

**SERVICE ★ QUALITY ★ RELIABILITY**



**SPENCER PHILIPS SR.**  
Engineering Technician



**CALIFORNIA**  
**AMERICAN WATER**

# Welcome

We are pleased to have you as a customer.

Our most important goal is to serve our customers. California American Water is committed to providing you with high-quality drinking water and reliable service that continually meets or surpasses all federal and state water quality regulations.

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## Our Commitment to:

**Our Customers -  
Service, Quality and Reliability**

**Our Employees -  
Development, Teamwork and Accountability**

**Our Communities -  
Responsibility, Involvement and Inform**

**Our Investors -  
Earnings, Cost-Efficiency and Leadership**



CALIFORNIA  
AMERICAN WATER

California American Water ★ Sacramento Service District

# ABOUT US

Since 2002, California American Water has provided high-quality water service to 180,000 residents in 9 water systems located within the greater Sacramento area. Our Sacramento distribution system includes more than 100 wells, 10 storage tanks and more than 650 miles of water main. California American Water employs about 100 people locally.

California American Water is a subsidiary of American Water and provides high-quality and reliable water and/or wastewater services to more than 600,000 people throughout California.



**MARGARET DIGENOVA**  
Operations Supervisor

Founded in 1886, American Water is the largest publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs approximately 6,700 dedicated professionals who provide drinking water, wastewater and other related services to an estimated 14 million people in more than 30 states and parts of Canada.

California American Water is regulated by the California Public Utilities Commission (CPUC), which provides oversight and review of rate and administrative processes. More information can be found by visiting [www.amwater.com](http://www.amwater.com).

## System Improvements

California American Water has invested more than \$100 million in various capital projects throughout the Sacramento service area over the last decade. These projects range from new wells and storage facilities to large-scale main replacements. Improvements like these are vital to

meet state and federal water quality standards, ensure reliable service and provide fire protection for the community while minimizing the inconvenience to our customers.

## **Community Service**

California American Water has approximately 100 employees who live and work in the Sacramento area. We are proud to be an active community partner. Every year, we sponsor and participate in the region's annual Creek Week event. Employees and community members gather to clean up the area's creeks, removing debris from our important river networks. In addition, California American Water partners with local elected officials for "Operation Gobble," which provides thousands of free turkeys to needy families throughout Sacramento during the Thanksgiving holiday. Our employees also donate thousands of dollars every year to Water for People and United Way in an annual company-wide campaign drive.

## **Water Quality**

California American Water adheres to stringent water quality testing and monitoring requirements. Our team of certified water quality professionals collects thousands of samples a year from water supply sources throughout our Sacramento service district.

The California Public Utilities Commission, California Department of Public Health and U.S. Environmental Protection Agency set our water quality standards, and we comply with all standards established by these agencies. State-certified laboratories analyze all of our samples to ensure that water quality standards are met. These laboratories report the water test results directly to the Department of Public Health, which reviews the results to ensure compliance. A summary of these water test results is available to our customers on our website. If you have any questions regarding your water quality, please contact our Customer Service Center at (888) 237-1333.

## **Supply Sources**

The majority of our water supply in the Sacramento service district comes from groundwater pumped from local wells. A limited amount of surface water is also purchased from neighboring districts.

# FREQUENTLY ASKED QUESTIONS

## **Q. What are the various charges on my bill?**

**A.** Customers receive a bill that includes service and consumption charges. The fixed service charge is based on your water meter size.

The consumption charge is based on the actual amount of water used, measured in hundreds of cubic feet (748 gallons per ccf) at the meter and billed in 100 gallon increments (CGL) on your bill. Residential customers are on a tiered rate structure; the price for each 100 gallons increases when a customer uses more than 14,200 gallons in a month.

Bills also have a small conservation surcharge that funds our customer conservation programs and a CPUC surcharge that funds the regulatory oversight activities of the CPUC. Occasionally, other surcharges may appear on the bill.

In Sacramento, the average California American Water customer pays less than a penny for two gallons of water.

## **Q. Why do I have to pay a minimum charge every month, whether or not I use water?**

**A.** The minimum service charge helps pay for the fixed costs incurred to provide water service. This charge covers the cost of maintaining the supply, treatment, distribution and service facilities that provide water to your home or business. The fixed charge is not based on how much water you use.



