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Examined \_\_\_\_\_

CLASS A  
WATER UTILITIES

U# \_\_\_\_\_

2020  
ANNUAL REPORT  
OF

---

CALIFORNIA-AMERICAN WATER COMPANY

(NAME UNDER WHICH CORPORATION, PARTNERSHIP, OR INDIVIDUAL IS DOING BUSINESS)

---

655 West Broadway Suite 1410, San Diego, CA

92101

(OFFICIAL MAILING ADDRESS)

ZIP

TO THE  
PUBLIC UTILITIES COMMISSION  
STATE OF CALIFORNIA  
FOR THE  
YEAR ENDED DECEMBER 31, 2020

REPORT MUST BE FILED NO LATER THAN APRIL 30, 2021

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## GENERAL INSTRUCTIONS

1. Two completed and signed hard copies of this report and one electronic copy must be filed **NO LATER THAN APRIL 30, 2021**, with:

**CALIFORNIA PUBLIC UTILITIES COMMISSION  
WATER DIVISION  
ATTN: BRUCE DEBERRY  
505 VAN NESS AVENUE, ROOM 3200  
SAN FRANCISCO, CALIFORNIA 94102-3298  
[bmd@cpuc.ca.gov](mailto:bmd@cpuc.ca.gov)**

2. Failure to file the report on time may subject a utility to the penalties and sanctions provided by the Public Utilities Code.
3. The Declaration on Page 70 must be signed by an authorized officer, partner, or owner.
4. The report must be prepared in accordance with the CPUC Excel annual report template. The Excel file and a PDF of the file is to be submitted to the Commission.
5. The report must be filled in, and every question answered. **LEAVE NO SCHEDULE BLANK.** Insert the words "none" or "not applicable" or "n/a" when appropriate.
6. Certain balance sheet and income statement accounts refer to supplemental schedules. Complete the supplemental schedules **FIRST**. The balances in these schedules will then auto-fill the appropriate boxes in the balance sheet/income statement. Total and subtotal boxes are automatically summed in Excel. Auto-filled and summed boxes are Excel locked and identified by a light coloring of the box. Uncolored boxes can be manually filled. Complete the statements by filling in the uncolored boxes where appropriate.
7. Some schedules provide for a "balance at beginning of year." The amount shown should agree with the "balance at end of year" as shown in the report for the previous year. If there is a difference, it should be explained by footnote.
8. When there is insufficient space in a schedule to permit a complete statement of the requested information, insert sheets should be prepared and identified by the number of the schedule to which it refers. Be certain that the inserts are securely attached to the report. If inserts are needed, prepare all inserts in one separate electronic file in Microsoft Excel format and file it with the electronic file of this report.
9. This report must cover the calendar year from January 1, 2020, through December 31, 2020. Fiscal year reports will not be accepted.
10. Your company's external auditor information, such as external auditor's name, phone number, and address, must be included in Page 13, Item 12, of this report.

# **I N S T R U C T I O N S**

## **FOR PREPARATION OF SELECTED FINANCIAL DATA SHEET FOR ALL WATER UTILITIES**

To prepare the attached data sheets, refer to the Balance Sheet, Income Statement and supporting detail schedules in the annual report for the required data.

Please follow the instructions below:

1. The CPUC annual report Excel template incorporates links so that the selected data in the Balance Sheet, Income Statement and supporting schedules automatically flow to the financial data sheets.
2. For the financial data sheets that are to be adjusted to exclude non-regulated activity, manually adjust the data to exclude non-regulated activity.

# UTILITY PLANT AND CAPITALIZATION DATA

Calendar Year 2020

Name of Utility: California-American Water

Telephone: 619-446-4761

Person Responsible for this Report: Richard Svindland

	<u>1/1/2020</u>	<u>12/31/2020</u>	<u>Average</u>
<b>UTILITY PLANT DATA</b>			
1 Total Utility Plant	\$ 1,255,764,346	\$ 1,387,659,370	\$ 1,321,711,858
2 Total Utility Plant Reserves	(366,032,801)	(386,392,555)	(376,212,678)
3 Total Utility Plant Less Reserves	889,731,545	1,001,266,815	945,499,180
4 Advances for Construction	20,873,608	21,218,303	21,045,956
5 Contributions in Aid of Construction	69,436,819	83,776,735	76,606,777
6 Total Accumulated Deferred Taxes	107,632,874	99,268,842	103,450,858
7			
8			
9			
10 <b>CAPITALIZATION</b>			
11 Common Capital Stock	92,477,914	92,477,914	92,477,914
12 Preferred Capital Stock	-	-	-
13 Earned Surplus	99,160,650	107,442,187	103,301,419
14 Total Capital Stock	459,793,615	488,786,346	474,289,981
15 Total Proprietary Capital (Individual or Partnership)	-	-	-
16 Total Long-Term Debt	382,567,964	283,590,945	333,079,455

# INCOME, EXPENSES, AND OTHER DATA

Calendar Year 2020

Name of Utility: California-American Water

Telephone: 619-446-4761

		Annual Amount
<b>INCOME/EXPENSES DATA</b>		
1	Operating Revenues	\$ 246,998,867
2	Operating Expenses	\$ 144,866,561
3	Depreciation - and Amortization	\$ 32,039,115
4	Taxes	\$ 20,645,369
5	Income from Nonutility Operations (net)	\$ 2,445,938
6	Interest on Long-Term Debt	\$ 18,530,380
7	Net Income	\$ 44,033,641
8		
<b>OPERATING EXPENSES DATA</b>		
10	Source of Supply Expense	\$ 60,498,786
11	Pumping Expenses	\$ 9,690,686
12	Water Treatment Expenses	\$ 5,742,385
13	Transmission and Distribution Expenses	\$ 10,595,271
14	Customer Account Expenses	\$ 2,347,076
15	Sales Expenses	\$ -
16	Recycled Water Expenses	\$ -
17	Administrative and General Expenses	\$ 21,543,503
18	Miscellaneous	\$ 34,448,854
19	Total Operating Expenses	\$ 144,866,561

**OTHER DATA**

	Jan. 1	Dec. 31	Annual Average
23 <u>Active Service Connections</u> (Exc. Fire Protect.)_____			
24			
25 Metered Service Connections	173,558	176,646	175,102
26 Flat Rate Service Connections	18,321	22,112	20,217
27 Total Active Service Connections	191,879	198,758	195,319

## UTILITY PLANT AND CAPITALIZATION DATA Adjusted to Exclude Non-Regulated Activity

Calendar Year 2020

Name of Utility: California-American Water Telephone: 619-446-4761

Person Responsible for this Report: Richard Svindland

	<b>1/1/2020</b>	<b>12/31/2020</b>	<b>Average</b>
<b>UTILITY PLANT DATA</b>			
1 Total Utility Plant	\$ 1,255,764,346	\$ 1,387,659,370	\$ 1,321,711,858
2 Total Utility Plant Reserves	(366,032,801)	(386,392,555)	\$ (376,212,678)
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6 Total Accumulated Deferred Taxes	107,632,874	99,268,842	\$ 103,450,858
7			
8			
9			
<b>10 CAPITALIZATION</b>			
11 Common Capital Stock	92,477,914	92,477,914	\$ 92,477,914
12 Preferred Capital Stock	-	-	\$ -
13 Earned Surplus	99,160,650	107,442,187	\$ 103,301,419
14 Total Capital Stock	459,793,615	488,786,346	\$ 474,289,981
15 Total Proprietary Capital (Individual or Partnership)	-	-	\$ -
16 Total Long-Term Debt	382,567,964	283,590,945	\$ 333,079,455

**INCOME, EXPENSES, AND OTHER DATA**  
**Adjusted to Exclude Non-Regulated Activity**  
 Calendar Year 2020

Name of Utility: California-American Water

Telephone: 619-446-4761

		Annual Amount
<b>INCOME/EXPENSES DATA</b>		
1	Operating Revenues	\$ 246,857,067
2	Operating Expenses	\$ 144,866,561
3	Depreciation	\$ 32,039,115
4	Taxes	\$ 20,615,591
5	Income from Nonutility Operations (net)	\$ 2,445,938
6	Interest on Long-Term Debt	\$ 18,530,380
7	Net Income	\$ 44,033,641
8		
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11	Pumping Expenses	\$ 9,690,686
12	Water Treatment Expenses	\$ 5,742,385
13	Transmission and Distribution Expenses	\$ 10,595,271
14	Customer Account Expenses	\$ 2,347,076
15	Sales Expenses	\$ -
16	Recycled Water Expenses	\$ -
17	Administrative and General Expenses	\$ 21,543,503
18	Miscellaneous	\$ 34,448,854
19	Total Operating Expenses	\$ 144,866,561
20		
<b>OTHER DATA</b>		
23	<u>Active Service Connections</u> (Exc. Fire Protect.)_____	Annual Average
24		
25	Metered Service Connections	Jan. 1      Dec. 31
26	Flat Rate Service Connections	173,558    176,646    175,102
27	Total Active Service Connections	18,321     22,112     20,217
		191,879    198,758    195,319

## Notes to Adjusted Selected Financial Data Due to Excluding of Non-Regulated Activities

Instructions: Provide reasons for each adjustment to the Selected Financial Data due to non-regulated activities. Detail this information by name of line item (Gross Plant, Operating Revenues, etc.), account number, dollar amount, and by point in time (end of year, beginning of year, or average).

1	Income from Non-Utility Operations (net), Account numbers 522 and 526, Dollar Amount \$141,800
2	is the non-tariffed activity as referenced in Excess Capacity Schedule
3	
4	Taxes, Federal Corporate Income Tax, Account Number 507, Dollar Amount \$29,778
5	represents tax effect of reduction of non-tariffed revenues described above.
6	
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14	
15	
16	
17	
18	
19	
20	

### Excess Capacity and Non-Tariffed Services

NOTE: In D.00-07-018, D.03-04-028, and D. 04-12-023, the CPUC set forth rules and requirements regarding water utilities provision of non-tariffed services using excess capacity. These decisions require water utilities to: 1) file an advice letter requesting Commission approval of that service, 2) provide information regarding non-tariffed goods/services in each companies Annual Report to the Commission.

Based on the information and filings required in D.00-07-018, D.03-04-028, and D.04-12-023, provide the following information by each individual non-tariffed good and service provided in 2020:

Applies to All Non-Tariffed Goods/Services that require Approval by Advice Letter											
Row Number	Description of Non-Tariffed Goods/Services	Active or Passive	Total Revenue Derived from Non-tariffed Goods/ Services (by account)	Revenue Account Number	Total Expenses Incurred to Provide Non-tariffed Goods/ Services (by account)	Expense Account Number	Advice Letter and/or Resolution Number Approving Non-tariffed Goods/ Services	Total Income Tax Liability Incurred Because of Non-tariffed Goods/ Services (by account)	Income Tax Liability Account Number	Gross Value of Regulated Assets Used in the Provision of a Non-tariffed Goods/ Services (by account)	Regulated Asset Account Number
1											
2	See Addendum Reference Schedule Excess Capacity										
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											
19											
20											



**California - American Water Company**  
**Schedule Attached to and Made as Part of**  
**Annual Report to the Public Utilities Commission State of California**  
**Schedule Excess Capacity and Non-Tariffed Services**  
**NTP&S Projects**

<u>Name of Contract/Service</u>	<u>Active or Passive</u>	<u>Gross Revenue</u>	<u>Revenue Sharing</u>
<b>Antenna Leases</b>			
Cingular (1)	Passive	(31,849)	(9,555)
Sprint United Management Co. (1)	Passive	(32,500)	(9,750)
Verizon Wireless (2)	Passive	(107,992)	(32,398)
Silke Communications(1)	Passive	(5,400)	(1,620)
Conterra Ultra Broadband LLC (1)	Passive	(4,830)	(1,449)
<b>Miscellaneous Service</b>		<b>(20,000)</b>	<b>(6,000)</b>
<b>Total Antenna Leases and Miscellaneous Service</b>		<b>(202,571)</b>	<b>(60,772)</b>

**ATTACHMENT A**

**2020 ANNUAL REPORT OF NTP&S PROJECTS**

In accordance with Rule X.E of the Modified Rules for Water and Sewer Utilities Regarding Affiliate Transactions and the Use of Regulated Assets for Non-Tariffed Utility Services (Appendix A of D.12-01-042) (“Rules”), California-American Water Company (“CAWC”) provides the following information, in addition to the information provided in its Excess Capacity and Non-Tariffed Services schedule, regarding its Non-tariffed Products and Services (“NTP&S”):

**I. Descriptions of NTP&S Activities:**

A. Antenna Leases/License Agreements and Real Property Lease. During calendar year 2020, CAWC had a total of six (6) antenna leases/license agreements with five (5) different carriers for various locations in its Ventura, Monterey, and Sacramento County Districts. Under these agreements, cellular service providers install, maintain and operate their antennas and appurtenances on CAWC properties without interference to normal day-to-day operations. During calendar year 2020, CAWC had no real property leases.

B. Operation and Maintenance Agreements. During calendar year 2020, CAWC had no operation and maintenance (“O&M”) agreements.

C. Miscellaneous Service. During calendar year 2020, the Company President of CAWC participated in a Peer Review of an engineering project for a municipal water agency.

**II. Classification and Notice of NTP&S Activities**

All NTP&S activities described above were classified as “passive” in accordance with the table: “Designation of Active and Passive NTP&S Water and Sewer Utility Projects” (see page A-16 of the Rules). During calendar year 2020, CAWC did not enter into any new antenna leases/license agreements or real property leases and therefore no notices were required to be filed. Notice is given of the one-time passive non-tariffed miscellaneous service in this 2020 CPUC annual report.

**III. Regulated Assets and Personnel Used for the NTP&S:**

A. Antenna Leases/License Agreements and Real Property Lease. Antennas and their associated appurtenances are typically mounted on elevated water tanks, co-located on utility poles with CAWC communications facilities, or installed on the grounds of utility sites. No other regulated assets were used for these agreements. No CAWC personnel provided services for these agreements.

B. Operation and Maintenance Contract. During calendar year 2019, CAWC had no O&M agreements.

C. Miscellaneous Service. No regulated assets were used in the one-time non-tariffed service. One employee, President, participated in providing the non-tariffed service.

**GENERAL INFORMATION**

1. Name under which utility is doing business: California-American Water Company
2. Official mailing address:  
655 West Broadway, Suite 1410, San Diego, CA 92101
3. Name and title of person to whom correspondence should be addressed:  
Richard Svindland, President Telephone: 619-446-4761
4. Address where accounting records are maintained:  
1 Water Street, Camden, NJ 08102
5. Service Area (Refer to district reports if applicable): Refer to District Reports
6. Service Manager (If located in or near Service Area.) (Refer to district reports if applicable.)  
Name: Refer to District Reports Telephone: \_\_\_\_\_  
Address: \_\_\_\_\_

7. OWNERSHIP. Check and fill in appropriate line:
- |                                     |                                 |  |
|-------------------------------------|---------------------------------|--|
| <input type="checkbox"/>            | Individual (name of owner)      | _____                                    |
| <input type="checkbox"/>            | Partnership (name of partner)   | _____                                    |
| <input type="checkbox"/>            | Partnership (name of partner)   | _____                                    |
| <input type="checkbox"/>            | Partnership (name of partner)   | _____                                    |
| <input checked="" type="checkbox"/> | Corporation (corporate name)    | <u>California-American Water Company</u> |
|                                     | Organized under laws of (state) | <u>California</u> Date: <u>12/7/1965</u> |

Principal Officers: Current as of June 15, 2021

- |                                   |   |
|-----------------------------------|---|
| Name: <u>Richard Svindland</u>    | Title: <u>President and Chair of the Board</u>  |
| Name: <u>Jeffrey Dana</u>         | Title: <u>Chief Financial Officer and Treasurer</u>   |
| Name: <u>Garry Hofer</u>          | Title: <u>VP, Operations</u>  |
| Name: <u>Ian Crooks</u>           | Title: <u>Officer, Engineer and VP</u><br><u>Officer, Business Development,</u>                   |
| Name: <u>Kevin Tilden</u>         | Title: <u>Communications &amp; External Affairs, and VP</u>                                       |
| Name: <u>Kimberly Castillo</u>    | Title: <u>Officer, Human Resources</u>  |
| Name: <u>Sarah Leeper</u>         | Title: <u>VP, Legal - General Counsel and Secretary</u>   |
| Name: <u>Anthony Cerasuolo</u>    | Title: <u>Assistant Secretary</u>   |
| Name: <u>Jeffrey Linam</u>        | Title: <u>Officer, Rates and Regulatory and VP</u>  |
| Name: <u>Thomas Brunet</u>        | Title: <u>Officer, Business Development and VP</u>  |
| Name: <u>Kent Hodgkinson</u>      | Title: <u>Officer, Business Development and VP</u>  |
| Name: <u>Kathryn Horning</u>      | Title: <u>Assistant Secretary</u>   |
| Name: <u>Stephen Wesley Owens</u> | Title: <u>Assistant Treasurer</u>   |
| Name: <u>Stacey Fulter</u>        | Title: <u>Assistant Treasurer</u>   |
| Name: <u>Edward A. Simon, II</u>  | Title: <u>Officer, Business Performance, Supplier</u><br><u>Diversity and Inclusion Diversity</u> |

8. Names of associated companies: \_\_\_\_\_
9. Names of corporations, firms or individuals whose property or portion of property have been acquired during the year, together with date of each acquisition:
- |   |                         |
|---|-------------------------|
| Name: <u>Hillview Water Company</u>         | Date: <u>06/24/2020</u> |
| Name: <u>Fruitridge Vista Water Company</u> | Date: <u>02/04/2020</u> |
| Name: _____                                 | Date: _____             |
| Name: _____                                 | Date: _____             |

10. Use the space below for supplementary information or explanations concerning this report:  
None

11. List Name, Grade, and License Number of all Licensed Operators:  
See Addendum Reference Schedule Gen Info

12. List Name, Address, and Phone Number of your company's external auditor:  
Name: PricewaterhouseCoopers, LLP Telephone: 267-330-3000  
Address: 2001 Market St. Suite 1700 Philadelphia, PA 19103

13. This annual report was prepared by:

Name of firm or consultant: n/a

Address of firm or consultant: \_\_\_\_\_

Phone Number of firm or consultant: ( )

**California - American Water Company**  
**Schedule Attached to and Made as Part of**  
**Annual Report to the Public Utilities Commission State of California**  
**Schedule Gen Info**  
**Item 11. Name, Grade and License Number of all Licensed Operators**

