

APPENDIX B: eCCR Certification Form (Suggested Format)


Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Cal Am - Oakhurst
Water System Number:	CA2010007

The water system named above hereby certifies that its Consumer Confidence Report was distributed on May 1, 2025 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 (DDW).

Certified by:

Name: Vanessa Arroyo	Title: Manager, Water Quality and Environmental Compliance
Signature: 	Date: 9/30/2025
Phone number: 916-208-7557	

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

- ☐ CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- ☒ CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- ☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
 - ☒ Posting the CCR at the following URL: <https://www.amwater.com/ccr/oakhurst.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)
- ☐ Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
- ☐ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
- ☐ 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 URL: www._____
- ☒ *For privately-owned utilities:* Delivered the CCR to the California Public Utilities Commission

Consumer Confidence Report Electronic Delivery Certification

Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.

- ☒ Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification).
URL: https://www.amwater.com/ccr/oakhurst.pdf
- ☐ Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification).
URL: www._____
- ☐ Water system emailed the CCR as an electronic file email attachment.
- ☐ Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).
- ☐ *Requires prior DDW review and approval.* Water system utilized other electronic delivery method that meets the direct delivery requirement.

Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.

Customers receive a mailed notification with bills that provides a direct URL to the CCRs in May. The message will run as optional for the remainder of the year as space allows on the bill.

Customers may also call our 24-hour customer service number to receive assistance with accessing the files or to request a hard copy be mailed or delivered.

Any person, customer or non-customer, bill-paying or non-bill-paying may review the CCR by using the zip code search tool at the following URL: https://www.amwater.com/caaw/Water-Quality-Wastewater-Information/Water-Quality-Reports/
Attachment 1: CAW Press Release CCR, May 16, 2025
Attachment 2: Copy of customer bill showing water quality notification language
Attachment 3: Copy of email showing CCR was delivered to the CPUC

This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c) of the California Code of Regulations.



May 16, 2025 | American Water (NYSE: AWK) |

2024 WATER QUALITY REPORTS SHOW EXCELLENT RESULTS FOR CALIFORNIA AMERICAN WATER CUSTOMERS

SAN DIEGO (May 16, 2025) – California American Water published its 2024 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 2024 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](#)

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.

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.

Media Contacts

Evan Jacobs

External Affairs Director

California American Water

evan.jacobs@amwater.com



WE KEEP LIFE FLOWING™

Service Address:

OAKHURST, CA 93644-9023

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.californiaamwater.com to learn more about the services we provide.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.californiaamwater.com



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▼



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

Service to:

SALINAS, CA 93908-1436

Statement

Total Amount Due:

Payment Due By:

The account balance is zero. No payment is required at this time.

Billing Date:

May 01, 2025

Service Period:

Nov 09 to Dec 09 (31 Days)

Total Gallons:

3,400

Account Summary – See page 3 for Account Detail

Prior Billing:

Payments - Thank You!

Balance Forward:

Service Related Charges:

Taxes:

Total Amount Due:

-

=

+

+

=

Total Amount Due:

\$0.00

Payment Due By:

Amount
Enclosed

\$

Payment Not Required

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

0001015220036362556000000000000000016

Messages from California American Water

- ***IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/oakhurst.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/oakhurst.pdf. Si prefiere una copia, por favor póngase en contacto al cliente con nuestro centro de servicio en 888-237-1333.

- Beginning on or after March 7, 2025, you may notice a change in the base and meter rates on your bill. All customers will see an update on their monthly bill to reflect the CPUC's decision on our 2024-2026 General Rate Case and filings for the 2025 Production Expense Offset Reset, 2025 Step Rate Adjustments, 2024 Annual Consumption Adjustment Mechanism (ACAM), and 2025 ACAM. More information about rate-funded infrastructure will be included with future bills. The impact for Sacramento and other Northern California water system customers will be an increase of \$6.65 or

What's the best way to reach you?

IN CASE OF AN EMERGENCY

We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit **MyWater** at amwater.com/mywater to choose how you want to be notified and to enter your contact information.



CUSTOMER SERVICE: 1-888-237-1333

HOURS: M-F, 7am-7pm ▪ 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 MyWater at amwater.com/mywater. 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 & Wastewater Information, select Water Quality Reports.
- Customer Assistance Program:** This program helps low-income customers who qualify with their water bills. For more information, visit californiaamwater.com. Under Customer Service & Billing, select Customer Assistance Programs.

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.

