

## APPENDIX B: eCCR Certification Form (Suggested Format)

### Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Golden State Water Company – Nipomo
Water System Number:	CA4010018

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

Certified by:

Name: Dawn White	Title: Water Quality Manager
Signature:	Date: 5/17/2022
Phone number: 916-717-9375	

*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: [www.gswater.com/NipomoCCR](http://www.gswater.com/NipomoCCR)
  - ☐ 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: [www.gswater.com/NipomoCCR](http://www.gswater.com/NipomoCCR)
- ☒ 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.gswater.com/NipomoCCR](http://www.gswater.com/NipomoCCR)
- ☐ 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.*

In our continuing efforts to better serve our customers, conserve resources, and reduce costs, Golden State Water Company chose to use electronic delivery of the annual Consumer Confidence Reports (CCRs) as allowed by the United States Environmental Protection Agency and the State Water Resources Control Board – Division of Drinking Water. Notices regarding the availability of the CCR were mailed to customers as a bill insert, and also emailed to all customers receiving electronic bills. These notices,

printed and emailed in both English and Spanish, directed people to the URL for viewing the CCR online, and also gave them information on how to request a hard copy of the CCR.

*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.*

July 22, 2021

California Public Utilities Commission  
ATTN: Bruce De Berry  
Audit and Compliance Section, Water Division  
505 Van Ness Avenue  
San Francisco, California 94102

To: Bruce De Berry

Enclosed, please find printed versions of Golden State Water Company's 2021 Consumer Confidence Reports for year 2020 and a list of each water system owned and operated by our company.

The Consumer Confidence Reports were delivered to the respective water customers during June 2021. The reports are available at each local water system office, the District offices of Golden State Water Company, and may be viewed on our website at [www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports).

Should you have any further questions in this matter, you may contact Sunil Pillai at (714) 514-5210 ([sunil@gswater.com](mailto:sunil@gswater.com)), or Dawn White at (916) 853-3615 ([dawn.white@gswater.com](mailto:dawn.white@gswater.com)).

Sunil Pillai,

**Sunil Pillai**  
Digitally signed by Sunil Pillai  
DN: cn=Sunil Pillai, o=GSWC,  
ou=Environmental Quality,  
email=sunil@gswater.com, c=US  
Date: 2021.07.22 16:25:48 -07'00'

Vice President, Environmental Quality

## Enclosure

### List of Golden State Water Systems

1. Apple Valley North
2. Apple Valley South
3. Arden
4. Artesia
5. Barstow/Lenwood
6. Bay Point
7. Bell/Bell Gardens
8. Calipatria
9. Claremont
10. Clearlake
11. Cordova
12. Cowan Heights
13. Culver City
14. Cypress Ridge
15. Desert View
16. Edna Road
17. Florence-Graham
18. Hollydale
19. Lake Marie
20. Los Osos
21. Lucerne
22. Morongo Del Norte
23. Morongo Del Sur
24. Nipomo (Vista)
25. Norwalk
26. Orcutt
27. Placentia-Yorba Linda
28. San Dimas
29. Simi Valley
30. Sisquoc
31. South Arcadia
32. South San Gabriel
33. Southwest
34. Tanglewood
35. West Orange
36. Willowbrook
37. Wrightwood

\*\*\* Proof of Publication \*\*\*

Proof of Publication  
(2015.5 C.C.P)

State of California

SANTA MARIA TIMES

GOLDEN STATE WATER  
KATE MARTIN  
630 E FOOTHILL BLVD  
SAN DIMAS CA 91773

ORDER NUMBER 35505

I am the principal clerk of the printer of the Santa Maria Times, newspaper of general circulation, printed and published in the city of Santa Maria, County of Santa Barbara, and which newspaper has been adjudged a newspaper of general circulation by the superior court of the County of Santa Barbara, State of California adjudication #463687.

That the notice of which the annexed is a printed copy (set in type not smaller than nonpareil), has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Section: Legals  
Category: 986 Legals  
PUBLISHED ON: 07/02/2021

TOTAL AD COST: 24.50  
FILED ON: 07/02/2021

Dated at Santa Maria, CA

This 2nd day of July, 2021

Signature

*Teresa Ramirez*

Golden State Water Company's 2021 Annual Water Quality Reports (Consumer Confidence Reports) detailing local water quality and service during the 2020 calendar year are now available. Interested parties who would like to view or print a copy can access the reports at: [www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports).