Name	WATER DISTRIBUTION			WATER TREATMENT			WASTEWATER TREATMENT		
	Grade	Opr #	Exp Date	Grade	Opr #	Exp Date	Grade	Opr #	Exp Date
<b>SACRAMENTO (including Larkfield)</b>									
Arnoldy, Sharon	D1	30266	1/1/2024						
Ayala, Richard				T1	32100	7/1/2022			
Baril, Christina	D2	46329	12/1/2021	T2	37442	6/1/2021			
Bell, Jared	D3	8988	2/1/2024	T3	23413	3/1/2023			
Biedenbender, Dayton	D5	36752	2/1/2022	T3	31380	1/1/2023	-	-	-
Burke, Tyler	D3	41077	6/1/2022	T2	33238	7/1/2023	-	-	-
Christenson, Dan	D2	14642	8/1/2021	-	-	-	-	-	-
Cokley, Jirasak	D2	32983	5/1/2022	-	-	-	-	-	-
Coleman, Terry	D2	29308	1/1/2022	T2	29889	7/1/2023			
Cook, Stephen	D3	5166	12/1/2021	T2	16950	6/1/2022			
Crowther, Chris	D4	26990	12/1/2023	T3	22906	4/1/2024			
Demeusy, Justin	D3	40620	3/1/2023	T3	33892	3/1/2022			
DiGenova, Margaret	D4	25883	1/1/2023	T4	25767	4/1/2024			
Dirrane, Patrick	D5	22058	12/1/2022	T2	25254	7/1/2024			
Eastman, Billy	D3	36614	1/1/2024	-	-	-	-	-	-
Eppe, Brian	D4	5831	4/1/2024	T4	10786	11/1/2022	-	-	-
Fackrell, Orson	D2	37187	11/1/2021	T3	22768	8/1/2022	WW1	28548	45107
Fernandez, David	D1	51660	5/1/2022	-	-	-	-	-	-
Flint, Kevin L	D3	31038	9/1/2023	-	-	-	-	-	-
Folsom, Bryan	D2	43927	5/1/2023	T2	40039	1/1/2023	-	-	-
Foster, James	D2	34262	6/1/2023	T1	29736	7/1/2023			
Fuller, Mike	D2	27713	6/1/2022	T1	27574	7/1/2021	-	-	-
Garcia, Oscar Avalos	D3	44699	6/1/2022	T2	41217	7/1/2023	-	-	-
Gerszewski, Steven	D3	44297	12/1/2022	T3	36304	12/1/2021			
Hamman, Zachary	D2	46220	12/1/2021	T2	36692	1/1/2024			
Hannon, M. "Sonny"	D5	36062	3/1/2024	T4	29121	3/1/2022	OIT-1	55662	45261
Jagd, Rosa				T1	41964	7/1/2021			
Jaimes, Miguel	D2	50326	10/1/2021	-	-	-	-	-	-
Kehoe, Casey	D2	43587	5/1/2023	T2	35132	2/1/2022			
Kunda, Victoria	D2	45911	10/1/2021	T2	37548	7/1/2021			
Lopez, Arturo	D2	52113	11/1/2022	-	-	-	-	-	-
Martin, Jose L.	D2	35984	4/1/2024	-	-	-	-	-	-
Miller, Jonathan	D3	47590	5/1/2022	T2	36613	6/1/2023			
Nylander, Kevin	D4	43299	3/1/2022	T2	35773	1/1/2023	-	-	-
Olivarez, Oscar	D2	20175	6/1/2021	-	-	-	-	-	-
Olsen, Nathan	D3	47245	7/1/2022	T2	37228	6/1/2024	-	-	-
Polillo, Stephen	D2	40442	12/1/2023	-	-	-	-	-	-
Sanborn, Daniel	D3	35324	6/1/2023	T3	36204	4/1/2023	-	-	-
Silvas, Jered	D2	33341	10/1/2022	T2	35725	7/1/2022	-	-	-
Stahl, Ashley	D2	48904	10/1/2023	T2	40562	6/1/2023	-	-	-
Tarp, Ronald D.	D2	28238	4/1/2022	T2	27634	7/1/2023	-	-	-
Trotter, Craig	D5	33347	7/1/2023	T2	29901	7/1/2023	-	-	-
Trush, Daniel	D3	20176	7/1/2021	T3	27672	4/1/2022	-	-	-
Valtman, Mark	D2	9805	6/1/2021	T2	26107	7/1/2021	-	-	-
Villasenor, Noe	D2	20177	1/1/2022	T2	27637	7/1/2021			
Webster, Joshua	D3	33353	2/1/2024	T3	28576	8/1/2021	-	-	-
Wilhelm, Karen	D2	48480	5/1/2023	-	-	-			
Wilson, Nick J.	D4	28338	2/1/2024	T4	29297	6/1/2021	WW2	41940	44424
Wong, Eric				T2	37174	12/1/2022			

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<b>MONTEREY</b>									
Adams,Erik				1	38762	8/1/2022			
Aguilera, Veronica	2	46694	5/1/2022	2	38079	1/1/2022			
Aliganga, Alexander M.	2	38706	6/1/2023				2	42552	12/20/2021
Almanza, Salvador S.	2	10261	3/1/2024						
Alvarez, Antonio	3	42938	2/1/2023	3	36509	1/1/2022			
Andalon, Gerardo	1	46386	12/1/2021						
Ask, Cody	3	47495	3/1/2023						
Bell, Aaron							OIT	WW-OIT	7/23/2021
Cook, Christopher	2	47720	11/1/2022						
DiMaggio, Joseph L.	2	9607	8/1/2021						
Garza, Ernesto	1	27751	6/1/2022						
Jacobson, Susan	1	25707	9/1/2021	2	25344	6/1/2023			
James, Carla	3	25726	10/1/2022	2	24434	7/1/2021			
Lau, Helen	2	41637	5/1/2024	2	35831	6/1/2021			
Magdaleno, James	3	36741	4/1/2024	2	32031	7/1/2022			
Magretto, Mike	5	4552	2/1/2022	5	12255	9/1/2021	3	43059	6/6/2023
Moss, Robert	2	43035	5/1/2022	2	35056	1/1/2022	3	41116	2/16/2023
Silva, Lesley	5	5410	4/1/2022	2	35398	7/1/2022			
Wang, Jack	3	46579	4/1/2022	3	38325	4/1/2022			

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<b>MONTEREY (continued)</b>									
Beltran, Jaime	1	46204	11/1/2021						
Bricker Jr., James P.	2	25659	1/1/2022	2	25090	1/1/2022	3	10743	45107
Bricker, Ryan	2	46984	12/1/2022	2	40853	1/1/2024			
Burritt, George V.	4	15007	12/1/2023	3	23813	8/1/2023	2	10381	45291
Bustamante, Sergio	3	28246	8/1/2022	4	27682	9/1/2021			
Ceballos, Raymond M.	1	31501	10/1/2021						
Coppla, Robert T.	4	4944	3/1/2024	4	14839	2/1/2023			
Cruz-Gonzalez, Ronaldo	2	37408	5/1/2022	1	31644	2/1/2022	2	28727	44377
Curtice, Luke E.	2	9606	8/1/2021						
Daniels, Gregory S.							2	10191	44377
Deese, Joshua J.	1	38093	6/1/2022						
Dorsey, Nestor T.	2	7178	8/1/2021						
Draeger, Randal M.	3	9837	8/1/2021						
Fox, Harriet	1	43219	11/1/2022						
Fugitt, David A.	4	4549	4/1/2024	3	9697	5/1/2022			
Glass, Patricia M.	2	29978	5/1/2022	1	27417	3/1/2024			
Hall, Tiffani	2	47606	8/1/2021	3	41129	8/1/2023			
Herbst, Mark	2	48187	6/1/2021	2	41344	1/1/2024			
Hernandez, Manuel	2	37919	11/1/2022	2	34003	2/1/2022			
Jackson, Dominic A.	2	49763	12/1/2021	2	40996	1/1/2024			
Kolonics, Andrew J.	2	14940	8/1/2024	1	12828	3/1/2023			
Lashley, Charles E.	1	28813	2/1/2023						
Lazaro, Tony	3	41244	12/1/2023	2	35313	7/1/2023	2	40590	44535
Martignoni, Michael							2	28691	44377
Martin, James A.	2	46991	5/1/2024						
Martin, James E.	3	6709	4/1/2024						
McCarter, Jason	2	42903	12/1/2023	2	37995	1/1/2022			
McKenzie, Thomas G.	2	10262	7/1/2021						
Mitchell, Everette	1	50410	10/1/2021						
Moreno, Cleotilde J.	2	29846	4/1/2022	1	28785	7/1/2022			
Munguia, Victor	1	37969	6/1/2022						
Murdock, Mitchell E.				2	25192	7/1/2023	3	6228	45294
Nichols, James G. M.	4	4555	8/1/2021	2	18498	1/1/2022			
Olis, Danny	1	46553	3/1/2022						
Phillips, George F.	2	14947	5/1/2024						
Ramirez, Justin P.	2	36850	2/1/2023						
Rappa, Paul M.	3	4954	8/1/2024						
Rea, Andres	2	43037	11/1/2021	1	38098	1/1/2022			
Reynoso, Jesus A.	1	37636	5/1/2022						
Riso, Joseph J.	3	5407	3/1/2024						
Rudolph, Christopher	2	46053	5/1/2022	3	37326	7/1/2023			
Smith, Matthew A.	3	44402	12/1/2023	2	36985	7/1/2024			
Soto, Nicholas	3	44417	10/1/2021	3	36945	7/1/2021			
Terry, Ryan	2	44069	6/1/2023	3	33948	1/1/2023			
Torrente, Vincent	3	4958	8/1/2021						
Ward, Melissa	2	43254	5/1/2022	2	37841	1/1/2022			
Wigg, Cornelius	1	38796	3/1/2023						
Wood, Wesley H.	2	47057	6/1/2022						

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<b>SAN DIEGO</b>									
Abbott, John	D2	41473	8/1/2021						
Becerra, Robert	D3	9497	8/1/2023						
Cervantes, Havier	D2	32353	11/1/2023	T1	35557	8/1/2022			
Estrada, Roberto	D2	49880	5/1/2024						
Garcia, Victor	D4	9065	5/1/2024	T2	23461	8/1/2023			
Hernandez, Juan (Charlie)	D2	10032	6/1/2024	-	-	-			
Klayko, Kaori	D1	51954	11/1/2022						
Lopez, Joel	D1	51698	6/1/2022						
Lopez, Pedro J.	D2	40527	12/1/2023	-	-	-			
Mattis, Chris	D5	4017	6/1/2024	T2	14655	6/1/2023			
McBride, Michael	D2	49309	11/1/2023	T2	42129	7/1/2021			
McKenzie, Richard S.	D5	41617	11/1/2021						
Nessman, Chris	D4	9246	2/1/2023	T2	24861	1/1/2023			
Nevarez, Leonardo	D2	26731	12/1/2022	T1	25851	7/1/2022			
Salas, Martin	D3	27111	7/1/2022	T1	32655	1/1/2023			
Saldana, Cristina	D1	50202	6/1/2024						
Saldivar, Richard	D2	10054	6/1/2021						
Sanchez, Israel	D1	51969	11/1/2022						
Santoyo, Gabriel	D3	18809	8/1/2021	T1	25454	1/1/2022			
Schuler, Matthew	D3	39625	6/1/2023	T2	34387	7/1/2022			
Valdez, Richard	D2	30205	1/1/2022	T1	33275	7/1/2023			
Van Schaick, Shari	D2	50566	11/1/2021	T2	42906	6/1/2022			
Vasquez, Javier	D2	51344	5/1/2022	T2	42905	6/1/2022			

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	Grade	Opr #	Exp Date	Grade	Opr #	Exp Date	Grade	Opr #	Exp Date
<b>Los Angeles</b>									
Amarillas, Daniel	4	37541	6/1/2023		2	37624	1/1/2022		
Andrade, Jacqueline	1	52330	11/1/2022						
Arenas, Raymond	1	39788	8/1/2023		-	-	-		
Baker, Aimee	1	45270	5/1/2024		1	41191	1/1/2024		
Becerra, Jorge	2	52006	11/1/2022						
Cruz, Joe	2	29086	8/1/2022		-	-	-		
Dominice, Nicholas	2	48827	2/1/2024		1	41760	6/1/2021		
Echevarria, Herminio	3	7698	4/1/2024		-	-	-		
Freeman, Michael	1	49129	11/1/2023		-	-	-		
Gonzales, Jesus	1	32688	4/1/2022		-	-	-		
Hofer, Garry	2	36678	11/1/2023		T2	34072	1/1/2024		
Kurihara, Julia	3	49765	11/1/2023		T2	42591	6/1/2022		
Marini, Erminio	5	29529	2/1/2023		4	19694	6/1/2023		
Morgan, Dennis	3	5558	3/1/2024		2	33794	1/1/2024		
Na, Monica	2	47005	5/1/2022		2	38711	7/1/2022		
Navarro, Josue	3	44669	2/1/2023		1	37804	1/1/2022		
Nieto, Christopher	1	48105	3/1/2023		-	-	-		
Playter, Tim	4	39420	12/1/2023		2	33803	1/1/2024		
Reifer, Mark	2	41966	8/1/2021		2	34084	1/1/2024		
Rojas, Eric	4	2872	12/1/2023		3	27190	9/1/2023		
Salcido, Michelle	2	42758	5/1/2024		-	-	-		
Strommen, Dan	3	5360	4/1/2024		2	23042	5/1/2022		
Tanaka, Richard	1	44973	3/1/2024		2	31796	1/1/2021		
Taylor, Jessica (Knapp)	1	44992	3/1/2024		-	-	-		
Williams, Tracy	1	36702	10/1/2021		-	-	-		
Williamson, Geoffrey	2	45742	9/1/2024		2	35170	3/1/2022		
<b>Ventura</b>									
Adams, Brandon	D3	45131	12/1/2023		T2	37259	6/1/2021		
Barajas, Emanuel	D4	32894	11/1/2021		T2	36856	6/1/2024		
Bennett, Eric	D3	41662	6/1/2022		T2	36107	3/1/2022		
Corona, Neiva	D2	48961	12/1/2021						
Hilbert, Mike	D2	15436	5/1/2024		T1	24045	11/1/2022		
Molina, Jose Henry	D2	28797	1/1/2024		T1	30251	1/1/2024		
Salas, Emmanuel	D1	51596	5/1/2022		T1	41962	7/1/2021		
Trejo, Steven	D5	39742	5/1/2022		T2	33954	7/1/2022		
Victorero, Robert	D2	14215	5/1/2024		---	---	---		
Williams, Jennifer	D5	14217	4/1/2023		T2	23062	5/1/2022		



**SCHEDULE A  
COMPARATIVE BALANCE SHEETS  
Assets and Other Debits**

Line No.	Acct.	Title of Account (a)	Schedule No. (b)	Balance End-of-Year (c)	Balance Beginning of Year (d)
1		<b>I. UTILITY PLANT</b>			
2	100	Utility Plant	A-1, A-1a	1,387,659,370	1,255,764,346
3	101	Recycled Water Utility Plant	A-1b	-	-
4	107	Utility Plant Adjustments	A-2	-	-
5		Total Utility Plant		\$ 1,387,659,370	\$ 1,255,764,346
6	250	Reserve for depreciation of utility plant	A-5	(383,859,048)	(363,572,146)
7	251	Reserve for amortization of limited term utility investments	A-5	(17,333)	(54,243)
8	252	Reserve for amortization of utility plant acquisition adjustments	A-5	(2,516,173)	(2,406,412)
9	259	Reserve for depreciation and amortization of recycled water utility plant	A-5	-	-
10		Total utility plant reserves		\$ (386,392,555)	\$ (366,032,801)
11		Total utility plant less reserves		\$ 1,001,266,815	\$ 889,731,545
12					
13		<b>II. INVESTMENT AND FUND ACCOUNTS</b>			
14	110	Other Physical Property	A-3	1,891,275	1,895,578
15	253	Reserve for depreciation and amortization of other property	A-5	(76,458)	(74,892)
16		Other physical property less reserve		\$ 1,814,817	\$ 1,820,686
17	111	Investments in Affiliated Companies	A-6	-	-
18	112	Other Investments	A-7	6,875,129	1,787,735
19	113	Sinking Funds	A-8	-	-
20	114	Miscellaneous Special Funds	A-9	-	-
21		Total investments and fund accounts		\$ 8,689,946	\$ 3,608,421
22					
23		<b>III. CURRENT AND ACCRUED ASSETS</b>			
24	120	Cash	A-10	516,692	1,946,788
25	121	Special Deposits	A-11	166,335	57,437
26	122	Working Funds	A-12	2,061	2,061
27	123	Temporary Cash Investments	A-13	-	-
28	124	Notes Receivable	A-14	-	-
29	125	Accounts Receivable	A-15	23,968,265	16,924,985
30	126	Receivables from Affiliated Companies	A-16	27,078,461	3,214,079
31	131	Materials and Supplies	A-17	1,058,516	784,313
32	132	Prepayments	A-18	4,372,963	2,902,787
33	133	Other Current and Accrued Assets	A-19	10,979,925	9,043,163
34		Total Current and Accrued Assets		\$ 68,143,218	\$ 34,875,613
35					
36		<b>IV. DEFERRED DEBITS</b>			
37	140	Unamortized Debt Discount and Expense	A-20	3,233,655	3,089,452
38	141	Extraordinary Property Losses	A-22	-	-
39	142	Preliminary Survey and Investigation Charges	A-23	-	231
40	143	Clearing Accounts	A-24	-	-
41	145	Other Work in Progress	A-25	-	-
42	146	Other Deferred Debits	A-26	244,281,436	276,231,995
43	147	Accumulated Deferred Income Tax Assets	A-27	-	-
44		Total Deferred Debits		\$ 247,515,091	\$ 279,321,678
45		Total Assets and Other Debits		\$ 1,325,615,070	\$ 1,207,537,257

