

APPENDIX G: Certification Form (Suggested Format)

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 CORONADO
Water System Number:	CA3710001

The water system named above hereby certifies that its Consumer Confidence Report was distributed on May 13, 2021 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:	Name:	Mike Phillips	
	Signature:		
	Title:	Manager, Water Quality & Environmental Compliance	
	Phone Number:	(812) 565-8080	Date: 9/28/2021

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:

☒ CCR was distributed by mail or other direct delivery methods. Specify other direct delivery methods used: _____

☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:

- ☒ Posting the CCR on the Internet at www.amwater.com/ccr/coronado.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)
- ☐ 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: www._____
- ☒ *For investor-owned utilities:* Delivered the CCR to the California Public Utilities Commission

This form is provided as a convenience for use to meet the certification requirement of the California Code of Regulations, section 64483(c).



WE KEEP LIFE FLOWING™

Service Address:



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.
- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.

For more information, visit www.californiaamwater.com

Statement

Page 1 of
601254579043

Account No. [REDACTED]

Total Amount Due:	\$49.31
Payment Due By:	June 15, 2021

Billing Date: May 24, 2021
Service Period: Apr 21 to May 20 (30 Days)
Total Gallons: 4,488

Account Summary – See page 3 for Account Detail

Prior Billing:		\$101.60
Payments - Thank You!	-	\$101.60
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$47.68
Taxes:	+	\$1.63
Total Amount Due:	=	\$49.31



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. ▼

Account No. [REDACTED]

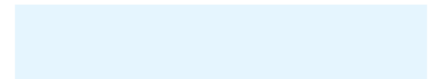
Total Amount Due:	\$49.31
Payment Due By:	June 15, 2021



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

Service to: [REDACTED]

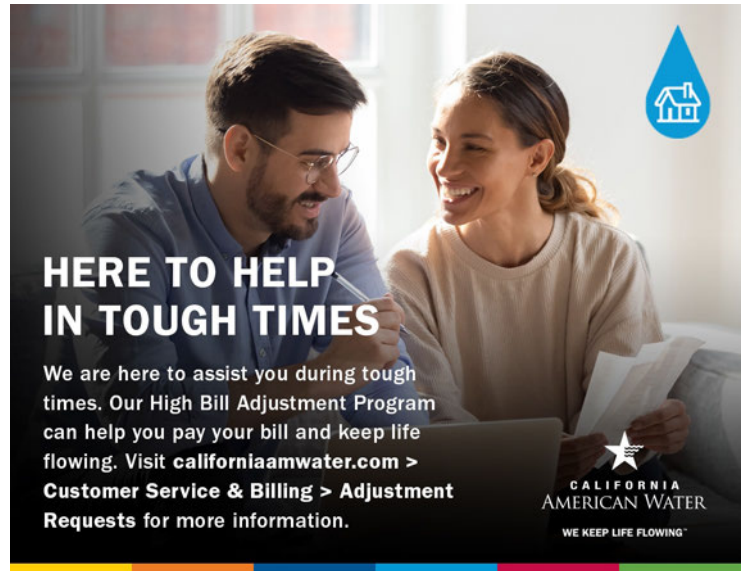
Amount Enclosed \$



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



**HERE TO HELP
IN TOUGH TIMES**

We are here to assist you during tough times. Our High Bill Adjustment Program can help you pay your bill and keep life flowing. Visit californiaamwater.com > **Customer Service & Billing > Adjustment Requests** for more information.

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.

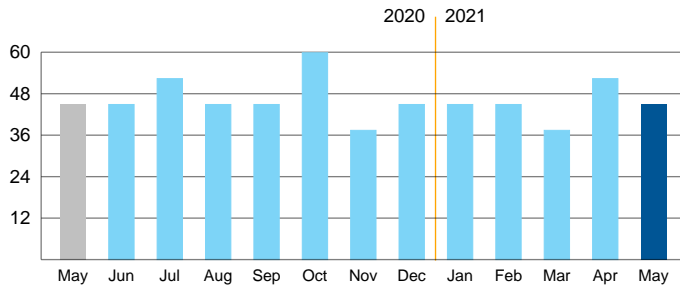
We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
██████	100 CF	5/8"	04/21/2021	05/20/2021	1,577 (A)	1,583 (A)	6	44.88	4,488
A = Actual E = Estimate			1 CF = 7.48 gallons		1 Billing Unit = 100 gallons		Total Gallons:		4,488

Billed Usage History (graph shown in 100 gallons)

- 4,488 gallons = usage for this period
- 4,488 gallons = usage for same period last year