Lega #35505  
Pub date: Jul 2, 2021



Beaufort Gazette  
Belleville News-Democrat  
Bellingham Herald  
Bradenton Herald  
Centre Daily Times  
Charlotte Observer  
Columbus Ledger-Enquirer  
Fresno Bee

The Herald - Rock Hill  
Herald Sun - Durham  
Idaho Statesman  
Island Packet  
Kansas City Star  
Lexington Herald-Leader  
Merced Sun-Star  
Miami Herald

el Nuevo Herald - Miami  
Modesto Bee  
Raleigh News & Observer  
The Olympian  
Sacramento Bee  
Fort Worth Star-Telegram  
The State - Columbia  
Sun Herald - Biloxi

Sun News - Myrtle Beach  
The News Tribune Tacoma  
The Telegraph - Macon  
San Luis Obispo Tribune  
Tri-City Herald  
Wichita Eagle

## AFFIDAVIT OF PUBLICATION

Account #	Order Number	Identification	Order PO	Amount	Cols	Depth
33423	88419	Print Legal Ad - IPL0029764		\$55.38	1	12 L

### Attention:

Kate Martin  
GOLDEN STATE WATER COMPANY - SAN DIMAS  
630 FOOTHILL BLVD  
SAN DIMAS, CA 91773

### Golden State Water Company's

2021 Annual Water Quality Reports  
(Consumer Confidence Reports)  
detailing local water quality and service during the 2020 calendar year are now available. Interested parties who would like to view or print a copy can access the reports at:  
[www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports).  
IPL0029764  
Jun 27, Jul 4 2021

In The Superior Court of The State of California  
In and for the County of San Luis Obispo

No. of Insertions: 2  
Beginning Issue of: 06/27/2021  
Ending Issue of: 07/04/2021

*Jane E. Durand*

Legals Clerk

STATE OF TEXAS)

SS

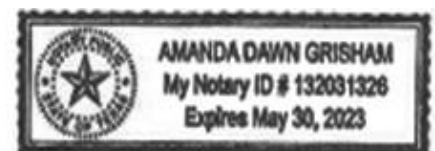
County of Dallas)

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen and not interested in the above entitled matter; I am now, and at all times embraced in the publication herein mentioned was, the principal clerk of the printers and publishers of The Tribune, a newspaper of general Circulation, printed and published daily at the City of San Luis Obispo in the above named county and state; that notice at which the annexed clippings is a true copy, was published in the above-named newspaper and not in any supplement thereof - on the following dates to wit; From 06/27/2021 To 07/04/2021 that said newspaper was duly and regularly ascertained and established a newspaper of general circulation by Decree entered in the Superior Court of San Luis Obispo County, State of California, on June 9, 1952, Case #19139 under the Government Code of the State of California.

I certify (or declare) under the penalty of perjury that the foregoing is true and correct.

*Amanda Grisham*

Notary Public in and for the state of Texas, residing in Dallas County



Extra charge for lost or duplicate affidavits.  
Legal document please do not destroy!



[View this email in your browser](#)



Dear Valued Customer,

Golden State Water is pleased to announce that Consumer Confidence Reports are now available. The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

If you would like a paper copy of the 2021 CCR mailed to your mailing address or would like to speak with someone about the report, please call 1- 800-999-4033 or email [waterquality@gswater.com](mailto:waterquality@gswater.com).

**You can view your 2021 Consumer Confidence Report and learn more about your drinking water by visiting the following**

**URL:** [www.gswater.com/NipomoCCR](http://www.gswater.com/NipomoCCR)

El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company le provee. El objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de donde viene el agua potable, lo que se necesita para distribuir agua a su hogar, y la importancia de proteger fuentes de agua potable. Este informe contiene información importante acerca del origen y la calidad de su agua potable.

Si desea una copia en papel del CCR del 2021 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al 1-800-999-4033 o por correo electrónico a [waterquality@gswater.com](mailto:waterquality@gswater.com).

Sincerely,  
Golden State Water Company

For the latest updates, visit our website at [www.gswater.com](http://www.gswater.com)  
or follow us on Twitter and Facebook @GoldenStateH2O.