## **Q. What are the various ways that I can pay my bill?**

**A.** You may pay your bill in a number of convenient ways. You can sign up for our self-service website at [www.amwater.com/myh2o](http://www.amwater.com/myh2o), enroll in our auto payment program, use the return envelope provided with your bill to mail payment, or pay by phone at (866) 271-5522. In addition, you can pay your bill at a variety of convenient locations which are listed on our website. Customers can also pay at our main office – 4701 Beloit Drive, Sacramento.

## **Q. How do I prevent my water service from being discontinued?**

**A.** The total amount shown on your water bill is due and payable upon receipt. Your bill becomes delinquent if not paid by the past-due date.

Under exceptional circumstances, you may consult with a customer service representative to see if you qualify for a payment plan. Additionally at California American Water, we provide a 20 percent discount through our low-income ratepayer assistance program. Information about the program and eligibility requirements can be found on our website or by calling (888) 237-1333.

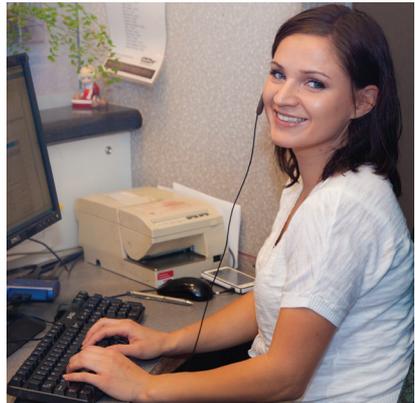
## **Q. How do I dispute a bill?**

**A.** If you have any questions concerning the amount of your bill, you should ask for an explanation from one of California American Water's customer service representatives. A customer service representative will review your situation and assist you with an appropriate course of action.

California American Water customer service representatives can be reached at (888) 237-1333, Monday through Friday from 7 a.m. to 7 p.m.

If you are not satisfied with the resolution, you may submit a complaint or request an investigation from the California Public Utilities Commission (CPUC). To avoid having your service discontinued for failure to pay, you must deposit the amount of your disputed bill with the CPUC at the following address:

**California Public Utilities Commission  
Consumer Affairs Branch  
505 Van Ness Avenue  
San Francisco, CA 94102**



**LIANA BAYAKHMEDOV**  
**Customer Service Representative**

Make your check or remittance payable to “California Public Utilities Commission” and attach a copy of your bill in question, along with a statement explaining the basis for your dispute. For more information, visit the CPUC website at [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

## **Q. Why didn't someone from California American Water tell me that my water service was going to be interrupted?**

**A.** We make every effort to avoid inconveniencing our customers with unscheduled water shutoffs. Sometimes circumstances beyond our control require us to temporarily shut off service, for example, when a pipeline needs immediate repairs. On rare occasions when we must interrupt your water service to improve or maintain the system, we will notify you of the planned hours of interruption either in person, by door notice, or with a phone call.

## **Q. What should I do if my water pipe bursts inside?**

**A.** In case of an emergency, such as a burst pipe, quickly close the main water shutoff valve to prevent flooding. Your main water shutoff valve controls all of the water coming into your house. Everyone in your home should know where the valve is and how to turn it off. Often it is connected to a hose bib near the front of your home.



**Main water shutoff valve - example**

If the source of the leak is a California American Water pipe, which should be located on the street side of the water meter or along the backyard property line, contact California American Water at (888) 237-1333.

## **Q. How do I check for leaks?**

**A.** If you suspect a water leak, check your water meter. To test for leaks, turn off all the faucets and other water outlets and watch the one-cubic-foot scale on your meter. If the dial continues to move, you probably have a leak. Regardless of the rate of water loss, search for the cause. It could be a dripping faucet, a toilet leak (by far the biggest cause of higher water bills) or even a broken sprinkler line, to name a few examples.

# WATER METER FACTS

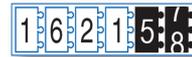
If your water meter looks similar to these...



## Here's how to read your meter.

On the face of the meter, numbers are arranged much like the odometer in an automobile. The numbers are read from left to right.