Next Scheduled Read Date: on or about June 21, 2021
Account Type: Residential

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

150
gallons

Year to Date Billed Usage: 22,440 gallons

Account Detail

Account No. ██████████

Service To: ██████████	
Prior Billing	101.60
Payments	-101.60
Total payments as of Apr 30. Thank you!	
Balance Forward	0.00
Service Related Charges - 04/21/21 to 05/20/21	
Water Service	42.33
Water Service Charge	7.55
Water Usage Charge (44.88 x \$0.7749)	34.78
Other Charges	5.35
WRAM/MCBA Surcharge (44.88 x \$0.092)	4.13
TCJA ADIT Surcredit	-1.46
Customer Assistance Program Surcharge	1.81
Purchased Water Surcharge	1.44
2019 TCJA ADIT Surcredit	-0.05
Conservation Surcredit	-0.52
Total Service Related Charges	47.68
Taxes	1.63
Franchise Taxes	0.95
Commission Surcharge	0.68
Total Current Period Charges	49.31

Total Amount Due ➡ **\$49.31**

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://www.amwater.com/caaw/Customer-Service-Billing/Water-Rates/>

- Beginning on or after March 31, 2021 you may notice a change to the WRAM surcharge on your bill. The decrease in rates for a San Diego County District customer will be -\$1.58 or -2.20% per month for the typical residential customer and is being implemented by Advice Letter 1331.
- California American Water has filed advice letter 1326 with the California Public Utilities Commission to rename its low-income water assistance program to the Customer Assistance Program (CAP). Previously, the program was called the Low-Income Ratepayer Assistance Program (LIRA). Through this filing California American Water reflects this name change on all applicable tariffs, forms, letters, and customer bills.

NOTICE OF APPLICATION

California American Water's Request to Increase Its Cost of Capital

APPLICATION A.21-05-001

Why am I receiving this notice?

On May 3, 2021, California American Water filed its Cost of Capital Application (CoC) (A.21-05-001) with the California Public Utilities Commission (CPUC). In the application, California American Water is requesting an increase to its cost of capital, which is the rate of return the company is authorized to earn on its investments in critical infrastructure to deliver safe and reliable water and/or wastewater service. If approved by the CPUC, California American Water's total revenue requirement will increase by 2.61 percent or \$7,305,000 annually.

If the CPUC approves this application, California American Water will recover forecasted costs in rates over a three-year period beginning January 1, 2022. This will impact your bill.

Why is California American Water requesting this increase to its cost of capital?

- Every three years California American Water is required to file a CoC application with the CPUC.
- The CoC application determines the cost of financing infrastructure and determines the allowed return on equity and debt. It also determines the amount of equity and debt used by California American Water.
- California American Water is requesting an increased rate of return on its financing to attract investment in infrastructure used to provide safe, reliable water and wastewater service to its customers.

How could this affect my water bill?

If California American Water's proposed CoC is approved by the CPUC, the typical bill impacts by customer class are outlined in the following tables for customers in the Southern Division.

AUTHORIZED REVENUE INCREASE		
	AMOUNT (\$1,000)	%
Northern Division	\$2,376	3.13%
Central Division	\$2,401	3.18%
Southern Division	\$2,491	2.00%
Monterey Wastewater	\$36	1.00%
TOTAL	\$7,305	2.61%

LOS ANGELES - DUARTE SERVICE AREA						
CUSTOMER CLASS	TYPICAL METER SIZE (inches)	AVERAGE MONTHLY USAGE (CGL)	2022 PROJECTED BILL @ CURRENT COC	\$ INCREASE	2022 PROJECTED BILL @ PROPOSED COC	% INCREASE
Residential	5/8 x 3/4"	117.82	\$94.84	\$1.89	\$96.74	2.00%
Commercial	2"	673.88	\$677.07	\$13.51	\$690.58	2.00%
Industrial	2"	699.96	\$697.92	\$13.92	\$711.84	2.00%
Public Authority	2"	751.19	\$738.88	\$14.74	\$753.62	2.00%

LOS ANGELES - BALDWIN HILLS SERVICE AREA						
CUSTOMER CLASS	TYPICAL METER SIZE (inches)	AVERAGE MONTHLY USAGE (CGL)	2022 PROJECTED BILL @ CURRENT COC	\$ INCREASE	2022 PROJECTED BILL @ PROPOSED COC	% INCREASE
Residential	5/8 x 3/4"	100.72	\$87.39	\$1.74	\$89.14	2.00%
Commercial	1"	229.35	\$246.69	\$4.92	\$251.61	2.00%
Industrial	4"	4,142.69	\$4,084.65	\$81.49	\$4,166.14	2.00%
Public Authority	2"	890.42	\$924.09	\$18.44	\$942.53	2.00%

LOS ANGELES - SAN MARINO SERVICE AREA						
CUSTOMER CLASS	TYPICAL METER SIZE (inches)	AVERAGE MONTHLY USAGE (CGL)	2022 PROJECTED BILL @ CURRENT COC	\$ INCREASE	2022 PROJECTED BILL @ PROPOSED COC	% INCREASE
Residential	5/8 x 3/4"	139.75	\$112.87	\$2.25	\$115.12	2.00%
Commercial	5/8 x 3/4"	409.30	\$345.84	\$6.90	\$352.74	2.00%
Industrial	2"	604.92	\$621.94	\$12.41	\$634.35	2.00%
Public Authority	2"	574.76	\$597.83	\$11.93	\$609.76	2.00%

