Consumer Confidence Report
Certification Form

(To be submitted with a copy of the CCR)

Water System Name: California American Water – **Security Park**

Water System Number: **3410027**

The water system named above hereby certifies that its Consumer Confidence Report was distributed on May 25 – June 30, 2018 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: Victoria Kunda
Signature: Victoria Kunda
Title: Water Quality/Environmental Compliance Manager
Phone Number: (916) 568-4278 Date: June 12, 2018

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: https://amwater.com/caaw/water-quality/water-quality-reports
  - ☐ 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: www._____
- ☒ *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/securitypark.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 in May and June, the message will run as optional for the remainder of the year as space allows on the bill. 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. The social media outlets (Facebook and Twitter) were used for electronic announcement of CCR availability.

Attachment 1: CAW Press Release_CCR, May 7, 2018

Attachment 2: CalAm 2017 Consumer Confidence Report Talking Points

Attachment 3: 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 7, 2018
For Immediate Release

Evan Jacobs
Office: 916-568-4252
Mobile: 707-495-6135
Email: evan.jacobs@amwater.com

CONSUMER CONFIDENCE REPORTS SHOW EXCELLENT WATER QUALITY IN SACRAMENTO

California American Water Surpasses State and Federal Standards

SACRAMENTO, CALIF (May 7, 2018) – California American Water published the 2017 Consumer Confidence Reports, which demonstrate high quality water service throughout the Sacramento District. 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 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.

The reports continue a new design implemented last year 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 2017 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.

California American Water, a subsidiary of American Water (NYSE: AWK), provides high-quality and reliable water and wastewater services to more than 660,000 people.

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 6,700 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 by visiting www.amwater.com.

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CSC UPDATE: CONSUMER CONFIDENCE REPORTS ISSUED FOR CA
STATE: CALIFORNIA
DISTRICT: All Districts
DATE: **8** May **2018**

Basics	
Summary:	▪ The 2017 Consumer Confidence Reports have been released publicly for all of California ▪ These are comprehensive water quality reports for all districts in the state. ▪ They demonstrate that CAW has met and exceeded all local, state and federal water quality standards. ▪ The reports are now on the CAW website and are searchable by zip code.
Affected customers:	All California Customers
Effective date:	May 8, 2018

Communications	
Customer notice:	▪ All customer will have access to a paperless version online. ▪ Customers can go to the CAW website at www.californiaamwater.com/water-quality ▪ Customer can enter their zip code at this link to get a list of water quality reports in their area. ▪ A social media campaign highlighting the reports will be undertaken in the next two weeks. ▪ Three press releases were issued announcing the release of the CCRs for the Northern, Central and Southern Divisions of the state.

Contact	
Customer inquiries:	Any additional requested information beyond the scope of these notes should be referred to Luke Gianni at 916-568-4207.

Detailed Description	California American Water published the 2017 Consumer Confidence Reports, which demonstrate high quality water service throughout California. 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 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. The reports continue a new design implemented last year that feature illustrated sections of common containments and simple-to-read explanations of the various technical terms within the document. The reports are available at CAW website at: www.californiaamwater.com/water-quality

CALIFORNIA AMERICAN WATER

PO Box 7150, Pasadena, CA 91109-7150

0001015210020756555000000000002134013

Account Number	[redacted]
Due Date	July 5, 2018
Total Due	[redacted]
If Paid After Due Date	[redacted]

For Service To: [redacted]

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

Amount Enclosed $

[redacted]
ROSEVILLE, CA 95678-0428

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

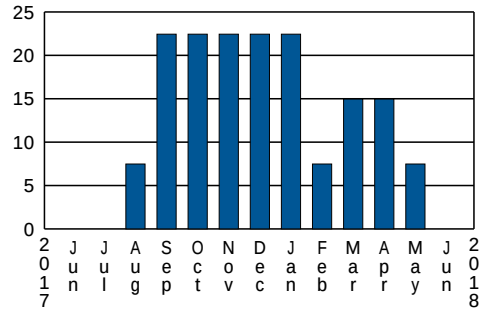
- Billing date: June 13, 2018
- Due Date: July 5, 2018
- Billing period: May 24 to Jun 25 (33 Days)
- Next reading on or about: Jul 26, 2018
- Customer Type: Commercial

Meter No.	[redacted]
Size of meter	[redacted]
Current Read	[redacted]
Previous Read	[redacted]
Total water used this billing period	[redacted]

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: [redacted]
- Same billing period 2017:

Billed Use Graph (100 gallons)



BILLING SUMMARY

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

Prior Balance
- Balance from last bill [redacted]
- Payments as of Jun11. Thank you! [redacted]

Balance Forward [redacted]

Current Water Service
- Water Service Charge [redacted]
- Water Usage Charge ($0.42400000 x 0.00)
- Total Water Service Related Charges [redacted]

Other Charges
- Payment Assistance Surcharge Water
- Purchased Water Surcharge [redacted]
- Total Other Charges

Taxes
- Commission Surcharge [redacted]
- Total Taxes

TOTAL CURRENT CHARGES [redacted]

TOTAL AMOUNT DUE [redacted]

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from California American Water

- AVERAGE DAILY USE FOR BILLING PERIOD = [redacted]
- ***IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/securitypark.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/securitypark.pdf Si prefiere una copia, por favor pongase en contacto al cliente con nuestro centro de servicio en 888-237-1333.
- Per AL 1195, a WRAM/MCBA surcharge is on your bill to recover under-collected revenues for the period ending Dec. 31 2017. The surcharge is $0.0529 per 100 gallons and will remain in effect until March 2021.
- California American Water's rates are regulated by the California Public Utilities Commission. Rates are adjusted on an annual basis. Other charges change more frequently as a result of completion of specific infrastructure improvements and changes in specific costs associated with your water service like electricity, employee healthcare, and purchased water costs from wholesale water districts.

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

400000204601

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.