVICE



SAFETY



COMMUNITY



RICHARD SVINDLAND  
President

## A Message from California American Water President RICHARD SVINDLAND

Dear Customer,

Welcome to California American Water.

Every day, our teams deliver more than 68 million gallons of high-quality water to more than 630,000 Californians in nearly 50 communities across the state.

We recognize the trust you place in us to deliver safe drinking water and treat the wastewater from your home or business and return it safely to the environment. We are dedicated to providing the best water and wastewater service to the communities we serve.

This guide will answer questions you may have about our company and the services we offer. We hope you will review its contents and keep it for future reference. If you have questions about California American Water, please call our Customer Service Center at (888) 237-1333 or visit our website at [www.californiaamwater.com](http://www.californiaamwater.com).

Sincerely,

A handwritten signature in blue ink that reads "Richard Svindland".

RICHARD SVINDLAND  
President





# SIMPLIFY

# THINGS WITH PAPERLESS BILLING



California American Water offers a number of payment options to fit into your busy lifestyle. Simplify things by signing up for **My Account** at [www.californiaamwater.com](http://www.californiaamwater.com). There, you can sign up for paperless billing and auto pay.



## PAPERLESS BILLING

Your bill will be emailed to you for review before your due date, eliminating the need for a hard copy.



## AUTOMATIC PAYMENTS

Pay your bill on time, every time. Each month, payments will be automatically deducted from your checking or savings account on the due date.



### **PAY ONLINE**

Visit [amwater.com/billpay](https://amwater.com/billpay). Please note that our payment partner, Paymentus, charges \$1.95 per transaction for e-check, credit card and debit card payments. Avoid the transaction fee by paying by e-check through My Account. Not registered? Visit [amwater.com/myaccount](https://amwater.com/myaccount).



### **PAY BY PHONE**

Pay by phone using your Visa or MasterCard by calling (855) 748-6066. Be sure to have your 16-digit account number handy. Please note there is a \$1.95 transaction fee.



### **PAY BY MAIL**

Send your payment and payment stub in the envelope provided. Please write your account number and address on your check or money order. No cash, staples or paper clips, please. Mail to:  
California American Water, P.O. Box 7150, Pasadena, CA 91109-7150



### **PAY IN PERSON**

Visit our website and click on “Customer Service & Billing” to find a payment location near you. Please note that this list changes periodically. Customers are encouraged to call the location first to ensure they still accept payments for California American Water. These locations DO NOT accept payments by mail.

You can also pay your bill by check, cash or credit card at your local California American Water office.\* Please note there is a \$1.95 transaction fee for credit/debit card payments at California American Water offices.

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\*List of locations available on pg. 14. Our Meadowbrook office does not accept in-person payments.



# GET NOTIFIED IN THE EVENT OF AN EMERGENCY



California American Water uses a high-speed mass notification system to keep customers informed about water-related emergencies. Make sure we can reach you by updating your email address and phone number today through **My Account** on [www.californiaamwater.com](http://www.californiaamwater.com) or by calling **(888) 237-1333**.



# LOW-INCOME ASSISTANCE PROGRAM

Sometimes customers face circumstances that stretch their financial resources. California American Water is here to assist. You may be qualified to receive assistance through our low-income assistance program.

With this program, eligible residential water and wastewater customers can apply for a monthly discount on their charges. If your household meets the necessary requirements, assistance will be provided in the form of a monthly discount on your water and/or wastewater charges.

For more information about eligibility requirements and applying for the low-income assistance program, visit [www.californiaamwater.com](http://www.californiaamwater.com) and click on “Customer Service & Billing” or contact us at (888) 237-1333. Please note that our low-income assistance program is currently unavailable to Meadowbrook District customers.



# SAVING MADE EASY.



With continuous cycles of drought, saving water is essential in California. California American Water is here to help you save water and money on your water bill.



## **FREE WATER-WISE SURVEYS**

California American Water provides FREE water-use consultations for our residential and non-residential customers.

- For residential customers, a conservation specialist will visit your home, identify ways to help you save water, and even provide free low-flow devices for your kitchen and bathroom.
- For non-residential customers, a conservation specialist will provide water-saving recommendations.





### **MONEY-BACK REBATES**

Get money back when you make water-saving home improvements. In some instances, California American Water partners with local agencies to offer money-back rebates for toilets, washing machines, rain barrels, and irrigation timers and equipment.



