

APPENDIX G: CCR Certification Form (Suggested Format)

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 Water Board's website at

http://www.swrcb.ca.gov/drinking_water/certlic/drinkingwater/CCR.shtml)

Water System Name:	CAL-AM WATER COMPANY – DUARTE
Water System Number:	CA1910186

The water system named above hereby certifies that its Consumer Confidence Report was distributed on May 19, 2022 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: Mike Phillips
Name: Mike Phillips
Signature: 
Title: Manager, Water Quality & Environmental Compliance
Phone number: 626-223-9460
Date: July 20, 2022

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: bill message notification
- ☒ "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:
- ☒ For investor-owned utilities: Delivered the CCR to the California Public Utilities Commission

This form is provided as a convenience for use to meet the certification requirement of the California Code of Regulations, section 64483(c).



WE KEEP LIFE FLOWING™

Service Address:



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.californiaamwater.com

Statement

Account No. [REDACTED]

Total Amount Due: \$29.84**Payment Due By: June 9, 2022**

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: May 18, 2022**Service Period:** Apr 14 to May 13 (30 Days)**Total Gallons:** 2,244

Account Summary – See page 3 for Account Detail

Prior Billing:		\$29.55
Payments - Thank You!	-	\$29.55
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$28.86
Taxes:	+	\$0.98
Total Amount Due:	=	\$29.84

View your account information or pay your bill anytime at: www.amwater.com/MyAccount

Pay by Phone: Pay anytime at 1-855-748-6066

**Customer Service:** 1-888-237-1333
M-F 7:00am to 7:00pm – Emergencies 24/7**CALIFORNIA AMERICAN WATER**
PO BOX 7150
PASADENA, CA 91109-7150

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Account No. [REDACTED]

Total Amount Due: \$29.84**Payment Due By: June 9, 2022**

WE KEEP LIFE FLOWING™

P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: [REDACTED]

Amount
Enclosed

\$

Paid Electronically on Due DateCALIFORNIA AMERICAN WATER
PO BOX 7150
PASADENA, CA 91109-7150

Messages from California American Water

- At California American Water, we work hard to be good stewards of the Earth by protecting our water sources. Saving water saves you money while helping preserve Earth's most important resource. For more information on simple ways you can save, please visit californiaamwater.com > Conservation.
- ***IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at 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 electrónicamente en www.amwater.com/ccr/duarte.pdf. Si prefiere una copia, por favor póngase en contacto al cliente con nuestro centro de servicio en 888-237-1333.



**MORE CONVENIENCE.
LESS CLUTTER.**

Lose the paper and get organized. It's easy! Choose convenience and eliminate clutter by enrolling in paperless billing and auto pay. Sign up for both services for free through **MyWater**, our online customer service portal, at amwater.com/mywater.

CALIFORNIA AMERICAN WATER
WE KEEP LIFE FLOWING™






CUSTOMER SERVICE
1-888-237-1333


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

TTY/TDD 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. 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. Under Water Quality, select Water Quality Reports.
-  **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit californiaamwater.com. Under Customer Service & Billing, select Low Income Program.

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/ 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 relaying 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/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
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.

Address Change(s)

Name

Address

City

State Zip Code

() ☐ Mobile Number

Phone 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 free anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay.

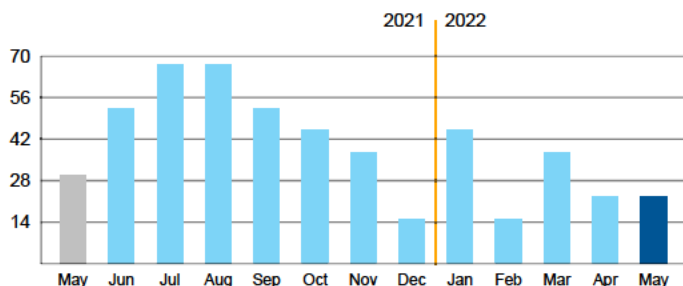
We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
██████	100 CF	5/8"	04/14/2022	05/13/2022	1,996 (A)	1,999 (A)	3	22.44	2,244
A = Actual E = Estimate			1 CF = 7.48 gallons		1 Billing Unit = 100 gallons		Total Gallons:		2,244

Billed Usage History (graph shown in 100 gallons)

- 2,244 gallons = usage for this period
- 2,992 gallons = usage for same period last year