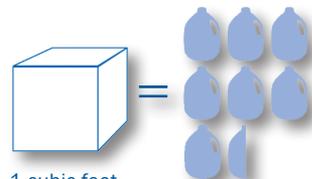
This digit records usage in 10-cubic-foot increments.



This digit records usage in 100-cubic-foot increments.

The meter measures water usage in cubic feet.

One cubic foot equals 7.48 gallons of water. For every 748 gallons (100 cubic feet) of water you use, the meter will advance one digit as indicated above.



1 cubic foot  
of water = 7.48 gallons

The rotating red arrow measures each cubic foot of water as it passes through the meter. A complete turn on this dial indicates that one cubic foot of water has passed through the meter.



Example: 0.95 cubic foot

The two right digits (black background in this example) indicate water usage under 100 cubic feet. For example, since these two digits are 58, then you used 58 cubic feet, or about 434 gallons of water.



On the face of the meter there is a small triangle. The triangle will rotate anytime water is flowing. This indicator is very sensitive and is useful in determining whether or not a leak may exist.



**If your water is not running and the triangle is still rotating, you probably have a leak.**

**The meter records the amount of water used since its installation. To determine how much water was used during a billing cycle, the previous reading is subtracted from the current reading.**

### **Ensuring Meter Accuracy**

Most of our water meters are manufactured by Neptune Technology Group, with our newer meters being manufactured by Mueller Systems (Hersey). Each meter is tested before it leaves the factory to ensure it is in compliance with stringent American Water Works Association industry metering standards. The standards are 98.5%–101.5% accuracy at intermediate and maximum flow rates, and 95%–101% at minimum flow rates. Meters are read with a simple device that attaches to the meter and transmits a radio frequency allowing a remote read, or by visually inspecting the face of the meter.

As meters age, they may slow down and under-record the amount of water delivered. Most meters are replaced every 15–20 years, depending on when they were installed.

## If your water meter looks similar to this...

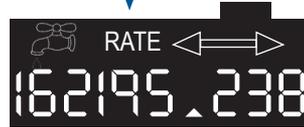


### Here's how to read your meter.

The meter measures water usage in cubic feet.

On the face of the meter, numbers are arranged much like the odometer in an automobile. The numbers are read from left to right.

This digit records usage in 10-cubic-foot increments.



This digit records usage in 100-cubic-foot increments.

Digits to the right of the triangle indicate usage less than 1 cubic foot.

If the display does not activate when the cover is opened, simply shine a light at the flashlight icon to activate the meter.



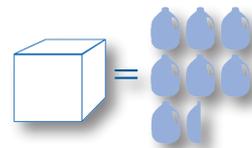
To access the face of the meter, open the cover to the right at the tab indicated above.

If water is flowing, the screen will flash between the current reading and the rate of flow (in cubic feet per minute).



The meter measures water usage in cubic feet.

One cubic foot equals 7.48 gallons of water. For every 748 gallons (100 cubic feet) of water you use, the meter will advance one digit as indicated above.



1 cubic foot  
of water = 7.48 gallons

On the face of the meter there is a small flow indicator icon. This icon will flash when water is slowly moving through the meter, and will stay on when water is normally being used. This indicator is very sensitive and is useful in determining whether or not a plumbing leak exists.



**If your water is not running and the icon is still visible, you probably have a leak.**

In addition to the flow indicator icon, there is one for leak indication. This will flash if an intermittent leak is found and will stay on if there is a continuous leak.



**Safety tips: Use caution when lifting heavy meter box lids, ensure lids are put back properly and be aware of insects and spiders. Customers may contact California American Water's customer service line at (888) 237-1333 for assistance accessing and checking meters or to report a broken meter lid.**

# CONSERVATION

California American Water is committed to finding cost-effective ways to develop and manage water supplies. However, we encourage everyone to use water wisely.

The average single-family home in Sacramento uses about 450 gallons of water a day, including all indoor and outdoor activities. During the hot, dry summer months, frequent watering of lawns and gardens can more than double a household's average water use. Your lawn shouldn't need more than one inch of water per week. Another way to save water is to replace all or a portion of your lawn with a California-friendly garden. These gardens can be attractive, and they use a fraction of the water of an equal size lawn. Visit [www.bewaterwise.com](http://www.bewaterwise.com), and click on the "Garden Spot" link for more information.