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You can [update your preferences](#) or [unsubscribe from this list](#).



# Consumer Confidence Reports Available Now!



**Golden State**  
**Water Company**  
A Subsidiary of American States Water Company

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

If you would like a paper copy of the 2021 CCR mailed to your address or would like to speak with someone about the report, please call 1-800-999-4033 or email [waterquality@gswater.com](mailto:waterquality@gswater.com).

You can view your 2021 Consumer Confidence Report and learn more about your drinking water by visiting our website. **You can find a direct URL link in the message center on the back of your water bill.** You can also find the URL link for your system in the table on the reverse.



El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company (GSWC, por sus siglas en ingles) le provee. El objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de donde viene el agua potable, lo que se necesita para distribuir agua a su hogar, y la importancia de proteger fuentes de agua potable. Este informe contiene información importante acerca del origen y la calidad de su agua potable.

Si desea una copia en papel del CCR del 2021 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al **1-800-999-4033** o por correo electrónico a [waterquality@gswater.com](mailto:waterquality@gswater.com).







## DIRECT URL LINK

Apple Valley North Water System	<a href="http://www.gswater.com/AppleValleyNorthCCR">www.gswater.com/AppleValleyNorthCCR</a>
Apple Valley South Water System	<a href="http://www.gswater.com/AppleValleySouthCCR">www.gswater.com/AppleValleySouthCCR</a>
Arden Water System	<a href="http://www.gswater.com/ArdenCCR">www.gswater.com/ArdenCCR</a>
Artesia Water System	<a href="http://www.gswater.com/ArtesiaCCR">www.gswater.com/ArtesiaCCR</a>
Barstow Water System	<a href="http://www.gswater.com/BarstowCCR">www.gswater.com/BarstowCCR</a>
Baypoint Water System	<a href="http://www.gswater.com/BaypointCCR">www.gswater.com/BaypointCCR</a>
Bell-Bell Gardens Water System	<a href="http://www.gswater.com/BellBellGardensCCR">www.gswater.com/BellBellGardensCCR</a>
Calipatria Water System	<a href="http://www.gswater.com/CalipatriaCCR">www.gswater.com/CalipatriaCCR</a>
Claremont Water System	<a href="http://www.gswater.com/ClaremontCCR">www.gswater.com/ClaremontCCR</a>
Clearlake Water System	<a href="http://www.gswater.com/ClearlakeCCR">www.gswater.com/ClearlakeCCR</a>
Cordova Water System	<a href="http://www.gswater.com/CordovaCCR">www.gswater.com/CordovaCCR</a>
Cowan Heights Water System	<a href="http://www.gswater.com/CowanHeightsCCR">www.gswater.com/CowanHeightsCCR</a>
Culver City Water System	<a href="http://www.gswater.com/CulverCityCCR">www.gswater.com/CulverCityCCR</a>
Cypress Ridge Water System	<a href="http://www.gswater.com/CypressRidgeCCR">www.gswater.com/CypressRidgeCCR</a>
Desert View Water System	<a href="http://www.gswater.com/DesertViewCCR">www.gswater.com/DesertViewCCR</a>
Edna Road Water System	<a href="http://www.gswater.com/EdnaRoadCCR">www.gswater.com/EdnaRoadCCR</a>
Florence-Graham Water System	<a href="http://www.gswater.com/FlorenceGrahamCCR">www.gswater.com/FlorenceGrahamCCR</a>
Hollydale Water System	<a href="http://www.gswater.com/HollydaleCCR">www.gswater.com/HollydaleCCR</a>
Lake Marie Water System	<a href="http://www.gswater.com/LakeMarieCCR">www.gswater.com/LakeMarieCCR</a>
Los Osos Water System	<a href="http://www.gswater.com/LosOsosCCR">www.gswater.com/LosOsosCCR</a>
Lucerne Water System	<a href="http://www.gswater.com/LucerneCCR">www.gswater.com/LucerneCCR</a>
Morongo Del Norte Water System	<a href="http://www.gswater.com/MorongoDelNorteCCR">www.gswater.com/MorongoDelNorteCCR</a>
Morongo Del Sur Water System	<a href="http://www.gswater.com/MorongoDelSurCCR">www.gswater.com/MorongoDelSurCCR</a>
Nipomo Water System	<a href="http://www.gswater.com/NipomoCCR">www.gswater.com/NipomoCCR</a>
Norwalk Water System	<a href="http://www.gswater.com/NorwalkCCR">www.gswater.com/NorwalkCCR</a>
Orcutt Water System	<a href="http://www.gswater.com/OrcuttCCR">www.gswater.com/OrcuttCCR</a>
Placentia-Yorba Linda Water System	<a href="http://www.gswater.com/Placentia-YorbaLindaCCR">www.gswater.com/Placentia-YorbaLindaCCR</a>
San Dimas Water System	<a href="http://www.gswater.com/SanDimasCCR">www.gswater.com/SanDimasCCR</a>
Simi Valley Water System	<a href="http://www.gswater.com/SimiValleyCCR">www.gswater.com/SimiValleyCCR</a>
Sisquoc Water System	<a href="http://www.gswater.com/SisquocCCR">www.gswater.com/SisquocCCR</a>
South Arcadia Water System	<a href="http://www.gswater.com/SouthArcadiaCCR">www.gswater.com/SouthArcadiaCCR</a>
South San Gabriel Water System	<a href="http://www.gswater.com/SouthSanGabrielCCR">www.gswater.com/SouthSanGabrielCCR</a>
Southwest Water System	<a href="http://www.gswater.com/SouthwestCCR">www.gswater.com/SouthwestCCR</a>
Tanglewood Water System	<a href="http://www.gswater.com/TanglewoodCCR">www.gswater.com/TanglewoodCCR</a>
West Orange County Water System	<a href="http://www.gswater.com/WestOrangeCountyCCR">www.gswater.com/WestOrangeCountyCCR</a>
Willowbrook Water System	<a href="http://www.gswater.com/WillowbrookCCR">www.gswater.com/WillowbrookCCR</a>
Wrightwood Water System	<a href="http://www.gswater.com/WrightwoodCCR">www.gswater.com/WrightwoodCCR</a>



