

# Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: California American Water- **MONTEREY**

Water System Number: CA 2710004

The water system named above hereby certifies that its Consumer Confidence Report was distributed on May 15 – June 15, 2020 (date) 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: Jack Wang

Signature: 

Title: Director, WQ and Environmental Compliance

Phone Number: (831) 646-3269 Date: 6/23/2020

*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: <http://www.amwater.com/ccr/monterey.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: <http://www.amwater.com/ccr/monterey.pdf>

For privately-owned utilities: Delivered the CCR to the California Public Utilities Commission

Reference Document for Electronic Delivery of CCRs, Appendix B

Revised January 2019

## Consumer Confidence Report Electronic Delivery Certification

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*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: <http://www.amwater.com/ccr/monterey.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.*

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Customers received message in bills with direct URL to CCRs. Customers may also call our 24 hour customer service number to receive assistance with the webpage or request a hard copy be mailed or delivered. Press release was made available for media outlets. Documentation for both are attached to this certification.

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*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.*



WE KEEP LIFE FLOWING™

Service Address:

109 19TH ST  
PACIFIC GROVE, CA 93950-2608



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- 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](http://amwater.com/myaccount) and make the selection for paperless billing.
- Tired of buying stamps and writing checks? Enroll in Auto Pay and your bill will be paid on time, every time directly from your bank account. To enroll, register or log on to My Account at [amwater.com/myaccount](http://amwater.com/myaccount).

For more information, visit [www.californiaamwater.com](http://www.californiaamwater.com)

Monthly Statement

Account No. **1015-210020672688**

<b>Total Amount Due:</b>	<b>\$</b>
<b>Payment Due By:</b>	<b>June 15, 2020</b>

**Billing Date:** May 15, 2020  
**Service Period:** Apr 11 to May 12 (32 Days)  
**Total Gallons:** 1,200

Account Summary – See page 3 for Account Detail

Prior Billing:	\$
Payments:	- \$0.00
<b>Balance Forward:</b>	<b>= \$</b>
Service Related Charges:	+ \$47.81
Pass Through Charges:	+ \$2.77
Taxes:	+ \$4.14
<b>Total Amount Due:</b>	<b>= \$</b>

**View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://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

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

Account No. **1015-210020672688**



PO Box 7150  
Pasadena, CA 91109-7150

Service to: 109 19TH ST  
PACIFIC GROVE, CA 93950-2608

<b>Total Amount Due:</b>	<b>\$</b>
<b>Payment Due By:</b>	<b>June 15, 2020</b>

If paying after 6/15/20, pay this amount: \$

**Amount Enclosed** \$

109 19TH ST  
PACIFIC GROVE, CA 93950-2608

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

0001015210020672688000000000029011012

## Messages from California American Water

- **\*\*\*IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at [www.amwater.com/ccr/monterey.pdf](http://www.amwater.com/ccr/monterey.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/monterey.pdf](http://www.amwater.com/ccr/monterey.pdf). Si prefiere una copia, por favor póngase en contacto al cliente con nuestro centro de servicio en 888-237-1333.
- Sometimes figuring out how to save water isn't obvious. From Water Wise House Calls to appliance rebates, we have programs to help you. Visit our website or call us at (831) 646-3205



## LOW-INCOME ASSISTANCE PROGRAM

We understand that some customers may need financial assistance to keep the water flowing, especially during these trying times. That's why we offer our Assistance for Low-Income Customers Program.

CALIFORNIA AMERICAN WATER  
WE KEEP LIFE FLOWING™



**CUSTOMER SERVICE: 1-888-237-1333**

**Conservation Hotline: 1-831-646-3205**

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](http://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](http://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](http://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](http://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](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay).

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





## Consumer Confidence Reports Show Excellent Water Quality in California

### California American Water Surpasses State and Federal Standards

June 05, 2020 06:01 PM Eastern Daylight Time

SAN DIEGO--([BUSINESS WIRE](#))--California American Water published the 2019 Consumer Confidence Reports, which show 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 feature illustrated sections on common containments and simple-to-read explanations of the various technical terms.

"We are pleased to announce that our 2019 reports demonstrate excellent water quality that meet and exceed all regulatory standards," said Rich Svindland, President of California American Water. "We hope that customers will find these reports as 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](http://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/or wastewater services to more than 690,000 California residents. Information regarding California American Water's service areas can be found on the company's website [www.californiaamwater.com](http://www.californiaamwater.com).

**About American Water:** With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,800 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to more than 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit [amwater.com](http://amwater.com) and follow American Water on Twitter, Facebook and LinkedIn.

Contacts

**Media:**

Kevin Tilden

Vice President of External Affairs

California American Water

Office: (619) 446-4762

Cell: (619) 206-8099

[kevin.tilden@amwater.com](mailto:kevin.tilden@amwater.com)

