



**CALIFORNIA  
AMERICAN WATER**

1019 Cherry Ave  
Imperial Beach, CA 91932



**California American Water cares for  
our customers in San Diego.** We

are working diligently to deliver the most cost-effective, reliable water service. From helping control water costs to financial support with H2O Help to Others – our low income assistance program – we are dedicated to serving our customers, now and well into the future.

**New Water Rates  
Began February 2014**

On January 1, 2014 the City of San Diego implemented a rate increase on its wholesale price of water. For California American Water customers, this increase took effect on February 1, 2014. California American Water buys water from the City of San Diego and based on the rate-setting formula that is part of our purchase agreement, our customers in the San Diego County District will be impacted significantly.

California American Water did not request this rate increase – we are simply passing through a price increase that the City of San Diego is imposing on California American Water.

On November 21, 2013, the San Diego City Council voted to raise the cost of providing water to their residential customers effective January 1, 2014. This same action also resulted in an increase for wholesale customers, such as California American Water, which provides water service to our customers in Coronado, Imperial Beach and parts of San Diego.

California American Water has filed an advice letter with the California Public Utilities Commission to implement the change in water rates.

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En enero de 2014 comienza un aumento de la tarifa de agua y usted notará el cambio en su cuenta de febrero. La compañía California American Water no pidió este aumento de tarifa – estamos simplemente transfiriendo un aumento de precio que la ciudad de San Diego nos ha impuesto. Para mayor información, por favor únase a nosotros en dos eventos abiertos al público que tendrán lugar en febrero de 2014.

## How the New Rates Affect Our Customers

The rate increase began February 1, 2014 and you will begin noticing the change on your February bill. This surcharge is determined by the amount of water you use and could be higher or lower depending on your water use. It applies to the quantity charge only, not the fixed charge. The purchased water surcharge will be shown as a separate line item on customers' monthly bills.

Customers will see an average increase of \$0.37 per day. The average residential customer using 7,764 gallons of water per month will see an increase on their monthly bill, from \$50.52 to \$61.64, or \$11.12 per month on their bills. We are anticipating an additional increase of 2.33% in January 2015.

## Attend an Information Session to Learn More

California American Water will host two community open houses in February 2014 (please see information below). All customers are encouraged to attend.

### Imperial Beach and South San Diego Community Open House

**Wednesday, February 26, 2014, 6:00 – 7:30 p.m.**

Imperial Beach City Hall - Community Room  
825 Imperial Beach Boulevard  
Imperial Beach, CA 91932

### Coronado Community Open House

**Thursday, February 27, 2014, 6:00 – 7:30 p.m.**

Coronado Public Library - Winn Room  
640 Orange Avenue  
Coronado, CA 92118

## Lower Your Water Use. Lower Your Water Bill.

California American Water offers free Water Wise House Calls to our residential and non-residential customers to help create a plan to conserve water in your home or business. We also offer free water-saving devices, including low flow showerheads and hose nozzles, sink aerators and leak detection kits.

There are many other rebates for qualifying water-efficient appliances like clothes washers and low-flow toilets as well as for water-efficient landscaping. California American Water customers can sign-up for House Calls by stopping by our local office located at 1019 Cherry Avenue, Imperial Beach, between the hours of 8:30 a.m. and 4:00 p.m.

## We're Here to Help.

California American Water proudly offers "H2O Help to Others," our low-income assistance program. This program provides aid to those experiencing financial difficulties in paying their water bill. Customers who are enrolled in low-income programs with any other utility automatically qualify for California American Water's "H2O Help to Others" program. Customers can obtain additional information by calling our 24-hour customer service center at (888) 237-1333 or by visiting us online at [www.californiaamwater.com](http://www.californiaamwater.com).