**SCHEDULE A**  
**COMPARATIVE BALANCE SHEETS**  
**Liabilities and Other Credits**

Line No.	Acct.	Title of Account (a)	Schedule No. (b)	Balance End-of-Year (c)	Balance Beginning of Year (d)
46		<b>I. CORPORATE CAPITAL AND SURPLUS</b>			
47	200	Common Capital Stock	A-30	92,477,914	92,477,914
48	201	Preferred Capital Stock	A-30a	-	-
49	202	Stock Liability for Conversion	A-31	-	-
50	203	Premiums and Assessments on Capital Stock	A-32	-	-
51	206	Subchapter S Corporation Accumulated Adjustments Account	A-33	-	-
52	150	Discount on Capital Stock	A-28	-	-
53	151	Capital Stock Expense	A-29	-	-
54	270	Capital Surplus	A-34	288,866,245	268,155,051
55	271	Earned Surplus	A-35	107,442,187	99,160,650
56		Total Capital Stock		\$ 488,786,346	459,793,615
57					
58		<b>II. PROPRIETARY CAPITAL</b>			
59	204	Proprietary Capital	A-36	-	-
60	205	Undistributed Profits of Proprietorship or Partnership	A-37	-	-
61		Total Proprietary Capital		\$ -	-
62					
63		<b>III. LONG-TERM DEBT</b>			
64	210	Bonds	A-38	283,590,945	382,567,964
65	211	Receivers' Certificates	A-39	-	-
66	212	Advances from Affiliated Companies	A-40	-	-
67	213	Miscellaneous Long-Term Debt	A-41	-	-
68		Total Long-Term Debt		\$ 283,590,945	382,567,964
69					
70		<b>IV. CURRENT AND ACCRUED LIABILITIES</b>			
71	220	Notes Payable	A-43	79,988,739	9,357,952
72	221	Notes Receivable Discounted	A-44	-	-
73	222	Accounts Payable	A-45	14,913,273	15,515,305
74	223	Payables to Affiliated Companies	A-46	6,453,693	16,810,952
75	224	Dividends Declared	A-47	-	-
76	225	Matured Long-Term Debt	A-48	117,551,327	6,004,090
77	226	Matured Interest	A-49	-	-
78	227	Customers' Deposits	A-50	-	-
79	228	Taxes Accrued	A-53	15,076,710	4,619,651
80	229	Interest Accrued	A-51	3,048,955	3,699,331
81	230	Other Current and Accrued Liabilities	A-52	22,182,990	19,475,183
82		Total Current and Accrued Liabilities		\$ 259,215,687	75,482,463
83					
84		<b>V. DEFERRED CREDITS</b>			
85	240	Unamortized Premium on Debt	A-21	-	-
86	241	Advances for Construction	A-54	21,218,303	20,873,608
87	242	Other Deferred Credits	A-55	85,958,267	89,510,416
88		Total Deferred Credits		\$ 107,176,570	110,384,024
		<b>VI. ACCUMULATED DEFERRED TAXES</b>			
	266	Accumulated Deferred Income Taxes - Accelerated Tax Depreciation	A-58	-	-
	267	Accumulated Deferred Income Taxes - Other	A-59	99,107,841	107,418,441
	268	Accumulated Deferred Investment Tax Credits	A-60	161,001	214,433
		Total Accumulated Deferred Taxes		\$ 99,268,842	107,632,874
89					
90		<b>VII. RESERVES</b>			
91	254	Reserve for Uncollectible Accounts	A-56	2,848,056	1,030,209
92	255	Insurance Reserve	A-56	-	-
93	256	Injuries and Damages Reserve	A-56	-	-
94	257	Employees' Provident Reserve	A-56	-	-
95	258	Other Reserves	A-56	951,889	1,209,289
96		Total Reserves		\$ 3,799,945	2,239,498
97					
98		<b>VIII. CONTRIBUTIONS IN AID OF CONSTRUCTION</b>			
99	265	Contributions in Aid of Construction	A-57	83,776,735	69,436,819
100		Total Liabilities and Other Credits		\$ 1,325,615,070	1,207,537,257

**SCHEDULE B**  
**Income Statement for the Year**

Line No.	Acct.	Account (a)	Schedule Page No. (b)	Amount (c)
1		<b>I. UTILITY OPERATING INCOME</b>		
2	501	Operating Revenues	B-1	246,998,867
3				
4		Operating Revenue Deductions:		
5	502	Operating Expenses	B-2	144,866,561
6	503	Depreciation	A-5	28,605,808
7	504	Amortization of Limited-term Utility Investments	A-5	3,323,546
8	505	Amortization of Utility Plant Acquisition Adjustments	A-5	109,761
9	506	Property Losses Chargeable to Operations	B-3	-
10	507	Taxes	B-4	20,645,369
11		<b>Total Operating Revenue Deductions</b>		\$ 197,551,045
12		<b>Net Operating Revenues</b>		\$ 49,447,822
13	508	Income from Utility Plant Leased to Others	B-6	-
14	510	Rent for Lease of Utility Plant	B-7	-
15		<b>Total Utility Operating Income</b>		\$ 49,447,822
16				
17		<b>II. OTHER INCOME</b>		
18	521	Income from Nonutility Operations (Net)	B-8	545,058
19	522	Revenue from Lease of Other Physical Property	B-9	127,800
20	523	Dividend Revenues	B-10	-
21	524	Interest Revenues	B-11	675,588
22	525	Revenues from Sinking and Other Funds	B-12	-
23	526	Miscellaneous Nonoperating Revenues	B-13	137,907
24	527	Nonoperating Revenue Deductions	B-14	(249,712)
25		<b>Total Other Income</b>		\$ 1,236,641
26		<b>Net Income before Income Deductions</b>		\$ 50,684,463
27				
28		<b>III. INCOME DEDUCTIONS</b>		
29	530	Interest on Long-term Debt	B-15	18,530,380
30	531	Amortization of Debt Discount and Expense	B-16	629,074
31	532	Amortization of Premium on Debt - Cr.	B-17	-
32	533	Taxes Assumed on Interest	B-18	-
33	534	Interest on Debt to Affiliated Companies	B-19	620,466
34	535	Other Interest Charges	B-20	(284,432)
35	536	Interest Charged to Construction - Cr.	B-21	(11,290,727)
36	537	Miscellaneous Amortization	B-22	-
37	538	Miscellaneous Income Deductions	B-23	785,625
38		<b>Total Income Deductions</b>		\$ 8,990,386
39		<b>Net Income</b>		\$ 41,694,077
40				
41		<b>IV. DISPOSITION OF NET INCOME</b>		
42	540	Miscellaneous Reservations of Net Income	B-24	-
43	N/A	CA-AM Corporate Allocated Return on Rate Base included in Acct 502		2,339,564
44		<b>Balance transferred to Earned Surplus or</b>		\$ 44,033,641
45		Proprietary Accounts scheduled on pages 32-33		

**SCHEDULE A-1**  
**Account 100 - Utility Plant**

Line No.	Acct	Title of Account (a)	Balance Beg of Year (b)	Additions During Year (c)	(Retirements) During Year (d)	Other Debits or (Credits) (e)	Balance End of Year (f)
1	100.1	Utility Plant in Service (Schedule A-1a)	1,065,199,617	48,213,385	(7,904,355)	42,461,988	\$ 1,147,970,635
2	100.2	Utility Plant Leased to Others					\$ -
3	100.3	Construction Work in Progress	183,663,384	97,337,390		(48,213,384)	\$ 232,787,390
4	100.4	Utility Plant Held for Future Use	1,462,194				\$ 1,462,194
5	100.5	Utility Plant Acquisition Adjustments*	5,439,151				\$ 5,439,151
6	100.6	Utility Plant in Process of Reclassification					\$ -
7		Total utility plant	\$ 1,255,764,346	\$ 145,550,775	\$ (7,904,355)	\$ (5,751,396)	\$ 1,387,659,370

Other debits of \$42,461,988 represents acquisition of Fruitridge and Hillview

Other credits of \$(48,213,384) represents transfer of completed CWIP to Utility Plant in Service

**SCHEDULE A-1a**  
**Account 100.1 - Utility Plant in Service**

Line No.	Acct	Title of Account (a)	Balance Beg of Year (b)	Additions During Year (c)	(Retirements) During Year (d)	Other Debits or (Credits) (e)	Balance End of Year (f)
1		<b>I. INTANGIBLE PLANT</b>					
2	301	Organization	163,335	-	-	-	\$ 163,335
3	302	Franchises and Consents	418,180	-	-	-	\$ 418,180
4	303	Other Intangible Plant	2,420,761	(87,786)	-	-	\$ 2,332,975
5		Total Intangible Plant	\$ 3,002,276	\$ (87,786)	\$ -	\$ -	\$ 2,914,490
6							
7		<b>II. LANDED CAPITAL</b>					
8	306	Land and Land Rights	\$ 9,575,974	(288,789)	-	-	\$ 9,287,185
9							
10		<b>III. SOURCE OF SUPPLY PLANT</b>					
11	311	Structures and Improvements	12,111,671	989,644	(87,830)	-	\$ 13,013,485
12	312	Collecting and Impounding Reservoirs	2,433,681	-	(562,284)	-	\$ 1,871,397
13	313	Lake, River and Other Intakes	1,239,186	67,905	24,084	-	\$ 1,331,175
14	314	Springs and Tunnels	-	-	-	-	\$ -
15	315	Wells	45,153,046	4,395,431	(175,927)	15,306	\$ 49,387,856
16	316	Supply Mains	12,579,852	10	-	-	\$ 12,579,862
17	317	Other Source of Supply Plant	124,290	-	-	-	\$ 124,290
18		Total Source of Supply Plant	\$ 73,641,728	\$ 5,452,990	\$ (801,957)	\$ 15,306	\$ 78,308,067
19							
20		<b>IV. PUMPING PLANT</b>					
21	321	Structures and Improvements	18,897,994	2,928,614	(88,269)	-	\$ 21,738,339
22	322	Boiler Plant Equipment	-	-	-	-	\$ -
23	323	Other Power Production Equipment	4,231,880	256,049	-	-	\$ 4,487,929
24	324	Pumping Equipment	75,564,585	3,904,928	(677,904)	-	\$ 78,791,609
25	325	Other Pumping Plant	-	-	-	-	\$ -
26		Total Pumping Plant	\$ 98,694,460	\$ 7,089,591	\$ (766,173)	\$ -	\$ 105,017,878
27							
28		<b>V. WATER TREATMENT PLANT</b>					
29	331	Structures and Improvements	21,171,428	130,731	(3,469)	-	\$ 21,298,690
30	332	Water Treatment Equipment	58,681,498	314,123	(704,426)	(63,951)	\$ 58,227,244
31		Total Water Treatment Plant	\$ 79,852,926	\$ 444,854	\$ (707,895)	\$ (63,951)	\$ 79,525,934

**SCHEDULE A-1a**  
**Account 100.1 - Utility Plant in Service (Continued)**

Line No.	Acct	Title of Account (a)	Balance Beg of Year (b)	Additions During Year (c)	(Retirements) During Year (d)	Other Debits or (Credits) (e)	Balance End of Year (f)
32		<b>VI. TRANSMISSION AND DIST. PLANT</b>					
33	341	Structures and Improvements	3,106,616	7,740	(2,032)	-	\$ 3,112,324
34	342	Reservoirs and Tanks	86,458,656	1,261,892	(181,387)	48,645	\$ 87,587,806
35	343	Transmission and Distribution Mains	386,016,278	12,778,387	17,667	-	\$ 398,812,332
36	344	Fire Mains	151,374	-	-	-	\$ 151,374
37	345	Services	129,892,568	6,408,656	(529,219)	-	\$ 135,772,005
38	346	Meters	51,073,238	3,767,465	(400,626)	-	\$ 54,440,077
39	347	Meter Installations	34,670,586	46	-	-	\$ 34,670,632
40	348	Hydrants	32,844,063	1,095,227	(195,122)	-	\$ 33,744,168
41	349	Other Transmission and Distribution Plant	2,140,690	-	-	-	\$ 2,140,690
42		Total Transmission and Distribution Plant	\$ 726,354,071	\$ 25,319,413	\$ (1,290,719)	\$ 48,645	\$ 750,431,410
43							
44		<b>VII. GENERAL PLANT</b>					
45	371	Structures and Improvements	12,852,413	546,520	(43,968)	-	\$ 13,354,965
46	372	Office Furniture and Equipment	32,718,994	5,413,119	(282,151)	-	\$ 37,849,962
47	373	Transportation Equipment	1,177,036	390,172	(8,787)	-	\$ 1,558,421
48	374	Stores Equipment	14,611	-	(6,506)	-	\$ 8,105
49	375	Laboratory Equipment	367,397	170,981	(99,768)	-	\$ 438,610
50	376	Communication Equipment	19,454,229	3,594,699	(2,870,499)	-	\$ 20,178,429
51	377	Power Operated Equipment	1,545,694	40,197	(407,803)	-	\$ 1,178,088
52	378	Tools, Shop and Garage Equipment	2,014,342	89,237	(176,037)	-	\$ 1,927,542
53	379	Other General Plant	3,382,826	38,164	(240,464)	-	\$ 3,180,526
54		Total General Plant	\$ 73,527,542	\$ 10,283,089	\$ (4,135,983)	\$ -	\$ 79,674,648
55							
56		<b>VIII. UNDISTRIBUTED ITEMS</b>					
57	390	Other Tangible Property	550,641	23	(201,628)	-	\$ 349,036
58	391	Utility Plant Purchased		-	-	42,461,988	\$ 42,461,988
59	392	Utility Plant Sold		-	-	-	\$ -
60		Total Undistributed Items	\$ 550,641	\$ 23	\$ (201,628)	\$ 42,461,988	\$ 42,811,024
61		Total Utility Plant in Service	\$ 1,065,199,617	\$ 48,213,385	\$ (7,904,355)	\$ 42,461,988	\$ 1,147,970,635

**SCHEDULE A-1b**  
**Account 101 - Recycled Water Utility Plant**

Line No.	Acct	Title of Account (a)	Balance Beg of Year (b)	Additions During Year (c)	(Retirements) During Year (d)	Other Debits or (Credits) (e)	Balance End of Year (f)
1	393	Recycled Water Intangible Plant					\$ -
2	394	Recycled Water Land and Land Rights					\$ -
3	395	Recycled Water Depreciable Plant					\$ -
4		Total Recycled Water Utility Plant	\$ -	\$ -	\$ -	\$ -	\$ -

**SCHEDULE A-1c**  
**Account 302 - Franchises and Consents**

Line No.	Name of Original Grantor (a)	Date of Grant (b)	Term in Years (c)	Date of Acquisition by Utility (d)	Balance End of Year <sup>1</sup> (e)
1	See Addendum Reference Schedule A-1c				418,180
2					
3					
4					
5					Total \$ 418,180

<sup>1</sup> The total should agree with the balance at the end of the year in Account 302 in Schedule A-1a Line 3.

**California - American Water Company**  
**Schedule Attached to and Made as Part of**  
**Annual Report to the Public Utilities Commission State of California**  
**Schedule A-1c**  
**Account 302 - Franchises and Consents**

District	PROPERTY	NAME OF ORIGINAL GRANTOR	DATE OF GRANT	TERM YEARS	DATE OF ACQUISITION BY UTILITY	AMOUNT CARRIED ON ACCOUNT
<b>Los Angeles</b>	Baldwin Hills	Los Angeles County				25,897
	San Marino	Los Angeles County				7,820
Total Los Angeles District						<u>33,717</u>
<b>Monterey</b>	Monterey					<u>27,696</u>
<b>Village</b>	Village					34,692
	Orbis					28,942
						<u>63,634</u>
<b>Sacramento</b>	Arden	Sacramento County	Not Available	Not Available	Not Available	3,522
(P.U.C. Decision # 51527)						
	Sacramento County	Ordinance #500	July 20, 1955	50	July 20, 1955	3,850
		Ordinance #542	August 6, 1956		August 6, 1956	
	Parkway	Sacramento County	Ordinance #492	May 18, 1955	May 18, 1955	
		Ordinance #713	Aug 22, 1960	50	Aug 22, 1960	4,700
		Ordinance #458	Sept. 2, 1953		Sept. 2, 1953	
		Ordinance #878	April 28, 1965		April 28, 1965	
		Ordinance #489	April 6, 1955	5	April 6, 1955	
		Ordinance #1223	Feb. 20, 1979		Feb. 20, 1979	
	Royal Oaks	Sacramento County	Ordinance #488	April 6, 1955	5 April 6, 1955	4,206
	Lincoln Oaks	Sacramento County	Ordinance #499	(1)July 20,1955	(1)July 20, 1955	4,346
	Sunrise	Sacramento County	Ordinance #1158	June 16, 1975	50 June 16, 1975	75
		Ordinance #1228	May 6, 1980	50	May 6, 1980	624
		Ordinance #1248	July 27, 1982	50	July 27, 1982	
		Ordinance #1254	Nov. 2, 1982		Nov. 2, 1982	
	Sacramento	Placer County	Ordinance #4609-B	Sept.30, 1994	50 Sept. 30, 1994	6,412
	Sacramento	Northridge/Placer				201,874
	Sacramento					63,523
<b>Total Sacramento District</b>						<u>293,133</u>
<b>Larkfield</b>	None					-
<b>San Diego</b>	None					-
<b>Total All Districts</b>						<u>418,180</u>

(1) Amended by: Ordinance #523 - February 15, 1956  
Ordinance #540 - July 25, 1956

**SCHEDULE A-1d**  
**Account 100.4 - Utility Plant Held for Future Use**

Line No.	Description and Location of Property (a)	Date of Acquisition (b)	Approximate Date When Property Will be Placed in Service (c)	Balance End of Year (d)
1	Shopping Center - Lot 13 - Village District	N/A		37,740
2	Dry Creek Land - 2.034 AC - Sacramento	3/16/04		281,500
3	Parcel 059 239 050 Well 6A - Larkfield	1/1/04		1,142,955
4				
5				
6				
7				
8				
9			Total	\$ 1,462,195

**SCHEDULE A-2**  
**Account 107 - Utility Plant Adjustments**

Line No.	Description of Utility Plant Adjustments (a)	Balance Beginning of Year (b)	Balance End of Year (c)
1			
2			
3			
4			
5			
6	Total - ending balance is accounted for on schedule A-1 Account 100.5	\$ -	\$ -

**SCHEDULE A-3**  
**Account 110 - Other Physical Property**

Line No	Name and Description of Property (a)	Balance Beginning of Year (b)	Balance End of Year (c)
1	Non-Utility Property - Land	1,791,068	1,786,765
2	Non-Utility Property - Buildings	104,510	104,510
3			
4	See Addendum Reference Schedule A-3		
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15	Total	\$ 1,895,578	\$ 1,891,275

**California - American Water Company**  
**Schedule Attached to and Made as Part of**  
**Annual Report to the Public Utilities Commission State of California**  
**Schedule A-3**  
**Account 110 - Other Physical Property**  
**Land**

