



Mark West Citizens Advisory Council

April 13, 2022
Nichole Baxter, External Affairs Manager



CALIFORNIA
AMERICAN WATER

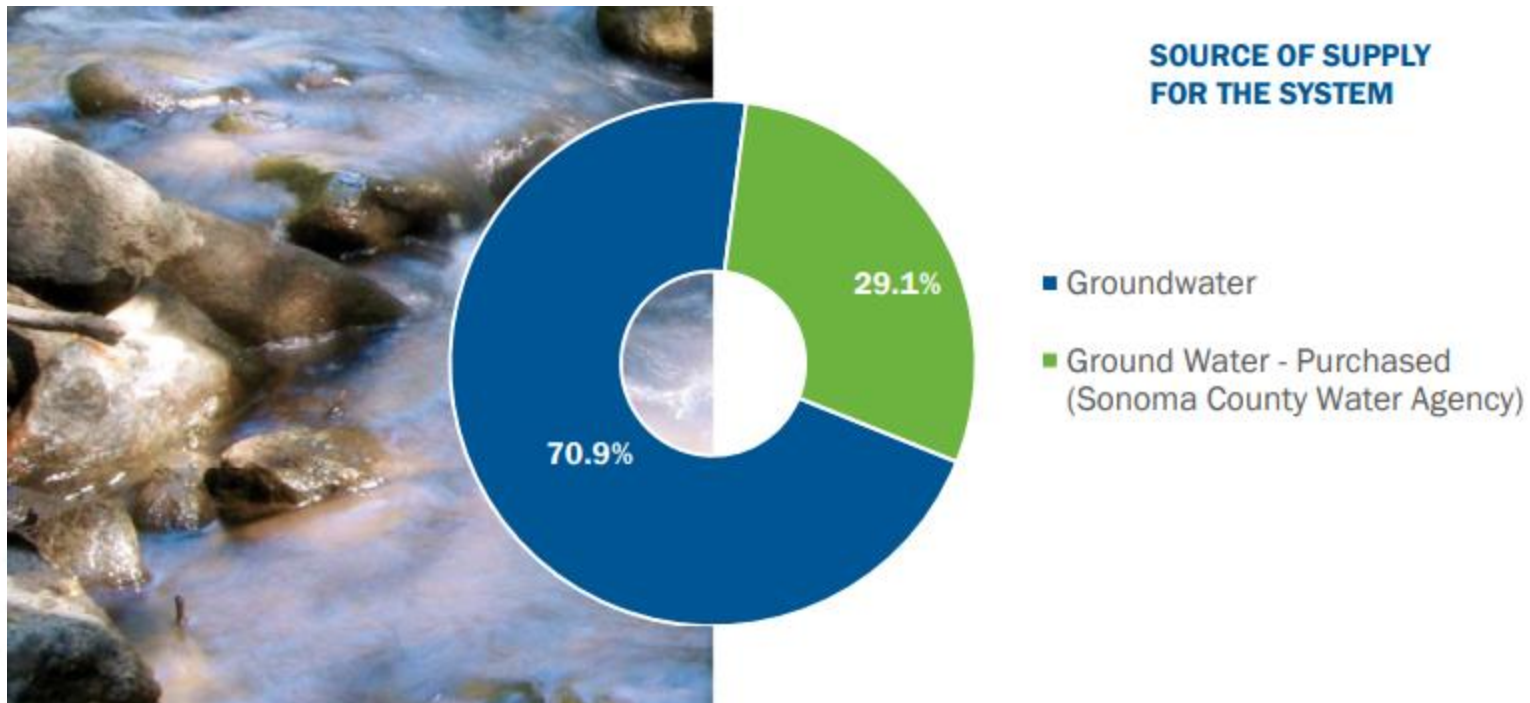
- 1. Rate Change Information
(Most Received Rate Decreases)**
- 2. Conservation & Drought Information**
- 3. Arrearages and Customer Assistance Programs**

Where Your Water Comes From:

California American Water Larkfield water system is served by wells and purchased ground water from the Sonoma County Water Agency (SCWA).

Disinfection and other treatment:

Our drinking water treatment technologies to remove naturally occurring arsenic, iron, and manganese as well as chlorination for disinfection.



Recent Rate Changes



Background

Effective March 4, 2022, California American Water customers in the Larkfield service area are experiencing rate changes mandated by our recent General Rate Case (GRC) (A-19-07-004), served by the California Public Utilities Commission (CPUC). The Final Decision was issued on November 23, 2021, with changes implemented beginning in March.