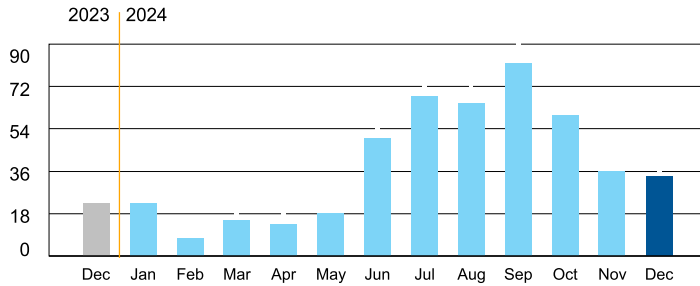
We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



Meter Reading and Usage Summary

Billed Usage History (graph shown in 100 gallons)

- 3,400 gallons = usage for this period
- 2,244 gallons = usage for same period last year



Next Scheduled Read Date: on or about January 09, 2025
Account Type: Residential

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

**110
gallons**

Year to Date Billed Usage: 47,136 gallons

Account Detail

Prior Billing

Payments

Total payments as of Jan 2. Thank you!

Balance Forward

Service Related Charges - 11/09/24 to 12/09/24



Water Service

Water Service Charge	
Water Usage Charge	(34 x \$0.5341)
SRF Surcharge	(1 x \$7.56)
Grant Tax Loan	(1 x \$5.73)



Other Charges

WRAM/MCBA Surcharge	(34 x \$0.0463)
Customer Assistance Program Surcharge	
Purchased Water Surcharge	
Interim True Up Surcharge	(34 x \$0.0014)
Purchased Power Surcharge	

Total Service Related Charges



Taxes

Commission Surcharge

Total Current Period Charges

Total Amount Due



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 Consolidated Expense Balancing Account (which collects or refunds Commission-authorized expenses), Intervenor Compensation and Payment Assistance.
- **Production Cost Offsets (purchased water and purchased power):** This surcharge covers the cost of water and power from wholesalers and is based on your water usage over the billing period. If your usage decreases, you will notice a difference in the surcharge cost proportionately.
- **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/>

9.65% per month for the typical residential customer and is being implemented by Advice Letters 1459-1462-B and 1467.



CALIFORNIA
AMERICAN WATER

WE KEEP LIFE FLOWING®

YOUR RATES ARE CHANGING

Between 2024 and 2026, California American Water is investing approximately \$457 million in water infrastructure throughout the state. We are focused on ensuring water quality, protecting the environment, increasing reliability, maintaining system capacity and emergency preparedness.

The following is a list of infrastructure projects in your area that are currently underway or have been completed:

OAKHURST STORAGE TANK REHAB
Investment: \$1.9 million

NEW WATER TREATMENT IN COARSEGOLD
Investment: \$1.7 million

EMERGENCY GENERATOR IMPROVEMENTS
Investment: \$766,000

NEW WATER TREATMENT IN GOLDSIDE
Investment: \$738,000

Beginning on or after March 7, 2025, you may notice a change in the base and meter rates on your bill. All customers will see an update on their monthly bill to reflect the CPUC's decision on our 2024-2026 General Rate Case and filings for the 2025 Production Expense Offset Reset, 2025 Step Rate Adjustments, 2024 Annual Consumption Adjustment Mechanism (ACAM), and 2025 ACAM. More information about rate-funded infrastructure will be included with future bills. The impact for Madera County customers will be an increase of \$6.68 or 9.69% per month for the typical residential customer and is being implemented by Advice Letters 1459-1462-B and 1467.

Residential customers will also see a new three-tier rate structure that promotes efficient water use and keeps costs down for essential uses by increasing costs as you use more water.

- FIRST TIER: First 7,500 gallons per month cost \$0.46 per hundred gallons
- SECOND TIER: Next 7,500 gallons per month cost \$0.71 per hundred gallons
- THIRD TIER: 15,000 gallons or more per month cost \$0.85 per hundred gallons

BEFORE THE RATE CHANGE

7,550 = \$68.90
GALLONS/MONTH TYPICAL WATER BILL



AFTER THE RATE CHANGE

7,550 = \$75.58
GALLONS/MONTH TYPICAL WATER BILL



WHAT DOES MY WATER BILL PAY FOR?

The average water bill helps pay for the following:

WATER PRODUCTION COSTS: 9%

COMMUNITY INFRASTRUCTURE: 49%



TAXES: 11%

LOCAL OPERATIONS & MAINTENANCE,
CENTRALIZED CUSTOMER SERVICE
& OTHER SERVICES: 31%

WE'RE HERE TO HELP

Resources are available to help you save water and money on your bills. California American Water offers robust conservation incentives, including:



Generous rebates for efficient outdoor irrigation technology.