<u>LOCATION</u>	<u>DESCRIPTION</u>	<u>ASSET ID</u>	Balance Beginning of Year	Balance End of Year
			<u>TOTAL AMOUNT</u>	<u>TOTAL AMOUNT</u>
053005	Land Otay Well #1	2652035	420	420
053005	Otay Watershed Water Rights	2652034	17,725	17,725
053005	Otay West End Grant	2652033	1,280	1,280
053005	Right of Way - Otay Wells	2652032	399	399
054005	Airway Tank Site #2	2652025	1,088	1,088
054005	Ch Tank Site #1, Lower Mt.	2652026	300	300
054005	Del Rey Terrace Tank & PP #28	2652027	40	40
054005	Harding Well Site Lots	2652028	1,596	1,596
054005	Land & Ld Rights-SS	2653076	1,002	1,002
054005	Land & Ld Rights-SS	2653077	2,000	2,000
054005	Land & Ld Rights-SS	2653078	330	330
054005	Land & Ld Rights-SS	2653075	532	532
054005	Land & Ld Rights-SS	2653074	33,545	33,545
054005	Land & Ld Rights-TD	2653079	2,887	2,887
054005	Palm Well Site	2652031	1,600	1,600
054005	Paralta Tank Site	2652029	462	462
054005	Pierce Well Site 200' x 100' Easement	9051192	2,310	2,310
054005	Rights of Way from Los Tularcitos D	9051199	2,178	2,178
054005	Los Laureles Tank Site (Tularcitos Dam Site) 1	549130	71	71
054005	Pacific Grove Valve House	99194496	100	100
054005	Saucito Reservoir	1835355	8,869	8,869
054005	Scarlett Well Site	1835353	15,000	15,000
055005	San Marino	24262134	486,973	486,973
055005	San Marino	24262143	464,578	464,578
055005	Lot 1-Tract 8900	2653071	3,400	3,400
055005	Lot 6 San M Park	2653072	7,489	7,489
055005	Lot 60-Tract 1798	2653070	4,000	4,000
055005	Scott Res Site 1	2653073	516	516
055005	Lot 5 Trct 16128 RICH 1951	2651585	2,609	0
055005	Guess Plant	1835412	1,694	0
055005	Vernon Well #2 .165 Acre lot	1835411	2,000	2,000
055005	Oak Knoll Circle Plant	1835409	6,930	6,930
055005	Blue Ribbon #2 - West of Gibson Rd	2687928	1,300	1,300
055105	Village Well #4 - Land	2652019	45	45
055105	Orbis Well #10 - Land	2652017	240	240
055105	Orbis Well #4 - Land	2652016	240	240



**California - American Water Company**  
**Schedule Attached to and Made as Part of**  
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**Schedule A-3**  
**Account 110 - Other Physical Property**  
**Land**

<u>LOCATION</u>	<u>DESCRIPTION</u>	<u>ASSET ID</u>	Balance Beginning of Year	Balance End of Year
			<u>TOTAL AMOUNT</u>	<u>TOTAL AMOUNT</u>
055105	Orbis Well #41 - Land	2652018	225	225
056005	3415 Misty Moming Circle	2658630	34,115	34,115
056005	3608 Faberge	2651682	91	91
056005	3805 Contempo Dr	2658577	102	102
056005	4121 Ashgrove	2651685	153	153
056005	4234 Albertville Way	2658636	26,345	26,345
056005	4908 Buffwood	2651691	110	110
056005	6389 Navion Well Site	2651680	48	48
056005	6389 Navion Well Site 2	2651679	48	48
056005	65TH St Expressway Well Site	2651671	45	45
056005	7721 Cmwealth Dr Well Site	2651693	259	259
056005	9148 Castelbar	2651684	172	172
056005	9513 Mira Del Rio	2651678	72	72
056005	9605 Allegheny Well Site	2651675	75	75
056005	9836 Burline	2651688	100	100
056005	Auburn Well Site	2651690	86	86
056005	Barracuda Well Site	2651676	204	204
056005	Bellingrath Well Site	2651695	251	251
056005	Blackhawk Well Site	2651672	46	46
056005	Chardonay Well Site No. 5	2651694	115	115
056005	Florin Creek Water Treatment Site	2658627	232,531	232,531
056005	Greenback Lane Well Site	2651674	40	40
056005	Huntsman Well Site	2651677	5	5
056005	Hurley Ave. Well Site Vacant	2651681	182	182
056005	Jeanne Well Site	2651673	345	345
056005	Land Parcel	2658635	17,856	17,856
056005	Linda Sue Well Site No. 2	2651669	226	226
056005	Map 1284 34 13 PARCEL 1	2658510	522	522
056005	Map 1284 34 29 PARCEL 1	2658517	1,093	1,093
056005	Map 1284 34 50 PARCEL 1	2658499	714	714
056005	Map 1284 34 91 PARCEL 1	2658569	10,011	10,011
056005	Map 1284 34 96 PARCEL 2	2658595	438	438
056005	Mills Station Well Site	2651686	485	485
056005	Parcel Each	2658613	16,163	16,163
056005	Parcel Each	2658615	112,875	112,875
056005	Parcel Each	2658626	22,733	22,733
056005	Pomegranate/La Mancha	2658637	220,748	220,748
056005	Undescribed	2651670	18	18
056005	3805 Contempo	2651683	262	262
056005	Map 1284 34 5 Parcel 1	2633274	4,972	4,972
056005	Map 1284 34 28 Parcel 1	2649503	2,842	2,842
056105	MAP 58 090 16	2653080	7,597	7,597
<b>Grand Total</b>			<b>1,791,068</b>	<b>1,786,765</b>

**California - American Water Company**  
**Schedule Attached to and Made as Part of**  
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**Schedule A-3**  
**Account 110 - Other Physical Property**  
**Buildings**

<u>LOCATION</u>	<u>DESCRIPTION</u>	<u>ASSET ID</u>	Balance Beginning of Year	Balance End of Year
			<u>TOTAL AMOUNT</u>	<u>TOTAL AMOUNT</u>
056005	5000 Gallon Pressure Tank	2651721	903	903
056005	Casing	2651697	1,430	1,430
056005	Concrete Sand Trap	2651720	120	120
056005	Fence	2651717	2,280	2,280
056005	Fence	2651710	4,052	4,052
056005	Fence	2651704	152	152
056005	Fence	2651700	2,564	2,564
056005	Fence	2651701	1,554	1,554
056005	Fence	2651702	1,566	1,566
056005	Fence	2651703	1,070	1,070
056005	Fence	2651705	33	33
056005	Fence	2651709	3,120	3,120
056005	Fence	2651707	1,142	1,142
056005	Fence	2651711	1,433	1,433
056005	Fence	2651712	1,480	1,480
056005	Fence	2651713	7,806	7,806
056005	Fence	2651714	1,818	1,818
056005	Fence	2651715	1,329	1,329
056005	Fence	2651716	2,329	2,329
056005	Fence	2651696	712	712
056005	Fence	2651718	3,333	3,333
056005	Gate	2651706	606	606
056005	Gate	2651708	874	874
056005	Structures & Improvements	2651719	61,911	61,911
056005	Unidentified	2651698	893	893
<b>Grand Total</b>			<b>104,510</b>	<b>104,510</b>

**SCHEDULE A-4  
RATE BASE AND WORKING CASH**

Line No.	Acct.	Title of Account (a)	Balance 12/31/2020 (b)	Balance 1/1/2020 (c)
		<b>RATE BASE</b>		
1		Utility Plant		
2		Plant in Service	1,113,492,248	1,035,583,496
3		Construction Work in Progress	228,171,759	177,108,845
4		General Office Prorate - CA-AM Advice Letter CWIP	(140,502,314)	(117,800,960)
5		<b>Total Gross Plant (=Line 2 + Line 3 + Line 4)</b>	<b>\$ 1,201,161,693</b>	<b>1,094,891,381</b>
6		Less Accumulated Depreciation		
7		Plant in Service	(373,156,807)	(355,537,923)
8		General Office Prorate		
9		<b>Total Accumulated Depreciation (=Line 7 + Line 8)</b>	<b>\$ (373,156,807)</b>	<b>(355,537,923)</b>
10		Less Other Reserves		
11		Deferred Income Taxes	57,445,543	60,515,186
12		Deferred Investment Tax Credit	161,001	214,433
13		Other Reserves	22,012,353	22,713,710
14		<b>Total Other Reserves (=Line 11 + Line 12 + Line 13)</b>	<b>\$ 79,618,897</b>	<b>83,443,329</b>
15		Less Adjustments		
16		Contributions in Aid of Construction	83,771,735	69,497,141
17		Contributions in Aid of Construction (20 year amortization)	637,800	1,062,300
18		Advances for Construction	21,218,303	21,671,300
19		Advances for Construction (20 year amortization)	1,891,900	3,153,200
20		Other		
21		<b>Total Adjustments (=Line 16 + Line 17 + Line 18+ Line 19 + Line 20)</b>	<b>\$ 107,519,738</b>	<b>95,383,941</b>
22		<b>Add Materials and Supplies</b>	<b>\$ 1,058,516</b>	<b>784,313</b>
23		<b>Add Working Cash (=Line 36)</b>	<b>29,129,153</b>	<b>26,562,278</b>
24		<b>TOTAL RATE BASE</b>		
25		<b>(=Line 5 - Line 9 - Line 14 - Line 21 + Line 22 + Line 23)</b>	<b>\$ 1,417,367,534</b>	<b>1,298,948,625</b>
		<b>Working Cash</b>		
26		<b>Determination of Operational Cash Requirement</b>		
27		Operating Expenses, Excluding Taxes, Depreciation & Uncollectible	\$ 143,987,291	\$ 131,402,228
28		Purchased Power & Commodity for Resale*	\$ 6,977,375	\$ 6,063,128
29		Meter Revenues: Bimonthly Billing	\$ 232,694,377	\$ 203,715,609
30		Other Revenues: Flat Rate Monthly Billing	\$ 2,814,099	\$ 2,905,149
31		Total Revenues (=Line 29 + Line 30)	\$ 235,508,476	\$ 206,620,758
32		Ratio - Flat Rate to Total Revenues (=Line 30 / Line 31)	0.0119	0.0141
33		5/24 x Line 27 x (100% - Line 32)	29,638,913	26,990,557
34		1/24 x Line 27 x Line 32	71,688	76,981
35		1/12 x Line 27	581,448	505,261
36		Operational Cash Requirement (=Line 33 + Line 34 - Line 35)	\$ 29,129,153	\$ 26,562,278
		* Electric power, gas or other fuel purchased for pumping and/or purchased commodity for resale billed after receipt (metered).		

**SCHEDULE A-5**  
**Accounts 250, 251, 252, 253, 259 - Depreciation and Amortization Reserves**

Line No.	Item (a)	Account 250 Utility Plant (b)	Account 251 Limited-Term Utility Investments (c)	Account 252 Utility Plant Acquisition Adjustments (d)	Account 253 Other Property (e)	Account 259 Recycled Water Utility Plant (f)
1	Balance in reserves at beginning of year	\$ 363,572,146	\$ 54,243	\$ 2,406,412	\$ 74,892	
2	Add: Credits to reserves during year					
3	(a) Charged to Account 503 <sup>(1)</sup>	28,604,242			1,566	
	(b) Charged to Account 504 <sup>(1)</sup>	2,172	3,323,546			
	(c) Charged to Account 505 <sup>(1)</sup>	-		109,761		
4	(d) Charged to Account 265	2,967,616				
5	(e) Charged to clearing accounts	87,319				
6	(f) Salvage recovered	57,823				
7	(g) All other credits <sup>(2)</sup>	120,755				
8	Total credits	\$ 31,839,926	\$ 3,323,546	\$ 109,761	\$ 1,566	\$ -
9	Deduct: Debits to reserves during year					
10	(a) Book cost of property retired	(7,904,355)				
11	(b) Cost of removal	(3,648,669)				
12	(c) All other debits <sup>(3)</sup>		(3,360,456)			
13	Total debits	\$ (11,553,024)	\$ (3,360,456)	\$ -	\$ -	\$ -
14	Balance in reserve at end of year	\$ 383,859,048	\$ 17,333	\$ 2,516,173	\$ 76,458	\$ -
15						
16	(1) COMPOSITE DEPRECIATION RATE USED FOR STRAIGHT LINE REMAINING LIFE:				2.92%	
17						
18	(2) EXPLANATION OF ALL OTHER CREDITS:					
19	charged to clearing accounts in the amount of \$87,319 represents Deferred Depreciation					
20	offset in Account 146					
21	Other credits to account 250 represents Reserve Adjustment					
22						
23						
24						
25						
26						
27	(3) EXPLANATION OF ALL OTHER DEBITS:					
28	Other debits account 251 represent amounts charged to 504 that do not offset to 251					
29						
30						
31						
32						
33						
34						
35	METHOD USED TO COMPUTE INCOME TAX DEPRECIATION:					
36	(a) Straight Line	( X )		Village, Orbis, Pollack, Pre 1970		
37	(b) Liberalized	( )				
38	(1) Double declining balance	( X )		On Additions from 4-1-66 through 1970		
39	(2) ACRS	( X )		on additions 1981 through 1986		
40	(3) MACRS	( X )		on additions after 1986		
41	(4) Others	( X )		150% DBM on property acquired 4-1-66		
42	(c) Both straight line and liberalized	( )		ADR on Additions 1971 through 1980		

**SCHEDULE A-5a**

**Account 250 - Analysis of Entries in Depreciation Reserve**

(This schedule is to be completed if records are maintained showing depreciation reserve by plant accounts)

Line No.	Acct.	DEPRECIABLE PLANT (a)	Balance Beginning of Year (b)	Credits to Reserve During Year Excl. Salvage (c)	Debits to Reserves (Dr.) During Year Excl. Cost Removal (d)	Salvage and Cost of Removal Net (Dr.) or Cr. (e)	Balance End of Year (f)
1		<b>I. SOURCE OF SUPPLY PLANT</b>					
2	311	Structures and Improvements	2,169,880	336,075	(87,830)	(15,915)	\$ 2,402,210
3	312	Collecting and Impounding Reservoirs	1,781,965	37,128	(562,283)	-	\$ 1,256,810
4	313	Lake, river and Other Intakes	406,884	38,877	24,084	64,888	\$ 534,733
5	314	Springs and Tunnels	-	-	-	-	\$ -
6	315	Wells	18,401,746	1,736,771	(175,927)	(613,082)	\$ 19,349,508
7	316	Supply Mains	3,713,169	258,240	-	-	\$ 3,971,409
8	317	Other Source of Supply Plant	98,490	3,643	-	-	\$ 102,133
9		Total Source of Supply Plant	\$ 26,572,133	\$ 2,410,734	\$ (801,956)	\$ (564,109)	\$ 27,616,802
10							
11		<b>II. PUMPING PLANT</b>					
12	321	Structures and Improvements	3,593,259	371,363	(88,270)	(14,206)	\$ 3,862,146
13	322	Boiler Plant Equipment	-	-	-	-	\$ -
14	323	Other Power Production Equipment	1,677,272	174,994	-	-	\$ 1,852,266
15	324	Pumping Equipment	29,417,992	3,015,465	(677,905)	(124,077)	\$ 31,631,475
16	325	Other Pumping Plant	-	-	-	-	\$ -
17		Total Pumping Plant	\$ 34,688,524	\$ 3,561,822	\$ (766,175)	\$ (138,283)	\$ 37,345,888
18							
19		<b>III. WATER TREATMENT PLANT</b>					
20	331	Structures and Improvements	8,192,316	399,445	(3,469)	(18,067)	\$ 8,570,225
21	332	Water Treatment Equipment	25,409,298	1,482,677	(704,426)	(73,353)	\$ 26,114,196
22		Total Water Treatment Plant	\$ 33,601,614	\$ 1,882,122	\$ (707,895)	\$ (91,420)	\$ 34,684,421
23							
24		<b>IV. TRANS. AND DIST. PLANT</b>					
25	341	Structures and Improvements	327,112	98,618	(2,032)	(5,372)	\$ 418,326
26	342	Reservoirs and Tanks	26,162,998	1,673,570	(181,387)	(405,658)	\$ 27,249,523
27	343	Transmission and Distribution Mains	118,100,762	7,595,744	17,667	(928,237)	\$ 124,785,936
28	344	Fire Mains	(17,032)	2,670	-	-	\$ (14,362)
29	345	Services	48,765,555	3,565,081	(529,219)	(1,036,173)	\$ 50,765,244
30	346	Meters	18,092,935	2,553,200	(400,626)	(230,555)	\$ 20,014,954
31	347	Meter Installations	15,743,842	1,783,348	-	-	\$ 17,527,190
32	348	Hydrants	12,023,287	784,188	(195,122)	(172,973)	\$ 12,439,380
33	349	Other Transmission and Distribution Plant	518,862	72,108	-	-	\$ 590,970
34		Total Transmission and Distribution Plant	\$ 239,718,321	\$ 18,128,527	\$ (1,290,719)	\$ (2,778,968)	\$ 253,777,161
35							
36		<b>V. GENERAL PLANT</b>					
37	371	Structures and Improvements	3,638,620	347,794	(43,968)	(9,086)	\$ 3,933,360
38	372	Office Furniture and Equipment	8,680,118	3,047,292	(282,151)	(1,185)	\$ 11,444,073
39	373	Transportation Equipment	575,753	62,506	(8,787)	-	\$ 629,472
40	374	Stores Equipment	9,272	308	(6,506)	-	\$ 3,074
41	375	Laboratory Equipment	216,999	16,671	(99,768)	-	\$ 133,902
42	376	Communication Equipment	11,774,571	809,373	(2,870,499)	(3,950)	\$ 9,709,495
43	377	Power Operated Equipment	1,153,186	35,796	(407,802)	-	\$ 781,180
44	378	Tools, Shop and Garage Equipment	976,517	66,337	(176,037)	(1,177)	\$ 865,641
45	379	Other General Plant	(2,272,537)	226,022	(240,464)	(2,667)	\$ (2,289,645)
46	390	Other Tangible Property	4,239,054	12,408	(201,628)	-	\$ 4,049,834
47	391	Water Plant Purchased	-	1,174,390	-	-	\$ 1,174,390
48		Total General Plant	\$ 28,991,554	\$ 5,798,898	\$ (4,337,610)	\$ (18,065)	\$ 30,434,776
49		Total	\$ 363,572,146	\$ 31,782,103	\$ (7,904,355)	\$ (3,590,845)	\$ 383,859,048

**SCHEDULE A-6**  
**Account 111 - Investments in Affiliated Companies**

Line No.	Class of Security (a)	Name of Issuing Company (b)	Balance Beginning of Year (c)	Balance End of Year (d)	Rate of Interest (e)	Interest Accrued During Year (f)	Interest and Dividends Received During Year (g)
1	None		-	-			
2							
3							
4							
5							
6							
7			\$ -	\$ -		\$ -	\$ -

