# **Consumer Confidence Report Certification Form**

(To be submitted with a copy of the CCR)

Water System Name:	California American Water – Suburban-Rosemont
Water System Number:	3410010

The water system named above hereby certifies that its Consumer Confidence Report was distributed on May 26 - June 17, 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 Drinkin	g Water (DDW).	
Certified by:		
Name: Shilpa Singh	Title: Manager, Water Quality/Environmental Compliance	
Signature:	Date: 8/9/2022	
Phone number: 916-568-4221		
checking all items that apply and fill-in where		
CCR was distributed by mail or other of direct delivery methods used).	direct delivery methods (attach description of other	
CCR was distributed using electronic	delivery methods described in the Guidance for onfidence Report (water systems utilizing electronic cond page).	
	non-bill paying consumers. Those efforts included	
Posting the CCR at the following URL: <a href="www.amwater.com/ccr/SuburbanRosemont.pdf">www.amwater.com/ccr/SuburbanRosemont.pdf</a> 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)		
<ul> <li>Delivery of multiple copies of CCR to single-billed addresses serving several person such as apartments, businesses, and schools</li> </ul>		
	ons (attach a list of organizations) electronic city newsletter or electronic community by of the article or notice)	
	R availability via social media outlets (attach list of	
<ul> <li>Other (attach a list of other method</li> <li>For systems serving at least 100,000 internet site at the following URL: www</li> </ul>	persons: Posted CCR on a publicly-accessible	
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:
	www.amwater.com/ccr/SuburbanRosemont.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.
	•
	•
Cus and bill.	ude how the water system ensures delivery to customers unable to receive electronic very.
Cus and bill. the	ude how the water system ensures delivery to customers unable to receive electronic very.  Stomers received a mailed notification with bills that provides a direct URL to the CCRs in May of June. The message will run as optional for the remainder of the year as space allows on the Customers may also call our 24-hour customer service number to receive assistance with accessing
Cus and bill. the	stomers received a mailed notification with bills that provides a direct URL to the CCRs in May d June. The message will run as optional for the remainder of the year as space allows on the Customers may also call our 24-hour customer service number to receive assistance with accessing files or to request a hard copy be mailed or delivered.  If person, customer or non-customer, bill-paying or non-bill-paying may review the CCR by using the
Cus and bill. the Any zip http	ude how the water system ensures delivery to customers unable to receive electronic very.  Stomers received a mailed notification with bills that provides a direct URL to the CCRs in May of June. The message will run as optional for the remainder of the year as space allows on the Customers may also call our 24-hour customer service number to receive assistance with accessing files or to request a hard copy be mailed or delivered.  If person, customer or non-customer, bill-paying or non-bill-paying may review the CCR by using the code search tool at the following URL:  DS://www.amwater.com/caaw/Water-Quality-Wastewater-Information/Water-Quality-Reports/
Cus and bill. the Any zip http	wery.  Stomers received a mailed notification with bills that provides a direct URL to the CCRs in May of June. The message will run as optional for the remainder of the year as space allows on the Customers may also call our 24-hour customer service number to receive assistance with accessing files or to request a hard copy be mailed or delivered.  If person, customer or non-customer, bill-paying or non-bill-paying may review the CCR by using the code search tool at the following URL:

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.





### 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 <a href="https://www.californiaamwater.com">www.californiaamwater.com</a>.

**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:

Evan Jacobs

External Affairs Director Phone: 916-568-4207

Email: evan.jacobs@amwater.com

#### Service Address:

FALKLAND WAY SACRAMENTO, CA 95826-2231



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 and make the selection for paperless billing.
- Your charges contain a change in pricing that was effective on 05/01/22. Please review the Account Detail section of your bill for more information.

For more information, visit www.californiaamwater.com

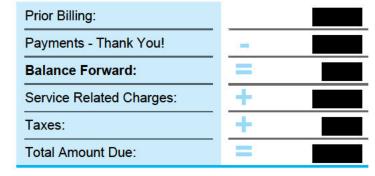
## Statement

Page 1 661254756682

Account No	
Total Amount Due:	
Payment Due By:	June 17, 2022

Billing Date: May 26, 2022 Service Period: Apr 26 to May 24 (29 Days) **Total Gallons:** 

## Account Summary - See page 3 for Account Detail





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

WE KEEP LIFE FLOWING

RANTOUL, IL 61866-8623

Service to: FALKLAND WAY SACRAMENTO, CA 95826-2231

FALKLAND WAY SACRAMENTO, CA 95826-2231

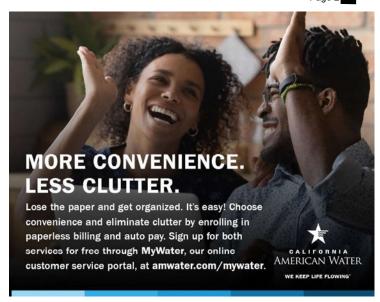
Account No. **Total Amount Due:** June 17, 2022 Payment Due By:

Amount **Enclosed** 

**CALIFORNIA 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/suburbanrosemont.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/ suburbanrosemont.pdf. Si prefiere una copia, por favor póngase en contacto al cliente con nuestro centro de servicio en 888-237-1333.





# **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 Spanish	1-800-735-2929 1-800-855-3000
Voice to TTY/VCO/HCO	English Spanish	1-800-735-2922 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 Zip Code Mobile Number Phone Number E-mail Address

## Other ways to pay your bill



**Auto Pay** 

your bill will be paid on

time, every time,

directly from your

stamps required!

due date. No

bank account on the



Online

Save time and money. With My Account, you can Enroll in Auto Pay, and 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.



In Person

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