What is Staying the Same?

Larkfield's tier breaks will remain at four tiers for residential, however the amounts of each breakpoint will change, as shown on next slide.

What is Changing?

On average, the majority of Larkfield customers will see a decrease in projected bill amounts – 10.26% reduction for residents and 14.37% for commercial.

Larkfield's tier breaks will remain at four tiers, however the amounts of each breakpoint will change:

Tiers (in 100gal/CGL)	Old	Tiers (in 100gal/CGL)	New
Tier 1: For the First	52.4	Tier 1: For the First	37.4
Tier 2: For the Next	52.4	Tier 2: For the Next	97.5
Tier 3: For the Next	194.5	Tier 3: For the Next	55.5
Tier 4: For Water delivered over	299.3	Tier 4: For Water delivered over	190.4

As of March 4, 2022

Rates: Average Customer Impacts

On average, the majority of Larkfield customers will see a decrease in projected bill amounts: 10.26% reduction for residents and 14.37% for commercial.

Service Area	Rate Type	Avg Usage (CGL per month)	Current Bill	Projected Bill	Average Bill Dollar Increase	Average Bill Percentage Increase
Larkfield	Residential	64.5	\$88.95	\$79.83	(\$9.13)	-10.26%
Larkfield	Commercial	232.4	\$286.14	\$245.02	(\$41.12)	-14.37%

Instances where rates are increasing: “residential fire protection service” rates are going up.



MANDATORY

WATER-USE RESTRICTIONS IN EFFECT

Due to continuing statewide drought, we have activated our Stage 2 Water Shortage Contingency Plan, requiring customers to follow common sense rules to conserve water and eliminate waste.

Visit californiaamwater.com > Conservation for more information.

GOVERNOR'S RECENT EXECUTIVE ORDER

- Larkfield already in mandatory watering schedules (Stage 2 of the Water Shortage Contingency Plan)

PLEASE FOLLOW THESE MANDATORY CONSERVATION MEASURES

- Eliminate runoff from sprinklers.
- Use an automatic shut-off nozzle on hoses while washing cars.
- **Do not irrigate or water outdoors for 48 hours after rain.**
- Do not use potable water for non-recirculating fountains, ponds and water features.
- Do not use potable water to wash driveways and other hardscapes.

PLEASE FOLLOW THE OUTDOOR WATERING SCHEDULE

- Water no more than three days per week.
- Water between 8 p.m. and 10 a.m.
- Limit watering to 3–4 minutes, 2–3 times per watering day.

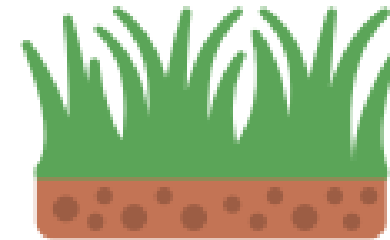


WE'RE HERE TO HELP

We want to help you save water and support your conservation efforts with the following:

- Rebates for Restaurants and Food Service Facilities
- **Larkfield Water-Smart Landscaping Turf Exchange Rebate Program**
- Water Wise House Calls in which a conservation specialist will visit your property to check for leaks and help you identify ways to save water.
- Water-Saving Devices, such as low-flow showerheads, hose nozzles and more, are available at our local office at 4787 Old Redwood Highway in Santa Rosa.

Visit californiaamwater.com > **Conservation** or call your local conservation representative at 707-542-8329, ext. 0 for more information.



Rebates

**REPORT
WATER WASTE** 
Click here to report water waste

Customer Assistance Programs

- Provide financial aid to low-income families and customers undergoing monetary hardship
 - Payment Arrangements - Customer Service Representatives work with customers on a payment plan to pay the balance of their bill over time
- Customer Assistance Program (Formerly named Low Income Ratepayer Assistance)
 - Eligibility is determined based on a household's gross yearly income or participation in qualifying public assistance program, CARE. Assistance is provided in the form of a monthly discount on customers water bills
- COVID Arrearage Programs:
 - California Water and Wastewater Arrearage Payment Program (CWWAPP)
 - Low Income Household Water Assistance Program (LIHWAP) – Coming soon!

Upcoming Virtual Classes

Drought Resilient Lawn Care

- When: Tue, April 26, 6pm – 7pm

Drip Irrigation 101

- When: Tue, May 10, 6pm – 7pm

californiaamwater.com > Conservation



Scan the QR
code on your
smartphone!





THANK YOU