Free devices, including low-flow showerheads, sink aerators and positive shut-off hose nozzles (available at our business office during normal hours).



Water Wise House Calls where a conservation specialist will visit your home and make recommendations on ways to save water.

For more information, call our local conservation hotline at **916-568-4201**.



MANAGING COSTS TO SAVE YOU MONEY

We work hard to maximize efficiency to reduce your utility costs. Every dollar we save in our daily operations allows us to invest eight dollars in your water service without changing rates.

CUSTOMER ASSISTANCE YOUR WAY

Sometimes customers face circumstances that stretch their financial resources. We offer a variety of programs to help you get through tough times. Whether you need to make special payment arrangements or manage your cash flow with budget billing, we are here to help. Please visit californiaamwater.com > **Customer Service & Billing > Customer Assistance Programs**.

From: [Shilpa Singh](#)
To: [Rocha, Maria Carmen](#); amy.charmarty@cpuc.ca.gov
Cc: [Audie Foster](#); [Christina L Baril](#)
Subject: RE: California American Water - 2024 CCR - Part 4
Date: Tuesday, July 1, 2025 4:32:00 PM
Attachments: [2024_CCR_CA_Northern_Geyserville_Final.pdf](#)
[2024_CCR_CA_Northern_Larkfield_Final.pdf](#)

Ms. Rocha,

Attached are the last set of CCR reports to be submitted to CPUC. Please let me know if you received all the attachments and if you have any questions.

Part 4 contains:

CA4910024-Geyserville

CA4910023-Larkfield

Thanks,

Shilpa Singh

Manager Water Quality/Environmental Compliance
California American Water

4701 Beloit Drive

Sacramento, CA 95838

P: (916) 568-4221

C: (916) 207 2685

www.amwater.com

From: Shilpa Singh

Sent: Tuesday, July 1, 2025 4:31 PM

To: 'Rocha, Maria Carmen' <mariacarmen.rocha@cpuc.ca.gov>; 'amy.charmarty@cpuc.ca.gov' <amy.charmarty@cpuc.ca.gov>

Cc: Audie Foster <Audie.Foster@amwater.com>; Christina L Baril <Christina.Baril@amwater.com>

Subject: RE: California American Water - 2024 CCR - Part 3

Part 3 contains:

CA2010013-Coarsegold

CA2010014-Goldside

CA2410008-Meadowbrook

CA2010007-Oakhurst

CA2010012-Raymond

Thanks,

Shilpa Singh

Manager Water Quality/Environmental Compliance
California American Water

4701 Beloit Drive

Sacramento, CA 95838

P: (916) 568-4221

C: (916) 207 2685

www.amwater.com

From: Shilpa Singh

Sent: Tuesday, July 1, 2025 4:29 PM

To: 'Rocha, Maria Carmen' <mariacarmen.rocha@cpuc.ca.gov>; 'amy.charmarty@cpuc.ca.gov' <amy.charmarty@cpuc.ca.gov>

Cc: Audie Foster <Audie.Foster@amwater.com>; Christina L Baril <Christina.Baril@amwater.com>

Subject: RE: California American Water - 2024 CCR - Part 2

Part 2 contains:

CA3410013-Lincoln Oaks

CA3410017-Parkway

CA3410027-Security Park

CA3410010-Suburban Rosemont

CA3410047-Walnut Grove

CA3110150-West Placer

Thanks,

Shilpa Singh

Manager Water Quality/Environmental Compliance
California American Water

4701 Beloit Drive

Sacramento, CA 95838

P: (916) 568-4221

C: (916) 207 2685

www.amwater.com

From: Shilpa Singh

Sent: Tuesday, July 1, 2025 4:25 PM

To: Rocha, Maria Carmen <mariacarmen.rocha@cpuc.ca.gov>; amy.charmarty@cpuc.ca.gov

Cc: Audie Foster <Audie.Foster@amwater.com>; Christina L Baril <Christina.Baril@amwater.com>

Subject: California American Water - 2024 CCR - Part 1

Good Afternoon Ms. Rocha,

Hope this email finds you in good health. Please find attached 2024 CCR for California American Water public water systems in Sacramento, Sonoma, Placer, Merced, Madera, and Yolo counties. I will be sending multiple emails since I couldn't include all attachments in one email.

Part 1 contains:

CA3410031-Antelope

CA3410045-Arden

CA5700712-Dunnigan

CA3410023 – Fruitridge Vista

CA3410012-Isleton

Thank you,

Shilpa Singh

Manager Water Quality/Environmental Compliance
California American Water

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Sacramento, CA 95838

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C: (916) 207 2685

www.amwater.com