Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:			California American Water – Security Park			
Water System Number: 341002						
May system monit	15 – . n certi	June 15 to of fies that the iddata previous	customers (nformation	and appropriate notices of avail- contained in the report is correct	Confidence Report was distributed on ability have been given). Further, the ct and consistent with the compliance Control Board, Division of Drinking	
Certi	fied by	: Name:		Victoria Kunda		
		Signati	are:	Victoria Kunds	?	
		Title:		Water Quality/Env Comp Mgr.	,	
		Phone	Number:	(916) 568-4278	Date: June 19 th , 2019	
	that ap CCR delive CCR Delive must of "Good	was distributery methods usery of the Corporate the Scomplete the Corporate the Corporate the Corporate the Corporate the Corporate the Scomplete the Corporate the Corpor	n where apped by mail sed). ed using elements of the available of the CC office, includents of the the continuous multiple con	propriate: or other direct delivery method dectronic delivery methods descripted descripted and descripted are described as a second descripted and descripted are described as a second descripted descripted as a second descripted as a second descripted as a second descripted descripte	(attach copy of press release) eral circulation (attach a copy of the e published)	
		Delivery to or Publication or listsery (a Electronic a media outlet Other (attack systems serving)	community of the CCF attach a cop nnouncement as utilized) h a list of o g at least 1	organizations (attach a list of or the electronic city newslette y of the article or notice) ent of CCR availability via socia- ther methods used) 00,000 persons: Posted CCR or	rganizations) r or electronic community newsletter al media outlets (attach list of social n a publicly-accessible internet site at	
\boxtimes		•	· ·	Delivered the CCR to the Califo	ornia 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. \boxtimes 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. http://www.amwater.com/ccr/securitypark.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 and June. 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://amwater.com/caaw/water-quality/water-quality-reports Attachment 1: CAW Press Release CCR, June 18, 2019 Attachment 2: Copy of customer bill showing water quality notification language

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:





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.
- 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.

For more information, visit www.californiaamwater.com

Monthly Statement

601253346861

Account No.	
Total Amount Due:	
Payment Due By:	June 24, 2019

Billing Date: May 31, 2019 Service Period: May 24 to Jun 25 (33 Days)

Account Summary - See page 3 for Account Detail

Prior Billing:	
Payments - Thank You!	_
Balance Forward:	=
Service Related Charges:	+
Taxes:	+
Total Amount Due:	=

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



Pay by Phone*: Pay anytime at 1-855-748-6066 *A convenience fee may apply



Customer Service: 1-888-237-1333 M-F 7:00am to 7:00pm - Emergencies 24/7

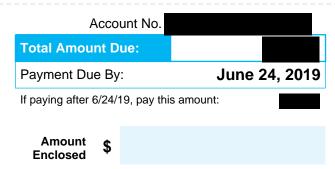
6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6



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PO Box 7150 Pasadena, CA 91109-7150

Service to: RANCHO CORDOVA.



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



Messages from California American Water

- ***IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/securitypark.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/securitypark.pdf. Si prefiere una copia, por favor póngase en contacto al cliente con nuestro centro de servicio en 888-237-1333.
- · At California American Water, every day is Earth Day. Our dedication to environmental stewardship includes investing \$100 million this year in infrastructure improvements to reduce leaks, improve firefighting abilities and address contaminant issues. Learn more about our efforts at californiaamwater.com.





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



E-mail Address

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

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 anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

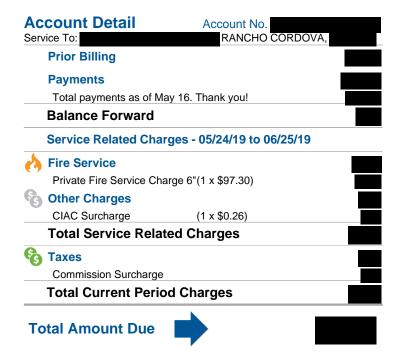


In Person

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



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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://amwater.com/caaw/rates

 Please update your contact information at <u>www.amwater.com/myaccount</u> in order to ensure you receive notifications of water-related emergencies, service outages and more. You can enter up to three phone numbers and three email addresses.

PRESS RELEASE



June 18, 2019 For Immediate Release Kevin Tilden Office: 619-446-4762 Mobile: 619-206-8099 Email: kevin.tilden@amwater.com

CONSUMER CONFIDENCE REPORTS SHOW EXCELLENT WATER QUALITY IN CALIFORNIA

California American Water Surpasses State and Federal Standards

SAN DIEGO (June 18, 2019) – California American Water published the 2018 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 new design that feature 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 2018 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.

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.

PRESS RELEASE www.californiaamwater.com

CONSUMER CONFIDENCE REPORTS SHOW EXCELLENT WATER QUALITY

Information regarding California American Water's service areas can be found on the company's website www.californiaamwater.com.

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 7,100 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to more than 14 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 and follow American Water on Twitter, Facebook and LinkedIn.

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PRESS RELEASE www.californiaamwater.com