

# APPENDIX G: CCR 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 Board's website at [http://www.swrcb.ca.gov/drinking\\_water/certlic/drinkingwater/CCR.shtml](http://www.swrcb.ca.gov/drinking_water/certlic/drinkingwater/CCR.shtml))

Water System Name: Cal American Water Co

Water System Number: CA5610040

The water system named above hereby certifies that its Consumer Confidence Report was distributed on May 23, 2019 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: Shauna Sarras  
Signature:   
Title: Manager, Water Quality & Environmental Compliance  
Phone Number: (619) 446-4768 Date: September 23, 2019

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/thousandoaks.pdf](http://www.amwater.com/ccr/thousandoaks.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](http://www.californiaamwater.com) to learn more about the services we provide.
- Your charges contain a change in pricing that was effective on 05/11/19. Please review the Account Detail section of your bill for more information.

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

## Monthly Statement

Account No. [REDACTED]

<b>Total Amount Due:</b>	<b>\$79.24</b>
<b>Payment Due By:</b>	<b>June 19, 2019</b>

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

**Billing Date:** May 28, 2019  
**Service Period:** Apr 23 to May 22 (30 Days)  
**Total Gallons:** 9,724

### Account Summary – See page 3 for Account Detail

Prior Billing:		\$73.64
Payments - Thank You!	-	\$73.64
<b>Balance Forward:</b>	=	<b>\$0.00</b>
Service Related Charges:	+	\$76.65
Taxes:	+	\$2.59
<b>Total Amount Due:</b>	=	<b>\$79.24</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  
\*A convenience fee may apply



**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. [REDACTED]

<b>Total Amount Due:</b>	<b>\$79.24</b>
<b>Payment Due By:</b>	<b>June 19, 2019</b>

If paying after 6/19/19, pay this amount: \$80.39



WE KEEP LIFE FLOWING™

PO Box 7150  
Pasadena, CA 91109-7150

Service to: [REDACTED]

**Amount Enclosed** \$ **Paid Electronically on Due Date**

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/thousandoaks.pdf](http://www.amwater.com/ccr/thousandoaks.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/thousandoaks.pdf](http://www.amwater.com/ccr/thousandoaks.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](http://californiaamwater.com).



**INVESTING MORE THAN \$100 MILLION ON LOCAL INFRASTRUCTURE OVER THE NEXT 18 MONTHS**

Throughout the state, we are focused on improving water quality, modernizing system controls and increasing water storage.

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](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/](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 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) (fee may apply).

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
13470210	100 CF	5/8"	04/23/2019	05/22/2019	825 (A)	838 (A)	13	97.24	9,724

A = Actual E = Estimate

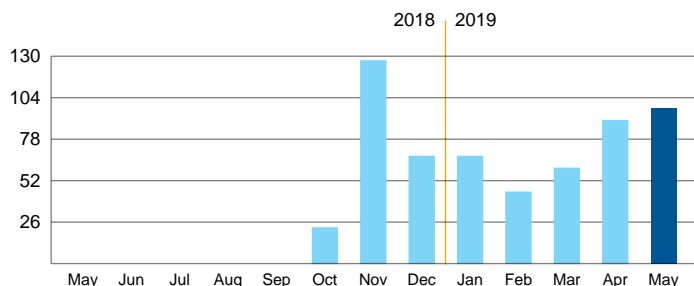
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 9,724

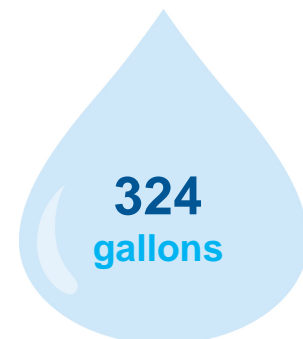
### Billed Usage History (graph shown in 100 gallons)

- 9,724 gallons = usage for this period
- 0 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about June 24, 2019  
**Account Type:** Residential

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



Year to Date Billed Usage: 35,904 gallons

### Account Detail

Account No. [REDACTED]

Service To: [REDACTED]

**Prior Billing** 73.64

**Payments** -73.64

Total payments as of May 16. Thank you! -73.64

**Balance Forward** 0.00

#### Service Related Charges - 04/23/19 to 05/22/19

**Water Service** 60.51

Water Service Charge  
04/23/19 to 05/10/19 6.02  
05/11/19 to 05/22/19 3.49  
Water Usage Charge  
04/23/19 to 05/10/19 Tier 1 (54 x \$0.5048) 27.26  
Tier 2 (4.35 x \$0.6472) 2.82  
05/11/19 to 05/22/19 Tier 1 (36 x \$0.5269) 18.97  
Tier 2 (2.89 x \$0.6755) 1.95

**Other Charges** 16.14

WRAM/MCBA Surcharge (97.24 x \$0.0709) 6.89  
Conservation Surcharge (38.89 x \$0.0129) 0.50  
Payment Assistance Surcharge Water  
04/23/19 to 05/10/19 0.73  
05/11/19 to 05/22/19 0.72  
Consolidated Expense Balancing Account (97.24 x \$0.0129) 1.25  
Purchased Water Surcharge  
04/23/19 to 05/10/19 4.64  
05/11/19 to 05/22/19 1.41

**Total Service Related Charges** 76.65

**Taxes** 2.59

City Franchise Fees 1.52  
Commission Surcharge 1.07

**Total Current Period Charges** 79.24

(Continued on next page)

### 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>

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**Total Amount Due**  **\$79.24**

- Please update your contact information at [www.amwater.com/myaccount](http://www.amwater.com/myaccount) 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.

<This page is intentionally left blank and reserved for future messages>



# 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](http://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.



Information regarding California American Water's service areas can be found on the company's website [www.californiaamwater.com](http://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](http://amwater.com) and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

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## Shari N Van Schaick

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**From:** Shauna Racicot  
**Sent:** Thursday, May 23, 2019 4:01 PM  
**To:** WB-DWPDIST06; Salazar, Ingrid@Waterboards; mariacarmen.rocha@cpuc.ca.gov  
**Cc:** Shari N Van Schaick  
**Subject:** CalAm-2018-CCRs  
**Attachments:** 5610081-CalAmLasPosas-2018-CCR.pdf; 5610040-CalAmVillage-2018-CCR.pdf

Attached are the 2018 CCRs for the following California American Water Distribution Systems:

5610081-CalAmLasPosas-2018-CCR  
5610040-CalAmVillage-2018-CCR

If you have a problem opening the attachment or questions about the report, please contact Shauna Racicot at 619.446.4768 or Tim Miller at 619.446.4771, or reply to this e-mail.

Thank you,

Shauna Racicot  
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