Consumer Confidence Report
Certification Form

(To be submitted with a copy of the CCR)

Water System Name: California American Water- **Monterey**

Water System Number: 2710004

The water system named above hereby certifies that its Consumer Confidence Report was distributed on May 1 – June 30, 2016 (*date*) 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: Nina Miller

Signature:

Title: Water Quality & Environmental Compliance Manager

Phone Number: (831) 646-3269 Date: June 24, 2016

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: http://www.amwater.com/caaw/water-quality-and-stewardship/water-quality-reports.html
  - ☐ 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: http://www.amwater.com/caaw/water-quality-and-stewardship/water-quality-reports.html
- ☐ *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: http://www.amwater.com/ccr/monterey.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. 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.

Attachment 1: 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), California Code of Regulations.

CALIFORNIA AMERICAN WATER

PO Box 7150, Pasadena, CA 91109-7150

0001015220007308387000000000003516016

Account Number	[redacted]
Due Date	June 9, 2016
Total Due	$35.16
If Paid After Due Date	$35.67 after 6/9/16

For Service To: [redacted]

☐ Check this box for address changes and note new address on back.

Amount Enclosed $

[redacted]

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

Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

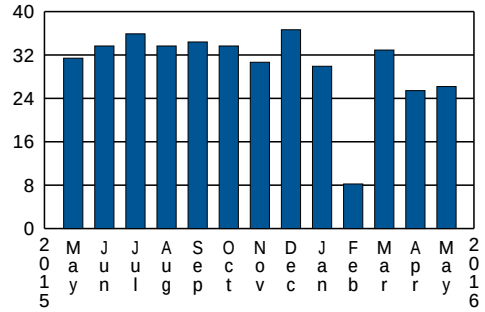
- Billing date: May 18, 2016
- Due Date: June 9, 2016
- Billing period: Apr 15 to May 16 (32 Days)
- Next reading on or about: Jun 15, 2016
- Customer Type: Residential
- Meter Reading Measurement:
  1 unit = 10 CF or 74.8 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	42993342
Size of meter	5/8"
Current Read	9,259 (Actual)
Previous Read	9,224 (Actual)
Total water used this billing period	35 units (2,618 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2016: 26.18 CGL
- Same billing period 2015: 31.41 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: [redacted]

For Account [redacted]

Prior Balance		
• Balance from last bill		35.43
• Payments as of Apr28. Thank you!		-35.43
Balance Forward		0.00
Current Water Service		
• Water Service Charge		10.06
• Water Usage Charge	($0.64690000 x 20.46)	13.24
	($0.64690000 x 5.72)	3.70
• Total Water Service Related Charges		27.00
Other Charges		
• Carmel River Mitigation Surcharge (27.00 x 4.64%)		1.25
• Conservation Surcharge ($0.02450000 x 26.18)		0.64
• Payment Assistance Surcharge Water		1.86
• Consolidated Expense Balancing Account ($0.09340000 x 26.18)		2.45
• MPWMD Cnsvn Surcharge		0.25
• Seaside Basin BA Surcharge		0.37
• Total Other Charges		6.82
Taxes		
• City Franchise Fees		0.33
• Utility User Tax		0.64
• Commission Surcharge		0.37
• Total Taxes		1.34
TOTAL CURRENT CHARGES		35.16

TOTAL AMOUNT DUE $35.16

Important messages from California American Water

- AVERAGE DAILY USE FOR BILLING PERIOD = 81.81 GALLONS
- Tiered Consumption Amount (CGL) - Winter (November 1st - April 30th)
- Tier 1 - 33.66 | Tier 2 - 33.66 | Tier 3 - 33.66 | Tier 4 - 33.66 | Tier5 - All Other Usage
- Tiered Consumption Amount (CGL) - Summer (May 1st - October 31st)
- Tier 1 - 33.66 | Tier 2 - 33.66 | Tier 3 - 33.66 | Tier 4 - 33.66 | Tier5 - All Other Usage
- ***IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/monterey.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 electronicamente en www.amwater.com/ccr/monterey.pdf Si prefiere una copia, por favor pongase en contacto al cliente con nuestro centro de servicio en 888-237-1333.

Customer Service: 1-888-237-1333 M-F 7am to 7pm Emergency: 24/7 www.californiaamwater.com

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ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H20 Online at www.amwater.com/myh2o.

Mailing Address 1	
Mailing Address 2	
City, State and Zip	
Telephone Number	( )

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

- If you prefer, you may write to our Customer Service Center at: PO Box 578, Alton, IL 62002-0578.
- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.

IMPORTANT INFORMATION FROM CALIFORNIA AMERICAN WATER

- 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 twenty-one (21) days from the date of mailing.
- Should the amount of this bill be questioned, an explanation should be requested from the utility. If an explanation satisfactory to the customer is not made by the utility and the bill is still questioned, the customer may deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2250, San Francisco, California 94102, telephone numbers are 800-649-7570 or 415-703-4973 and (TDD) 800-229-6846, the amount of the bill to avoid discontinuance of service. Make remittance payable to “California Public Utilities Commission,” and attach the bill and a statement setting forth the basis for the dispute of the amount of the bill. The Commission will review the basis of the billed amount and disburse the deposit in accordance with its findings.
- 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 utility’s service, general level of rates, pending rate applications, and sources of fuel or power.

MORE IMPORTANT MESSAGES FROM CALIFORNIA AMERICAN WATER

- ** Get Informed about the Monterey Peninsula Water Supply Project. Visit the Monterey Peninsula Water Supply Project website, at www.watersupplyproject.org, to read the newly published quarterly progress report, sign up for updates and find out other information about the project.
- Contact California American Water's local conservation department at 831.646.3205 to take advantage of rebates, water wise house calls and more. For more information visit www.montereywaterinfo.org.
- The California American Water water waste and leak reporting app is now available. Search "CA American Water" in the Apple or Android app store to find the free download.
- We want to help you better understand your water bill - why you are paying the amount you are, and where the money is going. A large part of your water bill is invested directly into the water system to make sure it is reliably delivering quality water when you need it. To learn more, visit www.californiaamwater.com/aboutyourbill.