

## ATTACHMENT 7

### Consumer Confidence Report Certification Form

(to be submitted with a copy of the CCR)

(to certify electronic delivery of the CCR, use the certification form on the State Board's website at [http://www.waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/CCR.shtml](http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/CCR.shtml))

Water System Name: California American Water Company - Duarte

Water System Number: CA1910186

The water system named above hereby certifies that its Consumer Confidence Report was distributed on May 1, 2017 to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water.

Certified by: Name: Shauna Racicot

Signature:



Title: Manager, Water Quality

Phone Number: ( 619-446-4768 ) Date: 9/22/2017

*To summarize report delivery used and good-faith efforts taken, please complete the below by checking all items that apply and fill-in where appropriate:*

- ☒ CCR was distributed by mail or other direct delivery methods. Specify other direct delivery methods used: Each bill beginning with the first bill issued after May 1, 2017 contains a bill message with the direct URL. See attached. Customers that do not wish to obtain CCR through the provided URL may contact our customer service center. The customer service center will forward the customer's request to local Water Quality staff that will mail a printed copy of the CCR to the customer.
- ☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
- ☒ Posting the CCR on the Internet at www.amwater.com/ccr/duarte.pdf
  - ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)
  - ☒ Advertising the availability of the CCR in news media (attach copy of press release)
  - ☐ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
  - ☐ Posted the CCR in public places (attach a list of locations)
  - ☐ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
  - ☐ Delivery to community organizations (attach a list of organizations)
  - ☐ Other (attach a list of other methods used)
- ☐ For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following address: www.
- ☒ For privately-owned utilities: Delivered the CCR to the California Public Utilities Commission



PO Box 7150, Pasadena, CA 91109-7150

For Service To: 627 SPRING POINT DR

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

00010152100211372630000000000003722013

|                        |                      |
|------------------------|----------------------|
| Account Number         | 1015-210021137263    |
| Due Date               | June 2, 2017         |
| Total Due              | \$37.22              |
| If Paid After Due Date | \$37.74 after 6/2/17 |

Amount Enclosed \$

FENG J. WANG  
627 SPRING POINT DR  
BRADBURY, CA 91008-1255

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



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

#### BILLING PERIOD AND METER READINGS

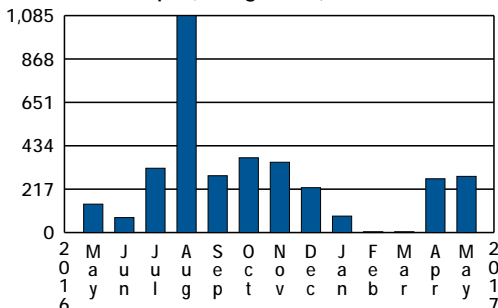
- Billing date: May 11, 2017
- Due Date: June 2, 2017
- Billing period: Apr 07 to May 09 (33 Days)
- Next reading on or about: Jun 08, 2017
- Customer Type: Residential
- Meter Reading Measurement:  
1 unit = 100 gallons of water
- Billing Measurement: 100 gallons (CGL)

|                                      |                               |
|--------------------------------------|-------------------------------|
| Meter No.                            | 63649840                      |
| Size of meter                        | 1"                            |
| Current Read                         | 558 (Actual)                  |
| Previous Read                        | 277 (Actual)                  |
| Total water used this billing period | 281 units<br>(28,100 gallons) |

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

- Current billing period 2017: 281.00 CGL
- Same billing period 2016: 142.12 CGL

#### Billed Use Graph (100 gallons)



#### BILLING SUMMARY

For Service To: 627 SPRING POINT DR  
For Account 1015-210021137263

|  |                              |
|--|------------------------------|
| Prior Balance                                    |                              |
| • Balance from last bill                         | -137.17                      |
| <b>Balance Forward</b>                           | <b>-137.17</b>               |
| Current Water Service                            |                              |
| • Water Service Charge                           | 24.20                        |
| • Water Usage Charge                             |                              |
| • 04/07/17 to 04/30/17                           | (\$0.29910000 x 60.00) 17.95 |
|  | (\$0.37380000 x 65.00) 24.30 |
|  | (\$0.45240000 x 79.37) 35.91 |
| • 05/01/17 to 05/09/17                           | (\$0.31400000 x 22.00) 6.91  |
|  | (\$0.39250000 x 25.00) 9.81  |
|  | (\$0.47480000 x 29.63) 14.07 |
| • Total Water Service Related Charges            | 133.15                       |
| Other Charges                                    |                              |
| • WRAM/MCBA Surcharge (\$0.03580000 x 281.00)    | 10.06                        |
| • Conservation Surcharge (\$0.00390000 x 281.00) | 1.10                         |
| • Payment Assistance Surcharge Water             | 1.21                         |
| • Purchased Water Surcharge                      | 18.83                        |
| • Total Other Charges                            | 31.20                        |
| Taxes  |                              |
| • City Franchise Fees                            | 3.20                         |
| • Utility User Tax                               | 4.49                         |
| • Commission Surcharge                           | 2.35                         |
| • Total Taxes                                    | 10.04                        |