SERVICE FOR  
[REDACTED]  
Nipomo CA 93444-9269

ACCOUNT NUMBER  
[REDACTED]

DUE DATE  
August 02, 2021

Page 1 of 2

BILL DATE  
July 12, 2021

AMOUNT DUE  
\$130.29

**Customer Service - 24 Hours: (800) 999-4033 [www.gswater.com](http://www.gswater.com)**  
Hearing Impaired TTY: (877) 933-9533  
Preguntas? Llame al Centro de Servicio al Consumidor al **(800) 999-4033**

Visit **[gswater.com](http://gswater.com)** to enroll for service updates via **e-newsletter**.  
Your local Office: **Is Closed to the Public** at Santa Maria, CA 93455

To learn about the various Payment Options we offer go to:  
**[www.gswater.com/payment-options](http://www.gswater.com/payment-options)**

Account Summary			
Previous Balance			\$122.03
Payments	<b>6-16-21 Thank You</b>		-\$122.03
Current Charges	Due On August 2, 2021		\$130.29
<b>Total Amount Due</b>			<b>\$130.29</b>

**Current Activity**  
**Rate Schedule SM-1-NR (SM1NR)**

<b>Service Charge</b>	<b>1" meter</b>	
Service Charge 22 Days		\$38.68
Service Charge 9 Days		\$16.19
<b>Water Usage</b>		
Water Usage - 14.19 CCF at \$3.435		\$48.75
Water Usage - 5.80 CCF at \$3.515		\$20.41
<b>Surcharges, Fees, &amp; Credits</b>		
CARW Prog Adm Surcharge - 20.00 CCF at \$0.095		\$1.90
SMWRAM Surcharge - 20.00 CCF at \$0.126		\$2.52
CPUC Fee - 1.43% - of \$128.45		\$1.84
<b>Total New Charges</b>		<b>\$130.29</b>

***Your opinion is very important to us. Please rate our job performance by calling 1-888 933 8648. Enter code 671 when prompted.***

Usage History (One CCF = 748 gallons)			
Bill Period	2013 Usage	Target Usage *	Actual Usage
<b>Prior</b>	62 CCF	40 CCF or 29,920 Gallons	18 CCF or 13,464 Gallons
<b>Current</b>	72 CCF	47 CCF or 35,156 Gallons	20 CCF or 14,960 Gallons
<b>Next</b>	72 CCF	46 CCF or 34,408 Gallons	

The TARGET USAGE for the CURRENT period is based on the number of days of the full bill period.