**SCHEDULE A-7**  
**Account 112 - Other Investments**

Line No.	Name and Description of Property (a)	Balance Beginning of Year (b)	Balance End of Year (c)
1	Goodwill	1,787,735	6,875,129
2			
3			
4			
5			
6			
7			
8			
9	Total	\$ 1,787,735	\$ 6,875,129

**SCHEDULE A-8**  
**Account 113 - Sinking Funds**

Line No.	Name of Fund (a)	Balance Beginning of Year (b)	Additions During Year		Deductions During Year (e)	Balance End of Year (f)
			Principal (c)	Income (d)		
1	None					\$ -
2						\$ -
3						\$ -
4						\$ -
5						\$ -
6						\$ -
7						\$ -
8						\$ -
9		\$ -	\$ -	\$ -	\$ -	\$ -

**SCHEDULE A-9**  
**Account 114 - Miscellaneous Special Funds**

Line No.	Name of Fund (a)	Balance Beginning of Year (b)	Additions During Year		Deductions During Year (e)	Balance End of Year (f)
			Principal (c)	Income (d)		
1	None					\$ -
2						\$ -
3						\$ -
4						\$ -
5						\$ -
6						\$ -
7						\$ -
8						\$ -
9		Total	\$ -	\$ -	\$ -	\$ -

**SCHEDULE A-10**  
**Account 120 - Cash**

Line No.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	Cash in Banks	1,946,788	516,692
2			
3			
4			
5	Total	\$ 1,946,788	\$ 516,692

**SCHEDULE A-11**  
**Account 121 - Special Deposits**

Line No.	Name of Depository (a)	Purpose of Deposit (b)	Balance Beg of Year (c)	Balance End of Year (d)
1			-	-
2	US Bank	Hillview Acquisition State Revolving Funds		108,898
3	655 WB Operating, LLC	CA - Corp Office Security Deposit	37,445	37,445
4	East West Bank	Montgomery Building Lease Deposit	19,992	19,992
5				
6		Total	\$ 57,437	\$ 166,335

**SCHEDULE A-12  
Account 122 - Working Funds**

Line No.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	Petty Cash	2,061	2,061
2			
3			
4			
5	Total	\$ 2,061	\$ 2,061

**SCHEDULE A-13  
Account 123 - Temporary Cash Investments**

Line No.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	None	-	-
2			
3			
4			
5	Total	\$ -	\$ -

**SCHEDULE A-14  
Account 124 - Notes Receivable**

Line No.	Maker (a)	Date of Issue (b)	Date Payable (c)	Balance Beg of Year (d)	Balance End of Year (e)	Interest Rate (f)	Interest Accrued During Year (g)	Interest Received During Year (h)
1	None			-	-			
2								
3								
4								
5								
6	Total			\$ -	\$ -		\$ -	\$ -

**SCHEDULE A-15  
Account 125 - Accounts Receivable**

Line No.	Acct.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	125-1	Accounts Receivable - Customers	16,133,020	23,376,731
2	125-2	Other Accounts Receivable	791,965	591,534
3				
4				
5	Total		\$ 16,924,985	\$ 23,968,265



**SCHEDULE A-16**  
**Account 126 - Receivables from Affiliated Companies**

Line No.	Due from Whom (a)	Balance Beginning of Year (b)	Balance End of Year (c)	Interest Rate (d)	Interest Accrued During Year (e)	Interest Received During Year (f)
1	American Water Capital Corporation	17,592	26,718,546			
2	American Water Works Service Company	79,778	231,048			
3	American Water Works Company	2,645,397	85,564			
4	Miscellaneous Intercompany Clearing	471,312	43,303			
5						
6						
7						
8						
9						
10	Total	\$ 3,214,079	\$ 27,078,461		\$ -	\$ -

**SCHEDULE A-17**  
**Account 131 - Materials and Supplies**

Line No.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	131.1 Materials and Supplies - Utility	784,313	1,058,516
2	131.2 Materials and Supplies - Other		
3			
4			
5	Total	\$ 784,313	\$ 1,058,516

**SCHEDULE A-18**  
**Account 132 - Prepayments**

Line No.	Item (a)	Balance Beginning of Year (b)	Balance End of Year (c)
1	Prepaid Property Taxes	284,151	109,095
2	Prepaid Insurance	42,167	26,651
3	Prepaid Other	2,576,469	4,237,217
4			
5			
6			
7			
8			
9			
10	Total	\$ 2,902,787	\$ 4,372,963

**SCHEDULE A-19**  
**Account 133 - Other Current and Accrued Assets**

Line No.	Item (a)	Balance Beginning of Year (b)	Balance End of Year (c)
1	Accrued Utility Revenues	8,022,582	9,567,810
2	Deferred Vacation Pay	1,020,581	1,412,115
3			
4			
5			
6			
7			
8			
9			
10	Total	\$ 9,043,163	\$ 10,979,925

**SCHEDULE A-20**  
**Account 140 - Unamortized Debt Discount and Expense**

Line No.	Designation of long-term debt (a)	Principal amount of securities to which discount and expense, relates (b)	Total discount and expense (c)	AMORTIZATION PERIOD		Balance beginning of year (f)	Debits during year (g)	Credits during year (h)	Balance end of year (i)
				From- (d)	To- (e)				
1	Allstate Life Ins. - 9.71%	6,000,000	101,992	6/19/1990	6/1/2020	2,459		(2,459)	\$ -
2	Allstate Life Ins. - 9.22%	10,000,000	104,754	6/1/1991	6/1/2021	8,062		(5,658)	\$ 2,404
3	American United Life Ins. - 6.76%	10,000,000	50,953	12/1/1993	12/1/2023	9,534		(2,430)	\$ 7,104
4	Salkeid & Co. - 6.76%	10,000,000	56,021	12/1/1993	12/1/2033	25,208		(1,810)	\$ 23,398
5	State Life & American United Ins. - 7.33%	10,000,000	255,110	5/1/1996	5/1/2026	69,204		(10,914)	\$ 58,290
6	American Water Capital Corp. -5.77%	75,700,000	267,484	12/21/2006	12/21/2021	35,268		(17,810)	\$ 17,458
7	American Water Capital Corp. -10%*	35,000,000	987,291	1/1/2018	12/31/2020	329,097		(329,097)	\$ -
8	American Water Capital Corp. -5.25%**	35,000,000	475,108	8/18/2020	9/1/2023	489,097		(68,176)	\$ 420,921
9	American Water Capital Corp. -3.85%	25,000,000	210,000	11/20/2013	3/1/2024	85,233		(20,387)	\$ 64,846
10	American Water Capital Corp. -4.30%	30,000,000	314,674	8/13/2015	9/1/2045	268,724		(10,467)	\$ 258,257
11	American Water Capital Corp. -3.75%	25,000,000	259,907	8/10/2017	9/1/2047	239,332		(8,642)	\$ 230,690
12	American Water Capital Corp. -3.75%	5,940,000	61,736	8/10/2017	9/1/2047	56,858		(2,032)	\$ 54,826
13	American Water Capital Corp. -4.20%	85,000,000	884,554	8/9/2018	9/1/2048	872,483		(2,844)	\$ 869,639
14	American Water Capital Corp. -4.15%	30,003,000	312,566	5/13/2019	6/1/2049	306,161		(10,434)	\$ 295,727
15	American Water Capital Corp. -3.45%	15,000,000	158,945	4/14/2020	5/1/2050		158,945	(3,734)	\$ 155,211
16	American Water Capital Corp. -60%	35,000,000	532,357	8/18/2020	9/1/2023		532,357	(42,265)	\$ 490,092
17	Financing Fee		85,475	8/10/2017	9/1/2047	52,173		(29,508)	\$ 22,665
18	Revolver Fees		726,850			240,559	81,976	(60,408)	\$ 262,127
19	*Amortization of 10% series amortization is based on COC decision to amortize the remaining debt issuance at January 1, 2018 over a 3 year period								
20	the amount of \$987,291 in total discount and expense column (c) represents the unamortized balance at December 31, 2017								
21	**Amortization of 5.25% series is based on decision to amortize the remaining debt issuance at July 31, 2020 over the life of the 2020 .60% series issue.								
22	the amount of \$475,108 in total discount and expense column (c) represents the unamortized balance at July 31, 2020								
						\$ 3,089,452	\$ 773,278	\$ (629,075)	\$ 3,233,655

**SCHEDULE A-21**  
**Account 240 - Unamortized Premium on Debt**

Line No.	Designation of long-term debt (a)	Principal amount of securities to which premium minus expense, relates (b)	Total Net Premium (c)	AMORTIZATION PERIOD		Balance beginning of year (f)	Debits during year (g)	Credits during year (h)	Balance end of year (i)
				From- (d)	To- (e)				
1	None								\$ -
2									\$ -
3									\$ -
4									\$ -
5									\$ -
6									\$ -
7									\$ -
8									\$ -
9									\$ -
10									\$ -
11									\$ -
12									\$ -
13									\$ -
14									\$ -
15									\$ -
16									\$ -
17									\$ -
18						\$ -	\$ -	\$ -	\$ -

**SCHEDULE A-22**  
**Account 141 - Extraordinary Property Losses**

Line No.	Description of Property Loss or Damage (a)	Total Amount of Loss (b)	Previously Written off (c)	Balance Beg of Year (d)	Written Off During Year		Balance End of year (g)
					Account Charged (e)	Amount (f)	
1	None						\$ -
2							\$ -
3							\$ -
4	Total	\$ -	\$ -	\$ -		\$ -	\$ -

**SCHEDULE A-23**  
**Account 142 - Preliminary Survey and Investigation Charges**

Line No.	Description of Charges (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	2019 amounts charged to Preliminary Survey and Investigation	231	-
2			
3			
4			
5	Total	\$ 231	\$ -

**SCHEDULE A-24**  
**Account 143 - Clearing Accounts**

Line No.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	None		
2			
3			
4			
5	Total	\$ -	\$ -

**SCHEDULE A-25**  
**Account 145 - Other Work in Progress**

Line No.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	None		
2			
3			
4			
5	Total	\$ -	\$ -

**SCHEDULE A-26**  
**Account 146 - Other Deferred Debits**

Line No.	Item (a)	Balance Beg of Year (b)	Balance End of year (c)
1	See Addendum Reference Schedule A-26	276,231,995	244,281,436
2			
3			
4			
5			
6	Total	\$ 276,231,995	\$ 244,281,436

**SCHEDULE A-27**  
**Account 147 - Accumulated Deferred Income Tax Assets**

Line No.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	None	-	-
2			
3			
4			
5	Total	\$ -	\$ -

**SCHEDULE A-28**  
**Account 150 - Discount on Capital Stock**

- Report the balance at end of year of discount on capital stock for each class and series of capital stock.
- If any change occurred during the year in the balance with respect to any class or series of stock, attach a statement giving particulars of the change. State the reason for any charge-off during the year and specify the account charged.

Line No.	Class and Series of Stock (a)	Balance Beg of Year (b)	Balance End of year (c)
1	None		
2			
3	Total	\$ -	\$ -

**SCHEDULE A-29**  
**Account 151- Capital Stock Expense**

- Report the balance at end of year of capital stock expense for each class and series of capital stock.
- If any change occurred during the year in the balance with respect to any class or series of stock, attach a statement giving particulars of the change. State the reason for any charge-off of capital stock expense and specify the account charged.

Line No.	Class and Series of Stock (a)	Balance Beg of Year (b)	Balance End of year (c)
1	None		
2			
3	Total	\$ -	\$ -

**California - American Water Company**  
**Schedule Attached to and Made as Part of**  
**Annual Report to the Public Utilities Commission State of California**  
**Schedule A-26**  
**Account 146 - Other Deferred Debits**

Line No.	Item (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	RWIP - Cost of Removal	3,379,413	2,166,971
2	Reg Asset-AFUDC-Eq-CWIP	6,454,894	8,756,600
3	Reg Asset-AFUDC-Equity	1,043,222	526,766
4	Reg Asset-Other	(122,762)	(77,720)
5	Reg Asset-Accum Amortization	(461,443)	(541,694)
6	Programmed Maintance-Tank Painting	6,440,538	7,334,192
7	Deferred OPEB	46,004	46,004
8	Deferred Pension	(1,233)	(1,233)
9	Deferred Consulting Fees - Dunnigan	557,834	711,807
10	Enviromental Remediation Study-NOAA	4,915,424	1,108,989
11	Sobranes Fire - Fuel Reduction	288,915	290,871
12	Cease & Desist Order Memo Account	6,166,130	6,246,752
13	Closing Costs	141,280	203,079
14	CIAC's Vintage - Method 5	219,480	219,480
16	Old Monterey Style Water Revenue Adjustment Mechanism (WRAM)	34,291	34,482
17	San Clemente Dam AFUDC	83,186,388	80,684,865
18	Funds Restricted for Construction - Garrapata SDWSRF	16,995	362,606
19	WRAM/MCBA	70,247,800	44,674,449
20	School Lead Testing	10,245	10,245
21	Endangered Species Act (ESA)	1,919,042	1,482,677
22	Conservation/Rationing	48,735	49,074
23	Citizens Acquistion Purchase Premium-Net of Amortization	50,980,263	50,241,663
24	CIAC - Meadowbrook	461,250	271,020
25	Deferred Charges - CAC GrossUp	1,227,100	1,181,595
26	Deferred Charges - CAC DIT	1,361,815	1,314,424
27	Sand City Desal Plant Pur Wtr Bal Acct	445,128	448,231
28	Non Revenue Water Action Plan	2,749	2,764
29	Credit Card Pilot Program Memo Account	122,275	559,628
30	Group Insurance Balancing Account	1,164,086	1,884,677
31	Sustainable Groundwater Management Act Memo Account	534,304	908,350
32	Operating Lease Right of Use Assets	20,363,836	19,245,663
33	Interim Rates	228	-
34	Other Regulatory/Long Term Assets	15,037,769	13,934,159
35			
36	Total	276,231,995	244,281,436

SCHEDULE A-30								
Account 200 - Common Capital Stock								
Line No.	Class of Stock (a)	Number of Shares Authorized by Articles of Incorporation (b)	Par Value of Stock Authorized by Articles of Incorporation (c)	Number of Shares Outstanding <sup>1</sup> (d)	Balance Beg of Year (e)	Balance End of Year (f)	Dividends Declared During Year	
							Rate (g)	Amount (h)
1	Common	2,000,000	\$ -	619,136	92,477,914	92,477,914		33,643,850
2								
3								
4								
5								
6	Total				\$ 92,477,914	\$ 92,477,914		\$ 33,643,850

<sup>1</sup> After deduction for amount of reacquired stock held by or for the respondent.

SCHEDULE A-30a								
Account 201- Preferred Capital Stock								
Line No.	Class of Stock (a)	Number of Shares Authorized by Articles of Incorporation (b)	Par Value of Stock Authorized by Articles of Incorporation (c)	Number of Shares Outstanding <sup>1</sup> (d)	Balance Beg of Year (e)	Balance End of Year (f)	Dividends Declared During Year	
							Rate (g)	Amount (h)
1	None				-	-		
2								
3								
4								
5								
6	Total				\$ -	\$ -		\$ -

<sup>1</sup> After deduction for amount of reacquired stock held by or for the respondent.

SCHEDULE A-30b				
Record of Stockholders at End of Year				
Line No.	COMMON STOCK Name (a)	Number Shares (b)	PREFERRED STOCK Name (c)	Number Shares (d)
1	American Water Works Co., Inc.	619,136	None	
2				
3				
4				
5				
6				
7				
8				
9	Total number of shares	619,136	Total number of shares	-

SCHEDULE A-31			
Account 202 - Stock Liability for Conversion			
Line No.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	None	-	-
2			
3			
4			
5	Total	\$ -	\$ -

**SCHEDULE A-32**  
**Account 203 - Premiums and Assessments on Capital Stock**

Line No.	Class of Stock (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	None		
2			
3			
4			
5			
6			
7			
8			
9	Total	\$ -	\$ -

**SCHEDULE A-33**  
**Account 206 - Subchapter S Corporation Accumulated Adjustments Account**

Line No.	Description of Items (a)	Amount (b)
1	Balance beginning of year N/A	
2	Credit:	
3	Net Income	
4	Accounting Adjustments	
5		
6	Debit:	
7	Net Loss	
8	Accounting Adjustments	
9	Dividends	
10		
11	Balance end of year	\$ -

**SCHEDULE A-34**  
**Account 270 - Capital Surplus (For use by Corporations only)**

Line No.	Item (a)	Amount (b)
1	Balance beginning of year	\$ 268,155,051
2	CREDITS (Give nature of each credit and state account charged)	
3	Employee Stock Purchase Program	106,836
4	Equity Infusion	20,000,000
5	Restricted Stock Units & Options	604,358
6	Total credits	\$ 20,711,194
7	DEBITS (Give nature of each debit and state account credited)	
8		
9		
10		
11	Total debits	\$ -
12	Balance end of year	\$ 288,866,245

**SCHEDULE A-35**  
**Account 271 - Earned Surplus (For use by Corporations only)**

Line No.	Acct	Account (a)	Amount (b)
1		Balance beginning of year	\$ 99,160,650
2		CREDITS	
3	400	Credit balance transferred from income account	44,033,641
4	401	Miscellaneous credits to surplus (specify)	
5		Change in Monterey Waste Water Retained Earnings	(409,881)
6		Change in Dunnigan Waste Water Retained Earnings	(1,361,836)
7		Total credits	\$ 42,261,924
8		DEBITS	
9	410	Debit balance transferred from income account - Monterey Waste Water	(217,820)
10	410	Debit balance transferred from income account - Dunnigan Waste Water	(119,751)
11	411	Dividend appropriations-preferred stock	
12	412	Dividend appropriations-Common stock	(33,643,850)
13	413	Miscellaneous reservations of surplus	
14	414	Miscellaneous debits to surplus (specify)	
15		Accounting Adjustment	1,034
16		Total debits	\$ (33,980,387)
17		Balance end of year	\$ 107,442,187



**SCHEDULE A-36**  
**Account 204 - Proprietary Capital**  
**(Sole Proprietor or Partnership)**

Line No.	Item (a)	Amount (b)
1	Balance Beginning of year - <b>Schedule Not Applicable</b>	
2	<b>CREDITS</b>	
3	Net income for year	
4	Additional investments during year	
5	Other credits (specify)	
6		
7	Total credits	\$ -
8	<b>DEBITS</b>	
9	Net loss for year	
10	Withdrawals during year	
11	Other debits (specify)	
12		
13	Total debits	\$ -
14	Balance end of year	\$ -

