

**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 22, 2024 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: September 13, 2024

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:

- X CCR was distributed by mail or other direct delivery methods. Specify other direct delivery methods used: Bill message notification
- X "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
 - X Posting the CCR on the Internet at <https://www.amwater.com/ccr/duarte.pdf>
 - ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)
 - X 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: **[INSERT INTERNET ADDRESS]**
- X For investor-owned utilities: Delivered the CCR to the California Public Utilities Commission



WE KEEP LIFE FLOWING™

Service Address:

DUARTE, CA 91010-2614

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- The Due Date shown on your bill applies to current charges only. **However, \$41.07 is past due and is due immediately.** To see if other payment options are available, please contact us.
- Your charges contain a change in pricing that was effective on 05/13/24. Please review the Account Detail section of your bill for more information.

For more information, visit www.californiaamwater.com

Statement

Account No. [REDACTED]

Total Amount Due:	\$62.05
Payment Due By:	June 11, 2024

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: May 20, 2024
 Service Period: Apr 13 to May 14 (32 Days)
 Total Gallons: 0

Account Summary – See page 3 for Account Detail

Prior Billing:	\$41.07
Payments:	– \$0.00
Balance Forward - Past Due	= \$41.07
Fees and Adjustments:	+ \$0.60
Service Related Charges:	+ \$19.85
Taxes:	+ \$0.53
Total Amount Due:	= \$62.05

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 24/7CALIFORNIA 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:	\$62.05
Payment Due By:	June 11, 2024

If paying after 6/11/24, pay this amount: \$62.96

Amount Enclosed \$



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P.O. BOX 91623
RANTOUL, IL 61866-8623Service to: [REDACTED]
DUARTE, CA 91010-2614

DUARTE, CA 91010-2614

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

Messages from California American Water

- Beginning on or after May 10, 2024, you may notice the 2019 GRC Interim Rate True Up surcharge on your bill. The impact for Duarte water system customers will be an increase of \$4.4 or 3.74% per month for the typical residential customer and is being implemented by Advice Letter 1442, which authorizes the collection of the remaining authorized 2019 balance.
- Beginning on or after 4/1/2024 you may notice a change to the WRAM/MCBA surcharge on your bill. The impact of the surcharge for Duarte water system customers will be an increase of \$0.73 or 0.62% per month for the typical residential customer and is being implemented by Advice Letter 1441.
- ***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



WE KEEP QUALITY FLOWING

Our top priority is providing safe, reliable drinking water to more than 725,000 people. When it comes to complying with strict federal regulations, we've consistently scored among the highest of all water utilities. Visit us online at californiaamwater.com > **Water Quality > Water Quality Reports** to learn more.

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
64622899	100 gal	5/8"	04/13/2024	05/14/2024	3,563 (A)	3,563 (A)	0	0.00	0

A = Actual E = Estimate

1 Billing Unit = 100 gallons

Billed Usage History (graph shown in 100 gallons)

- 0 gallons = usage for this period
- 7,800 gallons = usage for same period last year



Next Scheduled Read Date: on or about June 13, 2024
Account Type: Residential

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



Year to Date Billed Usage: 0 gallons

Account Detail

Account No. [REDACTED]

Service To: [REDACTED] DUARTE, CA 91010-2614

Prior Billing 41.07

Payments 0.00

Balance Forward - Past Due 41.07

Fees and Adjustments 0.60

Water Late Payment Charge 0.60

Service Related Charges - 04/13/24 to 05/14/24

Water Service 18.08

Water Service Charge 18.08

Water Usage Charge (0.00 x \$0.6636) 0.00

Other Charges 1.77

Customer Assistance Program Surcharge 1.77

Purchased Water Surcharge 0.00

Total Service Related Charges 19.85

Taxes 0.53

City Franchise Fees 0.39

Commission Surcharge 0.14

Total Current Period Charges 20.98

Total Amount Due  **\$62.05**

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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit:
<https://www.amwater.com/caaw/Customer-Service-Billing/Water-Rates/>

888-237-1333.

WATER QUALITY REPORTS SHOW EXCELLENT RESULTS FOR CALIFORNIA AMERICAN WATER CUSTOMERS

SAN DIEGO (May 22, 2024) – California American Water published its 2023 Consumer Confidence Reports, demonstrating 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 containments and simple-to-read explanations of the various technical terms within the document.

“We are pleased to announce that our 2023 reports demonstrate excellent water quality,” 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: [Water Quality Reports](#)

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About American Water

American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable, and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water’s 6,500 talented professionals leverage their significant expertise and the company’s national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors, and other stakeholders.

Press Release



For more information, visit amwater.com and join American Water on [LinkedIn](#), [Facebook](#), [X](#) and [Instagram](#).

About California American Water

California American Water, a subsidiary of American Water (NYSE: AWK), provides high-quality and reliable water and wastewater services to approximately 700,000 people.

Shari N Van Schaick

From: Mike C Phillips
Sent: Tuesday, June 18, 2024 1:56 PM
To: WB-DWPDIST07
Cc: Rocha, Maria Carmen; Osorio, Stephanie@Waterboards; Bernadette Cole; Shari N Van Schaick
Subject: 1910186-CalAmDuarte-2023-CCR
Attachments: PR_CCR 2024.pdf; 2023_CCR_CA_Southern_Duarte_Final.pdf

Attached is the 2023 CCR and media release demonstrating the release date to the customers for the Duarte California American Water Distribution Systems:

1910186-CalAmDuarte-2023-CCR.pdf

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

Thank you,

Mike Phillips
Manager, Water Quality & Environmental Compliance California American Water
8657 Grand Ave.
Rosemead, CA 91770

626-223-9460
Mike.phillips@amwater.com
www.amwater.com