The EMERGENCY DROUGHT SURCHARGE may appear higher as it is based on actual usage variance for the number of days in the bill period when the Staged Mandatory Conservation became effective.

Read and Usage Information						
Meter	Service Period		Days	Previous Reading	Current Reading	CCF Usage
MM8204922	Jun 08	Jul 09	31	1291	1311	20
Your next scheduled meter read date is approximately August 9, 2021						

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



**PO BOX 9016  
SAN DIMAS CA 91773-9016**

**CEBILL**

If you have changed your address or are moving, please call (800) 999-4033 or fill out form on back.

ACCOUNT NUMBER: [REDACTED]

Current Charges Due On August 2, 2021

Total Amount Due

\$130.29

**Amount  
Enclosed**

[REDACTED]  
Nipomo, CA 93444

**GOLDEN STATE WATER COMPANY  
PO BOX 9016  
SAN DIMAS CA 91773-9016**

0010039386808800000130290

To view your 2020 Consumer Confidence Report and learn more about your drinking water, please visit: [www.gswater.com/NipomoCCR](http://www.gswater.com/NipomoCCR)  
 If your address ends in an EVEN NUMBER (0,2,4,6,8), you may responsibly irrigate outdoors on Monday and Thursday.  
 If your address ends in an ODD NUMBER (1,3,5,7,9), you may responsibly irrigate outdoors on Tuesday and Friday.  
 Stage 2 of Mandatory Water Conservation and Rationing (Schedule 14.1) is effective. Learn more at [gswater.com/santa-maria](http://gswater.com/santa-maria).  
 All water usage that exceeds your allocation listed on front of bill will be subject to \$2.50 drought emergency surcharge (per CcF/748 gallons).

Effective July 1, 2021, your bill includes an increase to offset purchase electricity and purchase water supply costs

#### **PAYMENT OPTIONS:**

Go to [www.gswater.com/payment-options](http://www.gswater.com/payment-options) for payment options, authorized locations, and auto pay application form.

- ♦ **Auto Pay (Electronic Funds Transfer):** Submit an application to pay your bill automatically from a checking or savings account.
- ♦ **Online:** Receive bills online and pay electronically by using "MyGSWater". Go to: [www.gswater.com/payment-options](http://www.gswater.com/payment-options) or call (800) 999-4033.
- ♦ **Phone:** Call KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check.
- ♦ **Mail:** Send bill stub and payment in enclosed envelope.
- ♦ **In Person:** Visit [www.gswater.com/payment-options](http://www.gswater.com/payment-options) to find a KUBRA EZ-PAY agent to make a Cash Payment (service fee applies).

#### **BILL TERMS AND POLICY OF DISCONTINUATION OF RESIDENTIAL SERVICES FOR NONPAYMENT**

The bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing. A cash deposit and reconnection charge may be required to re-establish credit and service.

To avoid disconnection of residential service for nonpayment, customers can call Golden State Water to request a one-time payment extension or set-up a payment plan by contacting our Customer Service Center at (800) 999-4033. For more information on the Policy of Discontinuation of Residential Services please visit <https://www.gswater.com/policy-of-discontinuation> available in multiple languages.

#### **WRAM/MCBA SURCHARGE/SURCREDIT**

The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) ensure revenue recovered from rates balances with expenses to operate, maintain and improve the water system. For more info, please visit [gswater.com/rates-schedules-and-tariffs](http://gswater.com/rates-schedules-and-tariffs).

**DISPUTING YOUR BILL:** If you believe there is an error on your bill or have a question about your service, please call Golden State Water Company customer support at (800) 999-4033. We welcome the opportunity to assist you. If after contacting us, you are still not satisfied with Golden State Water Company's response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting <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:

**Telephone:** 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.

Language	Type of Call	Toll-free 800 Number
English	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO From or to Speech-to- Speech	1-800-735-2929 1-800-735-2922 1-800-854-7784
Spanish	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO	1-800-855-3000

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. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of the utility's service, general level or rates, pending rate applications and sources of fuel or power.

#### **PLEASE INDICATE ANY CHANGES**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_

**Work Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_