**SCHEDULE A-37**  
**Account 205 - Undistributed Profits**  
**of Proprietorship or Partnership**  
(The use of this account is optional)

Line No.	Item (a)	Amount (b)
1	Balance Beginning of year - <b>Schedule Not Applicable</b>	
2	<b>CREDITS</b>	
3	Net income for year	
4	Other credits (specify)	
5		
6	Total credits	\$ -
7	<b>DEBITS</b>	
8	Net loss for year	
9	Withdrawals during year	
10	Other debits (specify)	
11		
12	Total debits	\$ -
13	Balance end of year	\$ -

**SCHEDULE A-38**  
**Account 210 - Bonds**

Line No.	Class of Bond (a)	Date of Issue (b)	Date of Maturity (c)	Principal Amount Authorized (d)	Balance Beg of Year (e)	Balance End of Year (f)	Rate of Interest (g)	Sinking Fund Added in Current Year (h)	Cost of of issuance (i)	Interest Accrued During Year (j)	Interest Paid During Year (k)	
1	General Mortgage Bonds	06/01/1990	06/01/2020	6,000,000	-	-	9.71%	0	101,992	242,750	291,300	
2	General Mortgage Bonds	06/01/1991	06/01/2021	10,000,000	10,000,000	-	9.22%		104,754	922,000	922,000	
3	General Mortgage Bonds	12/01/1993	12/01/2023	10,000,000	10,000,000	10,000,000	6.76%		50,953	676,000	676,000	
4	General Mortgage Bonds	12/01/1993	12/01/2033	10,000,000	10,000,000	10,000,000	6.76%		56,021	676,000	676,000	
5	General Mortgage Bonds	05/01/1996	05/01/2026	10,000,000	10,000,000	10,000,000	7.33%		255,110	733,000	733,000	
6	Notes Payable to Affiliate	12/21/2006	12/21/2021	75,700,000	75,700,000	-	5.77%		267,484	4,367,890	4,367,890	
7	Notes Payable to Affiliate**	08/18/2010	08/26/2020	35,000,000	35,000,000	-	5.25%		0	1,199,479	1,965,104	
8	Notes Payable to Affiliate*	11/20/2013	03/01/2024	25,000,000	25,000,000	25,000,000	3.85%		1,197,291	962,500	962,500	
9	Debt Discount Related to 3.85% series				(40,428)	(30,725)				9,703		
10	Notes Payable to Affiliate	8/13/2015	09/01/2045	30,000,000	30,000,000	30,000,000	4.30%		314,674	1,290,000	1,290,000	
11	Debt Discount Related to 4.30% series				(336,647)	(323,380)				13,267		
12	Notes Payable to Affiliate	12/7/2016	12/21/2021	31,500,000	31,500,000	-	2.29%			721,350	721,350	
13	Notes Payable to Affiliate	8/10/2017	09/01/2047	25,000,000	25,000,000	25,000,000	3.75%		259,907	937,500	937,500	
14	Notes Payable to Affiliate	8/10/2017	09/01/2047	5,940,000	5,940,000	5,940,000	3.75%		61,736	222,750	222,750	
15	Debt Discount Related to 3.75% series				(87,589)	(84,420)				3,170		
16	Notes Payable to Affiliate	08/09/2018	09/01/2048	85,000,000	85,000,000	85,000,000	4.20%		884,554	3,570,000	3,570,000	
17	Debt Discount Related to 4.20% series				(43,902)	(42,370)				1,531		
18	Notes Payable to Affiliate	05/13/2019	06/01/2049	30,003,000	30,003,000	30,003,000	4.15%		312,566	1,245,125	1,245,125	
19	Debt Discount Related to 4.15% series				(155,665)	(150,373)				5,292		
20	Notes Payable to Affiliate	04/14/2020	05/01/2050	15,000,000		15,000,000	3.45%		158,945	369,438	283,188	
21	Debt Discount Related to 3.45% series					(30,166)				734		
22	Notes Payable to Affiliate**	08/18/2020	09/01/2023	35,000,000		35,000,000	0.60%		1,007,465	77,583	0	
23	Water Facility Loan (SRF) - Garrapata	04/01/2012	02/28/2033	103,476	89,195	84,527	2.50%			867	2,309	
24	SRF Loan - Fruitridge	02/04/2020	04/01/2027	1,624,143		1,184,721	0.00%					
25	SRF Loan - Hillview	06/24/2020	01/01/2038	2,285,068		2,040,131	0.00%					
26	Hillview COBank Tax Loan (interest and prepayment penalty)				0	-				282,451	282,451	
27					Total	\$ 382,567,964	\$ 283,590,945		\$ -	\$ 5,033,452	\$ 18,530,380	\$ 19,148,467

\* Notes payable to affiliate 3.85% series cost of issuance of \$1,197,291 represents \$210,000 current issuance costs plus \$987,291 unamortized amount remaining of the original \$1,415,996 issuance costs from the refinanced 10.00% issuance which will be amortized over a 3 year period beginning 1/1/2018.

\*\* Notes payable to affiliate .60% series cost of issuance of \$1,008,158 represents \$532,357 current issuance costs plus \$475,108 unamortized amount remaining of the original \$713,069 issuance costs from the refinanced 5.25% issuance which will be amortized over the remaining life of the .60% series.

**SCHEDULE A-39**  
**Account 211 - Receivers' Certificates**

Line No.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	None	-	-
2			
3			
4			
5	Total	\$ -	\$ -

**SCHEDULE A-40**  
**Account 212 - Advances from Affiliated Companies**

Line No.	Nature of Obligation (a)	Balance Beg of Year (b)	Balance End of Year (c)	Rate of Interest (d)	Interest Accrued During Year (e)	Interest Paid During Year (f)
1	None	-	-			
2						
3						
4						
5	Total	\$ -	\$ -		\$ -	\$ -

**SCHEDULE A-41**  
**Account 213 - Miscellaneous Long-Term Debt**

Line No.	Nature of Obligation (a)	Date of Issue (b)	Date of Maturity (c)	Balance Beg of Year (d)	Balance End of Year (e)	Rate of Interest (f)	Interest Accrued During Year (g)	Interest Paid During Year (h)
1								
2	None							
3								
4								
5								
6								
7								
8	Total			\$ -	\$ -		\$ -	\$ -

**SCHEDULE A-42**  
**Securities Issued or Assumed During Year**

Line No.	Class of Security (a)	Commission Authorization (b)	Amount Issued During Year (omit cents) (c)	Discount or Premium (d)	Expenses (e)
1					
2	None				
3					
4					
5	Total		\$ -	\$ -	\$ -

**SCHEDULE A-43**  
**Account 220 - Notes Payable**

Line No.	In Favor of (a)	Date of Issue (b)	Date of Maturity (c)	Balance Beg of Year (d)	Balance End of Year (e)	Rate of Interest (f)	Interest Accrued During Year (g)	Interest Paid During Year (h)
1	American Water Capital Corporation	None	None	9,357,952	79,988,739	NA		620,466
2								
3								
4								
5								
6								
7	Total			\$ 9,357,952	\$ 79,988,739		\$ -	\$ 620,466

**SCHEDULE A-44**  
**Account 221 - Notes Receivable Discounted**

Line No.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	None	-	-
2			
3			
4			
5	Total		\$ -

**SCHEDULE A-45**  
**Account 222 - Accounts Payable**

Line No.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	AP - Project Cost Accrual	7,660,994	9,175,480
2	AP - GRIR Capital Services	816,485	333,258
3	AP - Contract Retentions	40,000	40,000
4	AP - Miscellaneous	6,997,826	5,364,535
5	Total		\$ 15,515,305

**SCHEDULE A-46**  
**Account 223 - Payables to Affiliated Companies**

Line No.	Nature of Obligation (a)	Balance Beg of Year (b)	Balance End of Year (c)	Rate of Interest (d)	Interest Accrued During Year (e)	Interest Paid During Year (f)
1	American Water Works Service Company	973,263	1,273,613	NA	NA	NA
2	American Water Capital Corporation	-	18,784			
3	Miscellaneous Intercompany Clearing	1,456,430	46,215			
4	American Water Works Company, Inc.,	14,381,259	5,115,081			
5						
6						
7	Total		\$ 16,810,952	\$ 6,453,693	\$ -	\$ -

**SCHEDULE A-47**  
**Account 224 - Dividends Declared**

Line No.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	None	-	-
2			
3			
4			
5	Total	\$ -	\$ -

**SCHEDULE A-48**  
**Account 225 - Matured Long-Term Debt**

Line No.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	General Mortgage Bonds 9.71% Series Due 06/01/2020	6,000,000	-
2	Water Facility Loan (SRF) 2.50% - current portion	4,090	4,668
3	General Mortgage Bonds 9.22% Series Due 06/01/2021		10,000,000
4	Notes Payable to Affiliate 5.77% Series Due 12/21/2021		75,700,000
5	Notes Payable to Affiliate 2.29% Series Due 12/21/2021		31,500,000
6	State Revolving Fund (SRF) non-interest bearing - current portion		219,711
7	State Revolving Fund (SRF) non-interest bearing - current portion		126,948
8	Total	\$ 6,004,090	\$ 117,551,327

**SCHEDULE A-49**  
**Account 226 - Matured Interest**

Line No.	Description of Items (a)	Balance Beg of Year (b)	Balance End of Year (c)
1	None	-	-
2			
3			
4			
5	Total	\$ -	\$ -

**SCHEDULE A-50**  
**Account 227 - Customers' Deposits**

Line No.	Description of Items (a)	Balance Beginning of Year (b)	Balance End of Year (c)
1	None		
2			
3			
4			
5	Total	\$ -	\$ -

**SCHEDULE A-51**  
**Account 229 - Interest Accrued**

Line No.	Description of Items (a)	Balance Beginning of Year (b)	Balance End of Year (c)
1	229-1 Interest Accrued on Long-Term Debt	3,699,331	3,048,955
2	229-2 Interest Accrued on Other Liabilities		
3			
4			
5	Total	\$ 3,699,331	\$ 3,048,955

**SCHEDULE A-52**  
**Account 230 - Other Current and Accrued Liabilities**

Line No.	Description (a)	Balance Beginning of Year (a)	Balance End of Year (b)
1	Accrued Vacation	1,020,581	1,412,115
2	Accrued Purchase Water	4,160,294	6,699,307
3	Accrued Purchase Power	421,773	549,214
4	Accrued Legal	130,626	352,062
5	Accrued Wages	1,275,322	477,403
6	Accrued Insurance, Retro Insurance Adjustment and Unfunded	266,531	(70,949)
7	Accrued Retire Medical	54,000	60,000
8	Accrued DCP Contribution	44,461	57,821
9	Accrued Bank Fees	21,492	20,827
10	Accrued Audit Fees	11,772	-
11	Accrued Payroll Withholding & Taxes	44,996	155,944
12	Accrued Employee 401K Match	37,053	43,728
13	Unclaimed Wages		589
14	Unclaimed Credits	2,021	1,665
15	Unclaimed AP Checks	141,412	95,114
16	GRIR Capital Expenditures	334,187	529,725
17	Incentive Plan Cash Annual	2,265,698	2,737,987
18	NOAA Settlement - Current Portion	1,100,000	1,100,000
19	Collection For PUC Surcharges	476,825	776,607
20	Collection for Others - MPWMD User Fee	942,763	442,073
21	Collection For Other-Gross Recorded Tax	427,578	495,730
22	Collection For Other-Municipal Tax	1,799,720	2,094,735
23	Collection for Others	(2,654)	(5,068)
24	Collection For Others Miscellaneous	8,485	3,997
25	Other Current Liability Analyzed	1,973,262	1,658,073
26	Deferred Revenue - Current Portion	-	(12,469)
27	Operating Lease - Current Portion	2,507,235	2,506,760
28	Liabilities Held for Sale	9,750	-
29	Refund Rates Under Bond		-
30	Total	\$ 19,475,183	\$ 22,182,990

## SCHEDULE A-53 Account 228 - Taxes Accrued

1. This schedule is intended to give particulars of the combined prepaid and accrued tax accounts and to show the total taxes charged to operations and other accounts during the year. Do not include gasoline and other sales taxes which have been charged to the accounts to which the material on which the tax was levied and charged.
2. Taxes, paid during the year and charged direct to final accounts, that is, not charged to prepaid or accrued taxes, should be included in the schedule. Enter the amounts both in columns (d) and (e). The balancing of the schedule is not affected by the inclusion of these taxes.
3. Taxes charged during the year, column (d), include taxes charged to operations and other accounts through (a) accruals credited to taxes accrued, (b) amounts credited to prepaid taxes for proportions of prepaid taxes chargeable to current year, and (c) taxes paid and charged direct to operations or accounts other than accrued and prepaid tax accounts.
4. If any tax covers more than 1 year, the required information of all columns should be shown separately for each year.
5. Enter all adjustments of the accrued and prepaid tax accounts in column (f) and explain each adjustment. Designate debit adjustments by parentheses.
6. See schedule entitled "TAXES CHARGED DURING YEAR," page 48, for a distribution of taxes charged, columns (c) - (f) according to utility departments and accounts.
7. **Do not include in this schedule entries with respect to deferred income taxes or taxes collected through payroll deductions or otherwise pending transmittal of such taxes to the taxing authority.**

Line No.	Kind of Tax (See Instruction 5) (a)	BALANCE BEGINNING OF YEAR		Taxes Charged During Year (d)	Paid During Year (e)	Adjustments (f)	BALANCE END OF YEAR	
		Taxes Accrued (b)	Prepaid Taxes (c)				Taxes Accrued (Account 228) (g)	Prepaid Taxes (Incl. in Acct. 132) (h)
1	Taxes on real and personal property - accrued	(188,528)		7,033,203	6,037,243	(302,292)	505,140.00	
2	Taxes on real and personal property - prepaid		284,151	253,996	364,929	285,989		109,095.00
3	State corporation franchise tax	58,588		184,812	153,711		89,689.00	
4	State unemployment insurance tax	18		80,130	80,145		3.00	
5	Other state and local taxes	83,273		574,271	558,364	(36,929)	62,251.00	
6	Federal unemployment insurance tax			13,757	13,757		-	
7	Fed. ins. contr. act (old age retire.)	307,189		2,286,096	2,362,422		230,863.40	
8	Other federal taxes						-	
9	Federal income taxes	(1,280,002)		15,713,779	14,666,193	337,117	104,701.00	
10	State income taxes	5,639,112		9,223,979	916,310	137,281	14,084,062.40	
11	Licenses							
12	Miscellaneous							
13	Deferred Taxes & ITC			(13,668,202)		13,668,202	-	
14	Total	\$ 4,619,651	\$ 284,151	\$ 21,695,821	\$ 25,153,074	\$ 14,089,368	\$ 15,076,710	\$ 109,095

(1) Fed. & State income tax on CIAC & Advances

**SCHEDULE A-54**  
**Account 241 - Advances for Construction**

Line No.	Description (a)	Amount (b)
1	Balance beginning of year	20,873,608
2	Additions during year	1,610,632
3	Subtotal - Beginning balance plus additions during year	\$ 22,484,240
4	<b>Charges during year</b>	
5	Refunds:	
6	Percentage of revenue basis	
7	Proportionate cost basis	819,754
8	Present worth basis	
9	Total refunds	\$ 819,754
10	<b>Transfers to Acct 265 - Contributions in Aid of Construction</b>	
11	Due to expiration of contracts	446,183
12	Due to present worth discount	
13	Total transfers to Acct. 265	\$ 446,183
14	<b>Securities Exchanged for Contracts (enter detail below)</b>	
15	Subtotal - Charges during year	\$ 1,265,937
16	Balance end of year	\$ 21,218,303

If stock, bonds, etc., were issued in exchange for construction advance contracts give details below:

Line No.	Type of Security or Other Consideration (Other than Cash) (a)	Dividend or Interest Rate (b)	PUC Decision Number (c)	Amount Issued (d)
17	Common stock			
18	Preferred stock			
19	Bonds			
20	Other (describe)			
21				
22				



**SCHEDULE A-55**  
**Account 242 - Other Deferred Credits**

Line No.	Item (a)	Balance Beginning of Year (b)	Balance End of Year (c)
1	Reg Liab-Exc Def FIT	57,667,542	56,646,480
2	Reg Liab-Deficit Def FIT	(549)	-
3	Reg Liab-Exc Def Depr SIT		
4	Reg Liab-ITC Gross-Up 10%	106,746	62,552
5	Reg Liab-ITC Gross-Up 6%	76	(5)
6	Reg Liab-Tax Cuts & Job Acts	-	-
7	Reg Liab-Tax Cuts & Job Acts - Customer Refunds	102,160	-
8	Reg Liab-Inc Tax Rec Thru Rates - Two Way Tax Memo Account	7,982,759	3,125,811
9	Conservation Surcharge	1,323,498	4,496,763
10	Deferred Deposits - Hillview Acquisition	-	261,176
11	DCA-Accr Pension Def Benefit	(1,837,411)	(2,869,479)
12	Reg Liab- Pension Tracker	4,241,614	5,060,898
13	DCA-Accr OPEB	(563,121)	(1,740,717)
14	DCA-Accr OPEB Med Subsidy	99,867	137,164
15	Reg Liab - OPEB Tracker	2,104,942	3,359,331
16	MPWMD Conservation - surcharges	-	7
17	Accr Div Equivalents	68,754	-
18	Accr NOAA Settlement	1,100,000	-
19	COVID-19 Financial Impacts	-	530,175
20	Reg Liab-CAC CP	1,258,663	1,158,576
21	Deferred Revenue - SRF Surcharges Hillview Acquisition	-	200,548
22	Accrued 401K Restoration	2,052	2,224
21	Deferred Revenue - CAC	219,183	196,319
22	DCA-Def Rev CIAC	64,894	64,894
23	DCA-Def Rev CIAC FIT	31,762	30,921
24	DCA-Defined Compensation Plan	181,851	13,300
25	DCA-Tax Gross-Up AIC	1,383,660	1,434,377
26	DCA-Tax Gross-Up AIC FIT/SIT	(101,372)	(9,880)
27	DCA-Tax Gross-Up AIC SIT	(737)	(972)
28	Reg Liab-Affiliate Transfer Fee/Los Padres Dam Study	1,796,199	3,151,525
29	Reg Liability - Vintage CIAC's	293,182	293,182
30	DCN-Adv Pay & Dep Other	217,850	239,335
31	Other Long Term Liability - Operating Lease	11,766,352	10,113,762
32			
33			
34			
35			
36			
37	Total	\$ 89,510,416	\$ 85,958,267

**SCHEDULE A-56**  
**Accounts 254 to 258, Inclusive - Miscellaneous Reserves**

Line No.	Account (a)	Balance Beginning of Year (b)	DEBITS		CREDITS		Balance End of Year (g)
			Nature of Items (c)	Amount (d)	Account Charged (e)	Amount (f)	
1	254	1,030,209	Reserve Bad Debt	(249,159)		2,067,006	\$ 2,848,056
2	255	-					\$ -
3	256	-					\$ -
4	257	-					\$ -
5	258	1,209,289	FIN 48 Reserve	(434,051)		176,651	\$ 951,889
6		-					\$ -
7	Total	\$ 2,239,498		\$ (683,210)		\$ 2,243,657	\$ 3,799,945

**SCHEDULE A-57**  
**Account 265 - Contributions in Aid of Construction**

Line No.	Item (a)	Total All Columns (b)	Contamination Proceeds 265-1 to 265-6		Other 265-7	
			Depreciable (e)	Non-Depreciable (f)	Depreciable (c)	Non-Depreciable (d)
1	Balance beginning of year	\$ 69,436,819	1,670,168		67,531,388	235,263
2	Add: Credits to account during year					
3	Contributions received during year	\$ 2,513,105			2,513,105	
4	Other credits*	\$ 19,013,785	12,957,930		6,055,855	
5	Total credits	\$ 21,526,890	\$ 12,957,930	\$ -	\$ 8,568,960	\$ -
6	Deduct: Debits to account during year					
7	Depreciation charges for year	\$ (2,967,616)	(42,439)		(2,925,177)	
8	Nondepreciable donated property retired	\$ -				
9	Other debits*	\$ (4,219,358)			(4,219,358)	
10	Total debits	\$ (7,186,974)	\$ (42,439)	\$ -	\$ (7,144,535)	\$ -
11	Balance end of year	\$ 83,776,735	\$ 14,585,659	\$ -	\$ 68,955,813	\$ 235,263

See addendum reference schedule A-57 pertaining to grant funds received to address contaminated water supplies.

