Consumer Confidence Report
Certification Form

(To be submitted with a copy of the CCR)

Water System Name: California American Water- **Ryan Ranch**

Water System Number: 2701466

The water system named above hereby certifies that its Consumer Confidence Report was distributed on May 1 – June 30, 2015 (*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: Nina Miller

Title: Water Quality & Environmental Compliance Manager

Phone Number: (831) 646-3269 Date: June 30, 2015

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/ryanranch.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: Statewide CAW Press Release, May 13, 2015

Attachment 2: 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.

PRESS RELEASE

CALIFORNIA AMERICAN WATER

May 13, 2015
For Immediate Release

Kevin Tilden
Office: 619-522-6362
Mobile: 619-206-8099
Email: kevin.tilden@amwater.com

CONSUMER CONFIDENCE REPORTS SHOW EXCELLENT WATER QUALITY IN ALL SIX CALIFORNIA AMERICAN WATER DISTRICTS

Water Utility Surpasses State and Federal Standards

CORONADO, CALIF. (May 13, 2015) – California American Water published the 2014 Consumer Confidence Reports, which show we serve high quality water throughout the company's six districts.

The annual reports compare California American Water's water quality with standards established by the U.S. Environmental Protection Agency and the California Department of Public Health. The report also discusses 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.

With the high water usage season upcoming, assisting water conservation has been the top priority of California American Water during the drought. In addition working with its customers to heed Governor Brown's order to reduce water usage statewide by 25 percent, California American Water continues to serve high quality water to its approximately 600,000 statewide customers.

"Despite the challenges of the drought, we continue to provide our customers with top quality drinking water; we are now adding our efforts to help customers save water during this drought," said Rob MacLean, President of California American Water. "We are proud to report that we serve our customers with high quality water that meets all state and federal standards."

California American Water's Consumer Confidence Reports, which are available to customers starting this May, are searchable by zip code and accessible online at www.californiaamwater.com.

California American Water, a subsidiary of American Water (NYSE: AWK), provides high quality and reliable water and/or wastewater service to approximately 600,000 people.

Founded in 1886, American Water is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs 6,400 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. More information can be found at www.amwater.com.

###

CALIFORNIA AMERICAN WATER

PO Box 7150, Pasadena, CA 91109-7150

[redacted]

Account Number	[redacted]
Due Date	June 23, 2015
Total Due	$1,062.63

For Service To: [redacted]

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

Amount Enclosed $

[redacted]
MONTEREY, CA 93942-3140

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

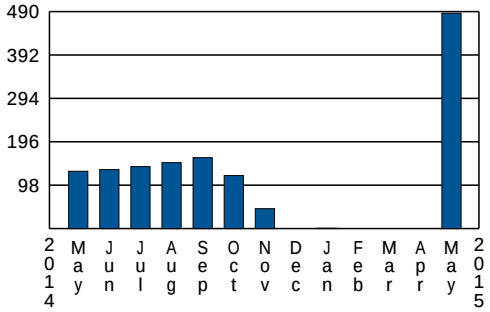
- Billing date: June 1, 2015
- Due Date: June 23, 2015
- Billing period: Jan 24 to May 27 (124 Days
- Next reading on or about: Jun 24, 2015
- Customer Type: Commercial
- Meter Reading Measurement:
  1 unit = 10 CF or 74.8 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	75342153
Size of meter	5/8"
Current Read	25,339 (Estimated)
Previous Read	24,689 (Actual)
Total water used this billing period	650 units (48,620 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2015: 486.20 CGL
- Same billing period 2014: 129.40 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: [redacted]
For Account [redacted]

Prior Balance	
• Balance from last bill	25.67
• Payments as of Feb10. Thank you!	-25.67
Balance Forward	0.00
Current Water Service	
• Water Service Charge	85.69
• Water Usage Charge ($1.73600000 x 486.20)	844.04
• Total Water Service Related Charges	929.73
Other Charges	
• Gen Exp Balance Acct Srchg	43.42
• MPWMD Cnsvn Surcharge	0.00
• MPWMD Surcharge	58.77
• Seaside Basin BA Surcharge	1.51
• Total Other Charges	103.70
Adjustments	
• WRAM/MCBA Credit - Monterey	-44.39
• Total Adjustments	-44.39
Taxes	
• City Franchise Taxes	10.24
• Utility User Tax	48.73
• Commission Surcharge	14.62
• Total Taxes	73.59
TOTAL CURRENT CHARGES	1,062.63
TOTAL AMOUNT DUE	$1,062.63

Important messages from California American Water

- ***IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/ryanranch.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 electrÃ³nicamente en www.amwater.com/ccr/ryanranch.pdf Si prefiere una copia, por favor pÃ³ngase en contacto al cliente con nuestro centro de servicio en 888-237-1333.
- 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.
- My H2O Online is now mobile-friendly! Using your mobile device to check your account balance, view water use history, or to pay your bill is now even more convenient. Forgot your log in or password? No problem. The self service reset feature allows you to update both by correctly answering your security question.

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

100001314861

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

- 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.