Next Scheduled Read Date: on or about June 15, 2022
Account Type: Residential

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

75
gallons

Year to Date Billed Usage: 14,212 gallons

Account Detail

Account No. ██████████

Service To: ██████████

Prior Billing 29.55

Payments -29.55

Total payments as of May 9. Thank you! -29.55

Balance Forward 0.00

Service Related Charges - 04/14/22 to 05/13/22

Water Service 26.86

Water Service Charge 16.52

Water Usage Charge (22.44 x \$0.461) 10.34

Other Charges 2.00

WRAM/MCBA Surcharge (22.44 x \$0.0406) 0.91

Customer Assistance Program Surcharge 1.30

Purchased Water Surcharge 0.00

TCJA ADIT - Plant Surcredit 2020 -0.21

Total Service Related Charges 28.86

Taxes 0.98

City Franchise Fees 0.57

Commission Surcharge 0.41

Total Current Period Charges 29.84

Total Amount Due ➡ **\$29.84**

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 changes to costs that occur between ratemaking 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 use 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://www.amwater.com/caaw/Customer-Service-Billing/Water-Rates/>

- Lose the paper and get organized. It's easy! Choose convenience and eliminate clutter by enrolling in paperless billing and auto pay. Sign up for both services for free through MyWater, our online customer service portal, at amwater.com/mywater.
- Contact our Customer Service Center at 1-888-237-1333 to set up payment arrangements or to find out if you are eligible to enroll in our Budget Billing program. For more information about our customer assistance programs, please visit: californiaamwater.com > Customer Service & Billing > Customer Assistance Programs.

Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OACA42.pdf>

<https://amwater.com/files/OACA52.pdf>



Consumer Confidence Reports Show Excellent Water Quality for California American Water Customers

California American Water Surpasses State and Federal Standards

May 19, 2022 03:53 PM Eastern Daylight Time

SAN DIEGO--(BUSINESS WIRE)--California American Water published the 2021 Consumer Confidence Reports, which demonstrate high quality water service throughout its state districts. The annual reports compare California American Water's water quality with standards established by the U.S. Environmental Protection Agency and the California State Water Resources Control Board, Division of Drinking Water.

The reports also cover 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.

The reports continue a contemporary design that features illustrated sections of common contaminants and simple-to-read explanations of the various technical terms within the document.

"We are pleased to announce that our 2021 reports demonstrate excellent water quality that meet and exceed all regulatory standards," said Kevin Tilden, President of California American Water. "We hope that customers will find these reports educational and helpful in answering the questions they may have about the state of their water."

Customers can look up their water quality reports by zip code by visiting: www.californiaamwater.com/water-quality.

About California American Water: California American Water, a subsidiary of American Water (NYSE: AWK), provides high-quality and reliable water and wastewater services to more than 725,000 people. Information regarding California American Water's service areas can be found on the company's website www.californiaamwater.com.

About American Water: With a history dating back to 1886, American Water (NYSE:AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,400 dedicated professionals who provide regulated and regulated-like drinking water and wastewater services to more than 14 million people in 24 states. American Water provides safe, clean, affordable and reliable water services to our customers to help keep their lives flowing. For more information, visit amwater.com and follow American Water on Twitter, Facebook and LinkedIn.

Contacts

Media:

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Shari N Van Schaick

From: Mike C Phillips
Sent: Wednesday, July 13, 2022 6:44 PM
To: Alora, Milagros@Waterboards
Cc: Rocha, Maria Carmen; Shari N Van Schaick; Bernadette Cole
Subject: CalAm-2021-CCRs
Attachments: 1910139-CalAmSM-2021-CCR.pdf; 1910052-CalAmBH-2021-CCR.pdf; 19101186-CalAmDuarte-2021-CCR.pdf; Business Wire_2021 CCR.pdf

Attached are the 2021 CCRs and media release demonstrating the release date to customers to access the following California American Water Distribution Systems:

1910139-CalAmSM-2021-CCR.pdf
1910052-CalAmBH-2021-CCR.pdf
1910186-CalAmDuarte-2021-CCR.pdf

If you have a problem opening the attachment or questions about the report, please contact Mike Phillips at 626-223-9460, or reply to this e-mail.

Thank you,

Mike Phillips
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Rosemead, CA 91770

626-223-9460
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www.amwater.com