SAN DIEGO SERVICE AREA						
CUSTOMER CLASS	TYPICAL METER SIZE (inches)	AVERAGE MONTHLY USAGE (CGL)	2022 PROJECTED BILL @ CURRENT COC	\$ INCREASE	2022 PROJECTED BILL @ PROPOSED COC	% INCREASE
Residential	5/8 x 3/4"	65.49	\$81.33	\$1.62	\$82.95	2.00%
Commercial	5/8 x 3/4"	480.52	\$657.83	\$13.12	\$670.95	2.00%
Public Authority	2"	968.34	\$1,426.44	\$28.46	\$1,454.90	2.00%

VENTURA SERVICE AREA						
CUSTOMER CLASS	TYPICAL METER SIZE (inches)	AVERAGE MONTHLY USAGE (CGL)	2022 PROJECTED BILL @ CURRENT COC	\$ INCREASE	2022 PROJECTED BILL @ PROPOSED COC	% INCREASE
Residential	5/8 x 3/4"	120.31	\$115.75	\$2.31	\$118.06	2.00%
Commercial	2"	729.61	\$867.77	\$17.31	\$885.08	2.00%
Industrial	2"	2,148.86	\$2,286.56	\$45.62	\$2,332.18	2.00%
Public Authority	2"	1,251.37	\$1,389.35	\$27.72	\$1,417.07	2.00%

RIO PLAZA SERVICE						
CUSTOMER CLASS	TYPICAL METER SIZE (inches)	AVERAGE MONTHLY USAGE (CGL)	2022 PROJECTED BILL @ CURRENT COC	\$ INCREASE	2022 PROJECTED BILL @ PROPOSED COC	% INCREASE
Residential	3/4"	98.66	\$79.53	\$1.59	\$81.12	2.00%
Commercial	1"	1,794.20	\$1,478.56	\$29.50	\$1,508.06	2.00%

How does the rest of this process work?

This application will be assigned to a CPUC Administrative Law Judge who will consider proposals and evidence presented during the formal hearing process. The Administrative Law Judge will issue a proposed decision that may adopt California American Water's application, modify it, or deny it. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties to the proceeding are currently reviewing California American Water's application, including the Public Advocates Office, which is an independent consumer advocate within the CPUC that represents customers to obtain the lowest possible rate for service consistent with reliable and safe service levels. For more information regarding the Public Advocates Office, please call 1-415-703-1584, email PublicAdvocatesOffice@cpuc.ca.gov, or visit PublicAdvocates.cpuc.ca.gov.

Where can I get more information?

CONTACT CALIFORNIA AMERICAN WATER

Phone: 1-888-237-1333
Email: cawc.customeradvocacy@amwater.com
Mail: California American Water, 4701 Beloit Drive, Sacramento, CA 95838

A copy of the Application and any related documents may also be reviewed at www.amwater.com/caaw/Customer-Service-Billing/Water-Rates/GRC-Applications-and-Customer-Notifications.

CONTACT CPUC

Please visit cpuc.ca.gov/A2105001comments to submit a comment about this proceeding on the CPUC Docket Card. Here you can also view documents and other public comments related to this proceeding.

Your participation by providing your thoughts on California American Water's request can help the CPUC make an informed decision.

If you have questions about CPUC processes, you may contact the CPUC's Public Advisor's Office at:

Phone: **1-866-849-8390** (toll-free) or **1-415-703-2074**
Email: Public.Advisor@cpuc.ca.gov
Mail: CPUC Public Advisor's Office
505 Van Ness Avenue
San Francisco, CA 94102

Please reference **Application A.21-05-001** in any communications you have with the CPUC regarding this matter.



More messaging is available at the following link(s):

<https://amwater.com/files/OACS51.pdf>

CONSUMER CONFIDENCE REPORTS SHOW EXCELLENT WATER QUALITY FOR CALIFORNIA AMERICAN WATER CUSTOMERS

California American Water Surpasses State and Federal Standards

SAN DIEGO (May 13, 2021) – California American Water published the 2020 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 2020 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.

Media Contact:

Kevin Tilden

Vice President, External Affairs

Phone: 619-446-4762

Email: kevin.tilden@amwater.com

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 880,000 California residents. Information regarding California American Water's service areas can be found on the company's website 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

Press Release



company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to help make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

Shari N Van Schaick

From: Mike C Phillips
Sent: Friday, June 25, 2021 11:31 AM
To: DDWSanDiego
Cc: DiBiase, William@Waterboards; Rocha, Maria Carmen; Shari N Van Schaick; Todd Brown
Subject: 3710001-CalAmCOR-2020-CCR.pdf
Attachments: 3710001-CalAmCOR-2020-CCR.pdf

Attached is the 2020 CCR for the California American Water Coronado Distribution System.

If you have a problem opening the attachment or questions about the report, please contact Mike Phillips at 812.565.8080, or reply to this e-mail.

Thank you,

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

812-565-8080
Mike.phillips@amwater.com
www.amwater.com