### **FREE WATER-SAVING DEVICES**

Pick up free water-saving devices at your local California American Water office (see list of locations on page 14) to help you reduce your water use. Devices include low-flow showerheads, faucet aerators, garden hose nozzles and more.

For water-saving tips, how to schedule a free water-wise home survey, or obtain free water-saving devices, visit [www.californiaamwater.com](http://www.californiaamwater.com).



# SERVICE ARRANGEMENTS MADE EASY

We do our best to make it easy for you to manage your California American Water service, whether you're moving into a new home or arranging for special service. Our self-service website, **My Account**, is available any time, day or night. Here's what you can do from the comfort of your home:

- Turn water service on and off
- Track water usage history
- Sign up for emergency alerts
- Manage your account
- View and pay your bill



### **METER READING**

Accurate meter readings are an essential part of your service and help to ensure that you are being billed correctly. Meter readings are also used to detect possible leaks. Monthly meter readings are obtained through a radio-frequency device or by visually inspecting the face of the meter, depending upon the type of meter installed.



### **STARTING OR ENDING SERVICE**

California American Water will have your water service turned on when you arrive or turned off when you move. Please contact us three days in advance of beginning or ending service. To start the process, simply call our customer service at (888) 237-1333 or log into My Account at [www.californiaamwater.com](http://www.californiaamwater.com).



### **NEW SERVICE**

For properties receiving water service for the first time, a service employee will be sent to install a meter and turn on the water.



# DELIVERING HIGH-QUALITY WATER SERVICE



California American Water works closely with the United States Environmental Protection Agency and state authorities to provide water that meets and exceeds federal and state safety standards. Our water is 10 times better than the industry average.

We continuously monitor, maintain and upgrade our facilities to ensure they operate efficiently and meet all regulatory standards. This requires investing in our infrastructure, including treatment plants, tanks, pump stations, fire hydrants and metering equipment.

To view your community's Annual Water Quality Report, select "Water Quality" at [www.californiaamwater.com](http://www.californiaamwater.com). This report is issued each Spring and contains information on the prior year's water quality.



California American Water is committed to protecting the environment and to finding ways to use our most precious resource wisely. As we provide water and wastewater services to our customers, we also work to prevent pollution, promote sustainability, and enhance the natural environment.

We consistently comply with, and often surpass, water quality standards and environmental regulations. We strive to not just meet, but exceed the environmental expectations of our stakeholders and establish new benchmarks by which others in our industry will be measured.

Our commitment to the environment extends beyond the quality of our water into the heart of who we are – your local water company. We are stewards of the communities we serve, and we are proud of the role we play in protecting our environment.



# CONTACT US



**Toll-Free: (888) 237-1333**

**TDD: (800) 300-6202**

Customer service representatives are available Monday through Friday, 7 a.m. - 7 p.m. In case of EMERGENCY, call us 24 hours a day, 7 days a week, 365 days a year.



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

Log on to My Account for account information, payments and turning water service on and off (residential only).



Visit us at your local California American Water office for in-person assistance.

**SAN DIEGO COUNTY DISTRICT**

1025 Palm Avenue  
Imperial Beach, CA 91932  
(619) 446-5700  
Monday – Friday, 8:30 a.m. – 4:00 p.m.

**SONOMA COUNTY DISTRICT**

4787 Old Redwood Highway  
Santa Rosa, CA 95403  
(707) 542-8329  
Monday – Friday, 8:30 a.m. – 4:00 p.m.  
(closed noon – 1:00 p.m.)

**MONTEREY COUNTY DISTRICT**

511 Forest Lodge Road #100  
Pacific Grove, CA 93950  
(831) 646-3287  
Monday – Friday, 8:00 a.m. – 4:00 p.m.

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*Offices are closed on weekends and holidays.*

**LOS ANGELES COUNTY DISTRICT**

8657 Grand Avenue  
Rosemead, CA 91770  
(626) 614-2500  
Monday – Friday, 8:30 a.m. – 4:00 p.m.

**SACRAMENTO DISTRICT**

4701 Beloit Drive  
Sacramento, CA 95838  
(916) 568-4205  
Monday – Friday, 8:30 a.m. – 4:00 p.m.

**VENTURA COUNTY DISTRICT**

2439 West Hillcrest Drive  
Newbury Park, CA 91320  
(805) 498-1266  
Monday – Friday, 8:30 a.m. – 4:00 p.m.



655 W Broadway, #1410  
San Diego, CA 92101

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  
ตัวแทนฝ่ายบริการลูกค้าของเรายินดีที่จะช่วยเหลือท่านในทุกๆภาษา  
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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