

Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: California American Water- Toro

Water System Number: 2710021

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



PO Box 7150, Pasadena, CA 91109-7150

0001015220005513176000000000012009013

For Service To: [REDACTED]

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

Account Number	[REDACTED]
Due Date	June 27, 2016
Total Due	\$120.09
If Paid After Due Date	\$121.85 after 6/27/16

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

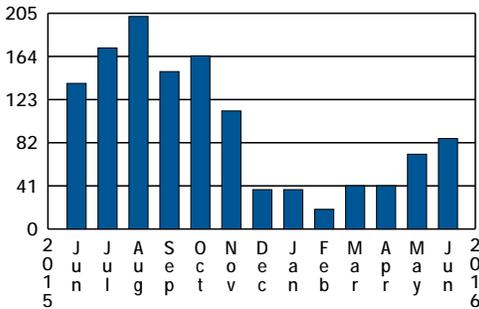
- Billing date: June 3, 2016
- Due Date: June 27, 2016
- Billing period: May 03 to Jun 01 (30 Days)
- Next reading on or about: Jun 30, 2016
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 10 CF or 74.8 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	X060575435
Size of meter	1-1/2"
Current Read	19,225 (Actual)
Previous Read	19,110 (Actual)
Total water used this billing period	115 units (8,602 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2016: 86.02 CGL
- Same billing period 2015: 138.38 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: [REDACTED]
For Account: [REDACTED]

Prior Balance	
• Balance from last bill	108.46
• Payments as of May23. Thank you!	-108.46
Balance Forward	0.00
Current Water Service	
• Water Service Charge	50.28
• Water Usage Charge (\$0.65890000 x 86.02)	56.68
• Total Water Service Related Charges	106.96
Other Charges	
• Conservation Surcharge (\$0.02450000 x 86.02)	2.11
• Payment Assistance Surcharge Water	1.86
• Consolidated Expense Balancing Account (\$0.07730000 x 86.02)	6.65
• Total Other Charges	10.62
Taxes	
• County Franchise Taxes	1.16
• Commission Surcharge	1.35
• Total Taxes	2.51
TOTAL CURRENT CHARGES	120.09

TOTAL AMOUNT DUE **\$120.09**

Important messages from California American Water

- AVERAGE DAILY USE FOR BILLING PERIOD = 286.73 GALLONS
- The Water Revenue Adjustment Mechanism (WRAM) Surcharge for the Toro service area of Monterey will be updated to \$0.1171 per 100 gal consumed for metered customers and collected for over 36 months. The average residential bill will increase by 12.5 percent or \$15.24. The revenue collected offsets reductions in water sales during the 2015 drought.
- Su informe anual de la calidad de agua puede consultarse electronicamente en www.amwater.com/ccr/toro.pdf Si prefiere una copia, por favor póngase en contacto al cliente con nuestro centro de servicio en 888-237-1333.
- ***** IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/toro.pdf. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 888-237-1333.**
- ** 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.

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 H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

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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.
- Your bill will reflect an update from the Interim Rate True Up for the Consolidated Expense Balancing Account (CEBA). This change reflects an update to the Interim Rate True Up, as part of the 2013 General Rate Case (GRC) decision for the Monterey County District.
- 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.