\*Amounts in Other Credits and Other Debits includes acquisition of Hillview

**California - American Water Company**  
**Schedule Attached to and Made as Part of**  
**Annual Report to the Public Utilities Commission State of California**  
**Schedule A-57**  
**Account 265 - Contributions in Aid of Construction**

Name	Amount of Grant Funds Received	Amount of Grant Funds spend during 2020	Description of plant constructed with Grant Funds
Nothing to Report for 2020			


**SCHEDULE A-59**  
**Account 267 - Accumulated Deferred Income Taxes Liabilities**

Line No.	Description of Items (a)	Balance Beginning of Year (b)	Balance End of Year (c)
1	Accumulated Def FIT	80,362,089	74,932,990
2	Accumulated Def SIT	27,056,352	24,174,851
3			
4			
5	Total	\$ 107,418,441	\$ 99,107,841

**SCHEDULE A-60**  
**Account 268 - Accumulated Deferred Investment Tax Credits**

Line No.	Description of Items (a)	Balance Beginning of Year (b)	Balance End of Year (c)
1	Unamortized ITC 10%	214,262	160,994
2	Unamortized ITC 6%	171	7
3			
4			
5	Total	\$ 214,433	\$ 161,001

**SCHEDULE B-1**  
**Account 501 - Operating Revenues**

Line No.	Acct.	ACCOUNT (a)	Amount Current Year (b)	Amount Preceding Year (c)	Net Change During Year Show Decrease in (Parenthesis) (d)
1		<b>I. WATER SERVICE REVENUES</b>			
2	601	Metered Sales to General Customers			
3		601-1.1 Residential Sales	147,944,082	124,137,309	\$ 23,806,773
4		601-1.2 Residential Low Income Discount (Debit)	-	-	\$ -
5		601-2 Commercial Sales	65,703,008	63,637,679	\$ 2,065,329
6		601-3 Industrial Sales	4,246,622	4,236,019	\$ 10,603
7		601-4 Sales to Public Authorities	15,655,887	14,977,563	\$ 678,324
8		Sub-total	\$ 233,549,599	\$ 206,988,570	\$ 26,561,029
9	602	Unmetered Sales to General Customers			
10		602-1.1 Residential Sales	-	-	\$ -
11		602-1.2 Residential Low Income Discount (Debit)	-	-	\$ -
12		602-2 Commercial Sales	-	-	\$ -
13		602-3 Industrial Sales	-	-	\$ -
14		602-4 Sales to Public Authorities	-	-	\$ -
15		Sub-total	\$ -	\$ -	\$ -
16	603	Sales to Irrigation Customers			
17		603.1 Metered sales	-	-	\$ -
18		603.2 Flat Rate Sales	-	-	\$ -
19		Sub-total	\$ -	\$ -	\$ -
20	604	Private Fire Protection Service	2,527,007	2,544,735	\$ (17,728)
21	605	Public Fire Protection Service	-	-	\$ -
22	606	Sales to Other Water Utilities for Resale	-	-	\$ -
23	607	Sales to Governmental Agencies by Contracts	-	-	\$ -
24	608	Interdepartmental Sales	-	-	\$ -
25	609	Other Sales or Service	596,551	785,560	\$ (189,009)
26		Sub-total	\$ 3,123,558	\$ 3,330,295	\$ (206,737)
27		Total Water Service Revenues	\$ 236,673,157	\$ 210,318,865	\$ 26,354,292
28		<b>II. OTHER WATER REVENUES</b>			
29	610	Customer Surcharges	-	-	\$ -
30	611	Miscellaneous Service Revenues	4,534,444	3,212,507	\$ 1,321,937
31	612	Rent from Water Property	54,771	39,535	\$ 15,236
32	613	Interdepartmental Rents	-	-	\$ -
33	614	Other Water Revenues	5,736,495	14,480,987	\$ (8,744,492)
34	615	Recycled Water Revenues	-	-	\$ -
35		Total Other Water Revenues	\$ 10,325,710	\$ 17,733,029	\$ (7,407,319)
36	501	Total operating revenues	\$ 246,998,867	\$ 228,051,894	\$ 18,946,973

**SCHEDULE B-1a**  
**Operating Revenues Apportioned to Cities and Towns**

Line No.	Location (a)	Operating Revenues (b)
31	Operations not within incorporated cities <sup>1</sup>	
32	Los Angeles County	
33	Orange County	
34		
35	Operations within incorporated territory	
36	City or town of	
37	City or town of	
38	City or town of	
39	City or town of	
40	City or town of	
41		
42		
43		
44	Total	\$ -

<sup>1</sup> Should be segregated to operating districts.

## SCHEDULE B-2

### Account 502 - Operating Expenses - For Class A, B, and C Water Utilities

Respondent should use the group of accounts applicable to its class

Line No.	Acct.	Account (a)	Class			Amount Current Year (b)	Amount Preceding Year (c)	Net Change During Year Show Decrease in (Parenthesis) (d)
			A	B	C			
1		<b>I. SOURCE OF SUPPLY EXPENSE</b>						
2		<b>Operation</b>						
3	701	Operation supervision and engineering	A	B		-	-	
4	701	Operation supervision, labor and expenses			C	-	-	
5	702	Operation labor and expenses	A	B		113,879	104,801	
6	703	Miscellaneous expenses	A			1,152,217	956,895	
7	704	Purchased water	A	B	C	58,978,115	50,757,005	
8		<b>Maintenance</b>						
9	706	Maintenance supervision and engineering	A	B		528	182	
10	706	Maintenance of structures and facilities			C	-	-	
11	707	Maintenance of structures and improvements	A	B		-	-	
12	708	Maintenance of collect and impound reservoirs	A			13,052	20,721	
13	708	Maintenance of source of supply facilities		B		-	-	
14	709	Maintenance of lake, river and other intakes	A			19,965	9,827	
15	710	Maintenance of springs and tunnels	A			-	-	
16	711	Maintenance of wells	A			8,890	8,040	
17	712	Maintenance of supply mains	A			-	-	
18	713	Maintenance of other source of supply plant	A	B		212,140	393,642	
19		<b>Total source of supply expense</b>				\$ 60,498,786	\$ 52,251,113	
20		<b>II. PUMPING EXPENSES</b>						
21		<b>Operation</b>						
22	721	Operation supervision and engineering	A	B		84,807	72,383	
23	721	Operation supervision labor and expense			C	-	-	
24	722	Power production labor and expenses	A			-	-	
25	722	Power production labor, expenses and fuel		B		-	-	
26	723	Fuel for power production	A			-	-	
27	724	Pumping labor and expenses	A	B		1,496,360	1,446,796	
28	725	Miscellaneous expenses	A			490,217	613,048	
29	726	Fuel or power purchased for pumping	A	B	C	6,977,374	6,063,128	
30		<b>Maintenance</b>						
31	729	Maintenance supervision and engineering	A	B		200,335	89,766	
32	729	Maintenance of structures and equipment			C	-	-	
33	730	Maintenance of structures and improvements	A	B		1,822	1,865	
34	731	Maintenance of power production equipment	A	B		31,811	3,302	
35	732	Maintenance of power pumping equipment	A	B		-	-	
36	733	Maintenance of other pumping plant	A	B		407,960	607,688	
37		<b>Total pumping expenses</b>				\$ 9,690,686	\$ 8,897,976	

## SCHEDULE B-2

### Account 502 - Operating Expenses - For Class A, B, and C Water Utilities (Continued)

Respondent should use the group of accounts applicable to its class

Line No.	Acct.	Account (a)	Class			Amount Current Year (b)	Amount Preceding Year (c)	Net Change During Year Show Decrease in (Parenthesis) (d)
			A	B	C			
38		<b>III. WATER TREATMENT EXPENSES</b>						
39		<b>Operation</b>						
40	741	Operation supervision and engineering	A	B		889	7,870	\$ (6,981)
41	741	Operation supervision, labor and expenses			C	-	-	\$ -
42	742	Operation labor and expenses	A			2,385,487	1,876,342	\$ 509,145
43	743	Miscellaneous expenses	A	B		1,510,440	1,317,648	\$ 192,792
44	744	Chemicals and filtering materials	A	B		1,102,876	1,131,845	\$ (28,969)
45		<b>Maintenance</b>						
46	746	Maintenance supervision and engineering	A	B		51,335	47,128	\$ 4,207
47	746	Maintenance of structures and equipment			C	-	-	\$ -
48	747	Maintenance of structures and improvements	A	B		-	-	\$ -
49	748	Maintenance of water treatment equipment	A	B		691,358	465,453	\$ 225,905
50		<b>Total water treatment expenses</b>				\$ 5,742,385	\$ 4,846,286	\$ 896,099
51		<b>IV. TRANS. AND DIST. EXPENSES</b>						
52		<b>Operation</b>						
53	751	Operation supervision and engineering	A	B		1,420,736	1,265,948	\$ 154,788
54	751	Operation supervision, labor and expenses			C	-	-	\$ -
55	752	Storage facilities expenses	A			54,649	42,220	\$ 12,429
56	752	Operation labor and expenses		B		-	-	\$ -
57	753	Transmission and distribution lines expenses	A			2,031	7,565	\$ (5,534)
58	754	Meter expenses	A			40,994	65,183	\$ (24,189)
59	755	Customer installations expenses	A			109,276	100,174	\$ 9,102
60	756	Miscellaneous expenses	A			1,341,253	1,296,832	\$ 44,421
61		<b>Maintenance</b>						
62	758	Maintenance supervision and engineering	A	B		93,646	71,658	\$ 21,988
63	758	Maintenance of structures and plant			C	-	-	\$ -
64	759	Maintenance of structures and improvements	A	B		-	-	\$ -
65	760	Maintenance of reservoirs and tanks	A	B		14,262	32,802	\$ (18,540)
66	761	Maintenance of trans. and distribution mains	A			966,527	1,092,733	\$ (126,206)
67	761	Maintenance of mains		B		-	-	\$ -
68	762	Maintenance of fire mains	A			-	-	\$ -
69	763	Maintenance of services	A			1,313,838	1,102,958	\$ 210,880
70	763	Maintenance of other trans. and distribution plant		B		-	-	\$ -
71	764	Maintenance of meters	A			115,844	35,829	\$ 80,015
72	765	Maintenance of hydrants	A			147,001	100,208	\$ 46,793
73	766	Maintenance of miscellaneous plant	A			4,975,214	4,207,148	\$ 768,066
74		<b>Total transmission and distribution expenses</b>				\$ 10,595,271	\$ 9,421,258	\$ 1,174,013

**SCHEDULE B-2**  
**Account 502 - Operating Expenses - For Class A, B, and C Water Utilities (Continued)**

Respondent should use the group of accounts applicable to its class

Line No.	Acct.	Account (a)	Class			Amount Current Year (b)	Amount Preceding Year (c)	Net Change During Year Show Decrease in (Parenthesis) (d)
			A	B	C			
75		<b>V. CUSTOMER ACCOUNT EXPENSES</b>						
76		<b>Operation</b>						
77	771	Supervision	A	B		99,848	67,137	\$ 32,711
78	771	Superv., meter read., other customer acct expenses			C	-	-	\$ -
79	772	Meter reading expenses	A	B		1,023,934	1,077,089	\$ (53,155)
80	773	Customer records and collection expenses	A			951,188	1,076,738	\$ (125,550)
81	773	Customer records and accounts expenses		B		-	-	\$ -
82	774	Miscellaneous customer accounts expenses	A			272,106	57,863	\$ 214,243
83	775	Uncollectible accounts	A	B	C	-	-	\$ -
84		<b>Total customer account expenses</b>				\$ 2,347,076	\$ 2,278,827	\$ 68,249
85		<b>VI. SALES EXPENSES</b>						
86		<b>Operation</b>						
87	781	Supervision	A	B		-	-	\$ -
88	781	Sales expenses			C	-	-	\$ -
89	782	Demonstrating selling expenses	A			-	-	\$ -
90	783	Advertising expenses	A			-	-	\$ -
91	784	Miscellaneous, jobbing and contract work	A			-	-	\$ -
92	785	Merchandising, jobbing and contract work	A			-	-	\$ -
93		<b>Total sales expenses</b>				\$ -	\$ -	\$ -
94		<b>VII. RECYCLED WATER EXPENSES</b>						
95		<b>Operation and Maintenance</b>						
96	786	Recycled water operation and maint. expenses				-	-	\$ -
97		<b>Total recycled water expenses</b>				\$ -	\$ -	\$ -
98		<b>VIII. ADMIN. AND GENERAL EXPENSES</b>						
99		<b>Operation</b>						
100	791	Administrative and general salaries	A	B	C	5,661,582	5,339,345	\$ 322,237
101	792	Office supplies and other expenses	A	B	C	71,065	91,376	\$ (20,311)
102	793	Property insurance	A			-	3,987	\$ (3,987)
103	793	Property insurance, injuries and damages		B	C	-	-	\$ -
104	794	Injuries and damages	A			392,602	354,807	\$ 37,795
105	795	Employees' pensions and benefits	A	B	C	3,577,224	3,672,806	\$ (95,582)
106	796	Franchise requirements	A	B	C	-	-	\$ -
107	797	Regulatory commission expenses	A	B	C	-	182	\$ (182)
108	798	Outside services employed	A			327,679	2,880,130	\$ (2,552,451)
109	798	Miscellaneous other general expenses		B		-	-	\$ -
110	798	Miscellaneous other general operation expenses			C	-	-	\$ -
111	799	Miscellaneous general expenses	A			11,350,551	8,922,044	\$ 2,428,507
112		<b>Maintenance</b>						
113	805	Maintenance of general plant	A	B	C	162,800	195,006	\$ (32,206)
114		<b>Total administrative and general expenses</b>				\$ 21,543,503	\$ 21,459,683	\$ 83,820
115		<b>XI. MISCELLANEOUS</b>						
116	810	Customer surcredits				-	-	\$ -
117	811	Rents	A	B	C	1,134,117	1,240,049	\$ (105,932)
118	812	Administrative expenses transferred - Cr. <sup>1</sup>	A	B	C	30,975,175	28,421,818	\$ 2,553,357
119	813	Duplicate charges - Cr. CA-AM Corp Allocated Return on Rate Base <sup>1</sup>	A	B	C	2,339,562	2,929,540	\$ (589,978)
120		<b>Total miscellaneous</b>				\$ 34,448,854	\$ 32,591,407	\$ 1,857,447
121		<b>Total operating expenses</b>				\$ 144,866,561	\$ 131,746,550	\$ 13,120,011

<sup>1</sup> Amounts reflect allocated general office expenses consistent with the methodology employed in the authorized GRC revenue requirement



**SCHEDULE B-3**  
**Account 506 - Property Losses Chargeable to Operations**

Line No.	Description (a)	Amount
1	None	
2		
3		
4		
5		
6		
7		
8	<b>Total</b>	<b>\$ -</b>

**SCHEDULE B-4**  
**Account 507 - Taxes Charged During Year**

1. This schedule is intended to give the account distribution of total taxes charged to operations and other final accounts during the year.
2. Do not include gasoline and other sales taxes which have been charged to accounts to which the material on which the tax was levied was charged. If the actual or estimated amounts of such taxes are known, they should be shown as a footnote and designated whether estimated or actual amounts.
3. The accounts to which taxes charged were distributed should be shown in columns (c) to (f). Show both the utility department and number of account charged except for taxes capitalized.
4. For any tax which it was necessary to apportion to more than one utility department or account, state in a footnote the basis of apportioning such tax.
5. The total taxes charged as shown in column (b) should agree with the amounts shown by column (d) of schedule entitled "Accrued and Prepaid Taxes," page 39.
6. Do not include in this schedule entries with respect to deferred income taxes, or taxes collected through payroll deductions or otherwise pending transmittal of such taxes to the taxing authority.