**California American Water is ready to assist customers in their conservation efforts. We offer FREE water surveys for homes and businesses by appointment to check for leaks and identify potential water savings. We also offer a variety of rebates for water-efficient toilets, clothes washers and landscaping. For more information on our conservation programs and services, please contact our conservation hotline at (916) 568-4201 or email us at [sacramento@amwater.com](mailto:sacramento@amwater.com).**



## Did you know...

A leaky faucet that drips at the rate of one drip per second can waste more than 3,000 gallons per year!

Source: U.S. Environmental Protection Agency website: [www.epa.gov](http://www.epa.gov)

**Here are some of the most common activities that account for water use** (gallons listed below are based on non-water-wise practices and older appliances or fixtures):

- ◆ **Brushing teeth** – 3 gallons a day
- ◆ **Shower** – 40 gallons every 10 minutes
- ◆ **Bath** – 20 gallons
- ◆ **Toilet** – 28 gallons a day per person
- ◆ **Washing machine** – 45 gallons per load
- ◆ **Cooking** – 5 gallons a day
- ◆ **Dishwasher** – 15 gallons per load
- ◆ **Watering lawn** – 10 gallons a minute
- ◆ **Watering garden** – 6 gallons a minute
- ◆ **Hosing down driveway** – 150 gallons



## 10 Ways to Conserve

See what you can SAVE...

1. Water early in the morning or later in the evening when temperatures are cooler. **SAVE: 25 gallons each time you water**
2. Fix leaky faucets and plumbing joints. **SAVE: 20 gallons a day for every leak**
3. Install water-saving showerheads, flow restrictors and high-efficiency toilets. **SAVE: 500 to 800 gallons a month**
4. Keep showers to 5 minutes or less. **SAVE: 700 gallons a month**
5. Use a broom or rake instead of a hose to clean driveways and sidewalks. **SAVE: 150 gallons each time you sweep or rake**
6. Don't use your toilet as an ashtray or wastebasket. **SAVE: 400 to 800 gallons a month**
7. While waiting for hot water, capture running tap water for later use on household plants or in your garden. **SAVE: 200 to 300 gallons a month**
8. Adjust sprinklers so they don't water the pavement, sidewalks, driveway or gutter. **SAVE: 500 gallons a month**
9. Run only full loads in the washing machine or dishwasher. **SAVE: 300 to 800 gallons a month**
10. Install covers on pools and spas. **SAVE: 900 gallons a month**



Fix leaks



Install flow restrictors



Run only full loads

# EMERGENCY SERVICES



California American Water provides prompt emergency service. If you have a water emergency, call customer service at (888) 237-1333. Our customer service representatives will assess the situation and, if necessary, send out a service technician.

## Special Services

California American Water provides free third-party notification services to help elderly and disabled customers avoid water shutoff due to an unpaid bill. Contact our Customer Service Center for qualification details and to request a third-party plan application to help prevent a delinquent water bill.

## Safety Tips

Always ask for identification when a utility worker visits your home. All California American Water employees carry ID cards with the blue and white company logo. You can also look for our logo on our utility trucks and on our employees' uniforms.

If you encounter someone claiming to be a California American Water utility worker who does not have proper identification, call our Customer Service Center immediately.

In most cases, California American Water utility workers do not need to enter your home nor are they authorized to accept cash for service repair work or water payments.



**TERRY COLEMAN**  
Backflow Specialist

## Sacramento Service Area

California American Water provides service to communities within the cities of Citrus Heights, Rancho Cordova, Isleton and various unincorporated portions of Sacramento County, including Antelope, Walnut Grove and Parkway. We also provide service to communities in West Placer County.

**California American Water**  
**4701 Beloit Drive**  
**Sacramento, CA 95838**

**Local Contacts:**

**S. Audie Foster, General Manager (916) 568-4259**  
**Evan Jacobs, External Affairs Manager (916) 568-4252**  
**Conservation Hotline (916) 568-4201**

**For more information:**

Visit our website at **[www.californiaamwater.com](http://www.californiaamwater.com)**

Email us at **[sacramento@amwater.com](mailto:sacramento@amwater.com)**

Call our Customer Service Center at **(888) 237-1333**



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