**TOTAL CURRENT CHARGES 174.39**

**TOTAL AMOUNT DUE**



**\$37.22**

#### Important messages from California American Water

- AVERAGE DAILY USE FOR BILLING PERIOD = 851.52 GALLONS
- \*\*\*IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at [www.amwater.com/ccr/duarte.pdf](http://www.amwater.com/ccr/duarte.pdf). If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 888-237-1333.
- Su informe anual de la calidad de agua puede consultarse electronicamente en [www.amwater.com/ccr/duarte.pdf](http://www.amwater.com/ccr/duarte.pdf). Si prefiere una copia, por favor pongase en contacto al cliente con nuestro centro de servicio en 888-237-1333.
- As of April 1, 2017, California American Water implemented a summer watering schedule. For your District's specific watering schedule, please visit [californiaamwater.com](http://californiaamwater.com).
- 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).

Customer Service: 1-888-237-1333

M-F 7am to 7pm Emergency: 24/7

[www.californiaamwater.com](http://www.californiaamwater.com)  
622501756352

## ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at [www.amwater.com/myh2o](http://www.amwater.com/myh2o).

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

(     )

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at [www.amwater.com/myh2o](http://www.amwater.com/myh2o).

- If you prefer, you may write to our Customer Service Center at: PO Box 578, Alton, IL 62002-0578.
- With all correspondence, please include your name, account number, service address, mailing address and telephone

number with area code.

- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.

### IMPORTANT INFORMATION FROM CALIFORNIA AMERICAN WATER

- 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 twenty-one (21) days from the date of mailing.
- Should the amount of this bill be questioned, an explanation should be requested from the utility. If an explanation satisfactory to the customer is not made by the utility and the bill is still questioned, the customer may deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2250, San Francisco, California 94102, telephone numbers are 800-649-7570 or 415-703-4973 and (TDD) 800-229-6846, the amount of the bill to avoid discontinuance of service. Make remittance payable to "California Public Utilities Commission," and attach the bill and a statement setting forth the basis for the dispute of the amount of the bill. The Commission will review the basis of the billed amount and disburse the deposit in accordance with its findings.
- The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of utility's service, general level of rates, pending rate applications, and sources of fuel or power.

# PRESS RELEASE



June 14, 2017

**FOR IMMEDIATE RELEASE**

Kevin Tilden  
Vice President  
Office: 619-446-4762  
Mobile: 619-206-8099  
Email: Kevin.tilden@amwater.com

## **CONSUMER CONFIDENCE REPORTS SHOW EXCELLENT WATER QUALITY IN LOS ANGELES AND VENTURA DISTRICTS**

California American Water Surpasses State and Federal Standards

LOS ANGELES (June 14, 2017) – California American Water published the 2016 Consumer Confidence Reports, which demonstrate high quality water service throughout the company's Los Angeles and Ventura Districts.

The annual reports compare California American Water's water quality with standards established by the U.S. Environmental Protection Agency and the California Department of Public Health. The report also discusses drinking water sources, public health information, substances detected in the water and the levels of those substances. Commonly asked questions and answers concerning drinking water are also included.

This year's reports come with a new design that is aimed at making the report more reader friendly and accessible to the general public. The new reports feature illustrated sections of common containments and simple-to-read explanations of the various technical terms within the document.

"While our water reports are comprehensive and do illustrate our excellent water quality, we realize that most of our customers are not technical experts," said Rich Svindland, President of California American Water. "We hope that customers will find the new design more accessible, educational and helpful in answering the questions they may have about the state of their water."

The new report has an expanded section on lead and how the company continues to comply and exceed all state and federal treatment standards in regards to this contaminant.

California American Water's Consumer Confidence Reports, which are available to customers starting this May, are searchable by zip code and accessible online at [www.californiaamwater.com](http://www.californiaamwater.com).

California American Water, a subsidiary of American Water (NYSE: AWK), provides high quality and reliable water and/or wastewater services to more than 615,000 people.

Founded in 1886, American Water is the largest publicly traded U.S. water and wastewater utility company. Marking its 130th anniversary this year, the company employs more than 6,700 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. More information can be found at [www.amwater.com](http://www.amwater.com).

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