Line No.	Kind of Tax (a)	Total Taxes Charged During Year (b)	DISTRIBUTION OF TAXES CHARGED (Show utility department where applicable and account charged)			
			Water (Account 507) (c)	Nonutility (Account 521) (d)	Other (Account -----) (e)	Capitalized (Omit Account) (f)
1	Federal corporate income taxes	\$ 15,713,779	15,713,779			
2	California corporate franchise taxes	\$ -				
3	Property taxes	\$ 7,287,199	7,287,199			
4	Other taxes	\$ -				
5	State income taxes	\$ 9,223,979	9,223,979			
6	Other state and local taxes	\$ 608,537	192,335		416,202	
7	State unemployment taxes	\$ 80,130	63,499			16,631
8	Federal unemployment insurance	\$ 13,757	10,322			3,435
9	Fed. Ins. Contr. Act. (old age retire)	\$ 2,286,096	1,671,912			614,184
10	Licenses	\$ 150,545	150,545			
11	Federal deferred and ITC	\$ (9,390,179)	(9,390,179)			
12	State deferred	\$ (4,278,022)	(4,278,022)			
13		\$ -				
14	<b>Total</b>	<b>\$ 21,695,821</b>	<b>\$ 20,645,369</b>	<b>\$ -</b>	<b>\$ 416,202</b>	<b>\$ 634,250</b>

## SCHEDULE B-5

### Reconciliation of Reported Net Income With Taxable Income for Federal Taxes

1. Report hereunder a reconciliation of reported net income for the year with taxable income used in computing Federal income tax accruals and show computation of such tax accruals. The reconciliation shall be submitted even though there is no taxable income for the year. Descriptions should clearly indicate the nature of each reconciling amount.
  
2. If the utility is a member of a group which files a consolidated Federal tax return, reconcile reported net income with taxable net income as if a separate return were to be filed, indicating, however, inter-company amounts to be eliminated in such consolidated return. State names of group members, tax assigned to each group member, and basis of allocation, assignment, or sharing of the consolidated tax among the group members.
  
3. Show taxable year if other than calendar year from-----to-----.

Line No.	Particulars (a)	Amount (b)
1	Net income for the year per Schedule B, page 15 .....	41,694,077
2	Reconciling amounts (list first additional income and unallowable deductions, followed by additional	
3	deductions for non-taxable income):	
4		
5		
6	Federal Tax Return not yet Completed - See Addendum Reference Schedule B-5	
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30	Federal tax net income .....	\$ 41,694,077
31	Computation of tax:	
32	Calculated Tax	
33		
34		
35	Tax per return	

**California - American Water Company**  
**Schedule Attached to and Made as Part of**  
**Annual Report to the Public Utilities Commission State of California**  
**Schedule B-5**  
**Reconciliation of Reported Net Income With Taxable Income for Federal Taxes**

<b>7004</b> <small>Form (Rev. December 2018)          Department of the Treasury          Internal Revenue Service</small>	<b>Application for Automatic Extension of Time To File Certain          Business Income Tax, Information, and Other Returns</b>		<small>OMB No. 1545-0233</small>
	<small>File a separate application for each return.          Go to <a href="http://www.irs.gov/Form7004">www.irs.gov/Form7004</a> for instructions and the latest information.</small>		
<b>Print or Type</b>	<small>Name</small> <b>American Water Works Company, Inc. &amp; Subs</b> <small>Number, street, and room or suite no. (if P.O. box, see instructions.)</small> <b>PO Box 2738, Attn: Tax Dept.</b> <small>City, town, state, and ZIP code (if a foreign address, enter city, province or state, and country (follow the country's practice for entering postal code).)</small> <b>Camden, NJ 08101-2738</b>	<small>Identifying number</small> <b>51-0063696</b>	

**Note:** File request for extension by the due date of the return. See instructions before completing this form.  
**Part I Automatic Extension for Certain Business Income Tax, Information, and Other Returns.** See instructions.

1 Enter the form code for the return listed below that this application is for . . . . . **1 2**

Application Is For:	Form Code	Application Is For:	Form Code
Form 706-GS(D)	01	Form 1120-ND (section 4951 taxes)	20
Form 706-GS(T)	02	Form 1120-PC	21
Form 1041 (bankruptcy estate only)	03	Form 1120-POL	22
Form 1041 (estate other than a bankruptcy estate)	04	Form 1120-REIT	23
Form 1041 (trust)	05	Form 1120-RIC	24
Form 1041-N	06	Form 1120S	25
Form 1041-QFT	07	Form 1120-SF	26
Form 1042	08	Form 3520-A	27
Form 1065	09	Form 8612	28
Form 1066	11	Form 8613	29
Form 1120	12	Form 8725	30
Form 1120-C	34	Form 8804	31
Form 1120-F	15	Form 8831	32
Form 1120-FSC	16	Form 8876	33
Form 1120-H	17	Form 8924	35
Form 1120-L	18	Form 8928	36
Form 1120-ND	19		

**Part II All Filers Must Complete This Part**

2 If the organization is a foreign corporation that does not have an office or place of business in the United States, check here . . . . .

3 If the organization is a corporation and is the common parent of a group that intends to file a consolidated return, check here . . . . .   
 If checked, attach a statement listing the name, address, and employer identification number (EIN) for each member covered by this application. See Statement 1

4 If the organization is a corporation or partnership that qualifies under Regulations section 1.6081-5, check here . . .

5a The application is for calendar year 20 20, or tax year beginning \_\_\_\_\_, 20\_\_\_\_, and ending \_\_\_\_\_, 20\_\_\_\_

b **Short tax year.** If this tax year is less than 12 months, check the reason:  Initial return  Final return  
 Change in accounting period  Consolidated return to be filed  Other (See instructions - attach explanation)

6 Tentative total tax . . . . .	<b>6</b>	NONE
7 Total payments and credits. See instructions . . . . .	<b>7</b>	NONE
8 <b>Balance due.</b> Subtract line 7 from line 6. See instructions . . . . .	<b>8</b>	NONE

For Privacy Act and Paperwork Reduction Act Notice, see separate instructions. Form **7004** (Rev. 12-2018)

California - American Water Company  
Schedule Attached to and Made as Part of  
Annual Report to the Public Utilities Commission State of California  
Schedule B-5  
Reconciliation of Reported Net Income With Taxable Income for Federal Taxes  
**COMPANIES TO BE INCLUDED IN THE CONSOLIDATED FEDERAL INCOME TAX RETURN  
OF AMERICAN WATER WORKS COMPANY, INC. AND AFFILIATED SUBSIDIARIES**

YEAR - 01/01/20-12/31/20

COMPANY	Employer EIN
American Industrial Water LLC	47-1730161
American Lake Water Company	06-1396121
American Water – Acciona Agua LLC	20-1867186
American Water (USA) LLC	98-0165920
American Water Capital Corp	22-3732448
American Water Defense Services, LLC	84-1872466
American Water Enterprises Holding LLC	76-0605357
American Water Enterprises LLC	22-3169459
American Water Federal Services, LLC	84-1888611
American Water Military Services LLC	47-3136886
American Water Operations and Maintenance LLC	98-0165919
American Water Resources Holdings LLC	27-5107201
American Water Resources LLC	54-0912221
American Water Resources of Florida LLC	45-5262240
American Water Resources of Texas LLC	27-5107457
American Water Services CDM Inc.	91-1745331
American Water Services LLC	26-3196576
American Water Works Co Inc.	51-0063696
American Water Works Service Co Inc.	23-1340234
AW Insurance LLC	47-4426070
AW Insurance LLC - Series B	84-4174267
AW Insurance LLC - Series C	84-4174441
AW Insurance LLC-Series A	84-4171067
AW Technologies LLC	45-3808303
AWIP Holdings LLC	83-3607533
Bluefield Valley Water Works Company	66-6022466
California-American Water Company	51-0104148
Edison Water Company	22-3519296
Environmental Disposal Corporation	22-2391983
Environmental Management LLC	43-1205270
E'town Properties Inc.	22-2817018
E'Town Services LLC	42-1533685
Georgia-American Water Company LLC	84-1783027
Hawaii-American Water Company	99-0108667
Illinois-American Water Company	51-0105894
Indiana-American Water Company	35-0936102
Iowa-American Water Company	42-0735216
Kentucky-American Water Company	61-0485002
Laurel Oak Properties Corp	20-1022964
Liberty Water Company	22-3596293
Maryland-American Water Company	52-0265025
Michigan-American Water Company	38-1657784
Missouri-American Water Company	44-0578460
Mt. Ebo Sewage Works Inc.	13-3223856
New Jersey-American Water Company	22-1546642
New York-American Water Company	11-1516966
One Water Street LLC	81-4501058
Pennsylvania-American Water Company	25-1008096
Pivotal Home Solutions, LLC	36-3857885
Tennessee-American Water Company	62-0529095
TWH LLC	52-1723310
TWNA Inc.	06-1548192
Virginia-American Water Company	54-0119650
West Virginia-American Water Company	55-0307487
Whitlock Farms Water Corp Inc.	11-2425210

Mailing Address:  
PO Box 2738, Attn: Tax Dept.  
Camden, NJ 08101-2738

**SCHEDULE B-6**  
**Account 508 - Income from Utility Plant Leased to Others**

Line No.	Acct.	Description of Items (a)	Amount (b)
1	508-1	Revenues from Plant Leased to Others      None	
2	508-2	Expenses of Plant Leased to Others      None	
3			
4			
5		Total	\$ -

**SCHEDULE B-7**  
**Account 510 - Rent for Lease of Utility Plant**

Line No.	Description of Items (a)	Amount (b)
1	None	
2		
3		
4		
5	Total	\$ -

**SCHEDULE B-8**  
**Account 521 - Income from Nonutility Operations**

Line No.	Description (a)	Revenue (b)	Expenses (c)	Net Income (d)
1	Income from Nonutility Operations	545,058		\$ 545,058
2				\$ -
3				\$ -
4				\$ -
5	Totals	\$ 545,058	\$ -	\$ 545,058

<b>SCHEDULE B-9</b>		
<b>Account 522 - Revenues from Lease of Other Physical Property</b>		
Line No.	Description of Items (a)	Amount (b)
1	Various Revenue	127,800
2		
3		
4		
5	Total	\$ 127,800

<b>SCHEDULE B-10</b>		
<b>Account 523 - Dividend Revenues</b>		
Line No.	Description of Items (a)	Amount (b)
1	None	
2		
3		
4		
5	Total	\$ -

<b>SCHEDULE B-11</b>		
<b>Account 524 - Interest Revenues</b>		
Line No.	Description of Items (a)	Amount (b)
1	Interest Income	675,588
2	Interest Income - STD Intercompany	
3		
4		
5	Total	\$ 675,588

<b>SCHEDULE B-12</b>		
<b>Account 525 - Revenues from Sinking and Other Funds</b>		
Line No.	Description of Items (a)	Amount (b)
1	None	
2		
3		
4		
5	Total	\$ -

**SCHEDULE B-13**  
**Account 526 - Miscellaneous Nonoperating Revenues**

Line No.	Description (a)	Amount (b)
1	M & J Revenues	137,907
2		
3		
4		
5		
6		
7		
8	Total	\$ 137,907

**SCHEDULE B-14**  
**Account 527 - Nonoperating Revenue Deductions**

Line No.	Description (a)	Amount (b)
1	M & J Expenses	249,712
2		
3		
4		
5	Total	\$ 249,712

**SCHEDULE B-15**  
**Account 530 - Interest on Long-Term Debt**

Line No.	Description of Items (a)	Amount (b)
1	Interest on Outside Debt	3,533,068
2	Interest on Inside Debt	14,963,615
3	Amortization of Discount on Debt	33,697
4		
5	Total	\$ 18,530,380

**SCHEDULE B-16**  
**Account 531 - Amortization of Debt Discount and Expense**

Line No.	Description of Items (a)	Amount (b)
1	Amortization of Debt Discount & Expense	568,666
2	Amortization of Revolving Credit Line Fees	60,408
3		
4		
5	Total	\$ 629,074

**SCHEDULE B-17**  
**Account 532 - Amortization of Premium on Debt - Cr.**

Line No.	Description of Items (a)	Amount (b)
1	None	
2		
3		
4		
5	Total	\$ -

**SCHEDULE B-18**  
**Account 533 - Taxes Assumed on Interest**

Line No.	Description of Items (a)	Amount (b)
1	None	
2		
3		
4		
5	Total	\$ -

**SCHEDULE B-19**  
**Account 534 - Interest on Debt to Affiliated Companies**

Line No.	Description of Items (a)	Amount (b)
1	Interest Short Term Debt Intercompany	620,466
2		
3		
4		
5	Total	\$ 620,466

**SCHEDULE B-20**  
**Account 535 - Other Interest Charges**

Line No.	Description (a)	Amount (b)
1	Various Interest Charges	(284,432)
2		
3		
4		
5	Total	\$ (284,432)



<b>SCHEDULE B-21</b> <b>Account 536 - Interest Charged to Construction - Cr.</b>		
Line No.	Description of Items (a)	Amount (b)
1	AFUDC - Equity	(8,365,887)
2	AFUDC - Debt	(2,924,840)
3		
4		
5	Total	\$ (11,290,727)

<b>SCHEDULE B-22</b> <b>Account 537 - Miscellaneous Amortization</b>		
Line No.	Description of Items (a)	Amount (b)
1	None	
2		
3		
4		
5	Total	\$ -

<b>SCHEDULE B-23</b> <b>Account 538 - Miscellaneous Income Deductions</b>		
Line No.	Description (a)	Amount (b)
1	Various Miscellaneous Income Deductions	785,625
2		
3		
4		
5	Total	\$ 785,625

<b>SCHEDULE B-24</b> <b>Account 540 - Miscellaneous Reservations of Net Income</b>		
Line No.	Description of Items (a)	Amount (b)
1	None	
2		
3		
4		
5	Total	\$ -

## SCHEDULE C-1

### Engineering and Management Fees and Expenses, etc., During Year

Line No.	Give the required particulars of all contracts or other agreements in effect in the course of the year between the respondent and any corporation, association, partnership or person covering supervision and/or management of any department of the respondents affairs such as accounting, engineering, financing, construction or operation, and show the payments under such agreements and also the payments for advice and services to a corporation or corporations which directly or indirectly control respondent through stock ownership	
1	Did the respondent have a contract or other agreement with any organization or person covering supervision and/or management of its own affairs during the year? <b>Answer:</b> Yes <u>  X  </u> No <u>          </u>	
2	Name of each organization or person that was a party to such a contract or agreement <b>American Water Works Service Company, Inc.</b>	
3	Date of original contract or agreement.	<u>  January 1, 1971  </u>
4	Date of each supplement or agreement.	<u>  January 1, 1989  </u>
	Note: File with the report a copy of every contract, agreement, supplement or amendment mentioned above unless a copy of the instrument in due form has been furnished in which case a definite reference to the report of the respondent relative to which it was furnished will suffice.	
5	Amount of compensation paid during the year for supervision or management:	<u>  Not Applicable  </u>
6	To whom paid:	<u>  Not Applicable  </u>
7	Nature of payment (salary, traveling expenses, etc.):	<u>  Not Applicable  </u>
8	Amounts paid for each class of service:	\$ <u>  Not Applicable  </u>
9	Base for determination of such amounts	<u>  Not Applicable  </u>
10	Distribution of payments:	
	(a) Charged to operating expenses	\$ <u>  13,842,813  </u>
	(b) Charged to capital accounts	\$ <u>  4,329,569  </u>
	(c) Charged to other accounts	\$ <u>                  </u>
	Total	\$ <u>  18,172,382  </u>
11	Distribution of charges to operating expenses by primary accounts.	
	Number and Title of Account	
	<u>  Account 798 Outside Services  </u>	<u>  13,842,813  </u>
	<hr/>	
	Total	<u>  \$13,842,813  </u>
12	What relationship, if any, exists between respondent and supervisory and/or managing concerns? <b>American Water Works Service Company, Inc. provides operational functions for all American Water Works subsidiaries, including California American Water</b>	
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## SCHEDULE C-2

### Compensation of Individual Proprietor or Partner

Do operating expenses include any charge for owner's compensation in the form of salary or wages, rental allowances, or for the use of a private automobile? (If the word "none" truly states the fact it should be given as the answer to this inquiry.)

Line No.	Nature of Allowance (a)	Account Charged (b)	Amount (c)
1	N/A		
2			
3			
4			
5			
6		Total	\$ -

## SCHEDULE C-3

### Employees and Their Compensation

(Charged to Account 502 - Operating Expenses - Schedule B-2)

Line No.	Classification (a)	Number at End of Year (b)	Total Salaries and Wages Paid During Year (c)
1	Employees - Source of supply		160,513
2	Employees - Pumping		1,784,375
3	Employees - Water treatment		2,407,352
4	Employees - Transmission and distribution		4,202,060
5	Employees - Customer account		2,121,828
6	Employees - Sales		
7	Employees - Administrative		14,038,675
8	General officers		
9	General office		
10	Total	-	\$ 24,714,803

## SCHEDULE C-4

### Record of Accidents During Year

Line No.	Date of Accident (a)	TO PERSONS					TO PROPERTY			
		Employees on Duty		Public <sup>1</sup>		Total Number (f)	Company		Other	
		Killed (b)	Injured (c)	Killed (d)	Injured (e)		Number (g)	Amount (h)	Number (i)	Amount (j)
1	2020		3			3	13	34,193	104	311,722
2						-				
3						-				
4	Total	-	3	-	-	3	13	\$ 34,193	104	\$ 311,722

<sup>1</sup> Accidents to employees not on duty should be included in "Public" accidents

**SCHEDULE C-5  
Expenditures for Political Purposes**

Hereunder report all direct or indirect expenditures incurred or made to elect or defeat a candidate for public office; or to place any measure on the ballot; at any election, or to keep it from being placed on the ballot at any election, or to support or defeat any measure on the ballot; at an election, or to support or defeat any proposed legislation, also name the account or accounts to which the expenditures herein mentioned have been charged. (If the word "none" truly states the fact, it should be given as the answer to this inquiry.)

1	Expenses for Political Purposes	309,240
2		
3		
4		
5		
6	Total	\$ 309,240

**SCHEDULE C-6  
Loans to Directors, or Officers, or Shareholders**

Show hereunder the amount of loans to directors, or officers, or shareholders and the terms and conditions of such loans. Among other things, show the name of each director, or officer, or shareholder, receiving a loan or loans, the amount of each loan, the rate of interest payable on such loan or loans, the maturity date of each loan or loans, the security given and the date when the shareholders authorized each loan. If such authorization was given. (If the word "none" truly states the fact, it should be given as the answer to this inquiry.)

1	None	
2		
3		
4		
5		
6	Total	\$ -

**SCHEDULE C-7  
Bonuses Paid to Executives & Officers**

Show hereunder the amount of bonuses paid to Executives and Officers, both cash and non-cash. List by the name of each Executive or Officer receiving the bonus, the dollar value of that bonus, and a description of the bonus if it is non-cash.

1	Richard Svindland	161,282
2	Jeffrey Dana	53,729
3	Garry Hofer	72,928
4	Ian Crooks	52,844
5	Kevin Tilden	100,151
6	Kimberly Castillo	40,945
7	Sarah Leeper	107,402
8	Anthony Cerasuolo	58,061
9	Jeffrey Linam	67,808
10	Thomas Brunet	43,974
11	Kent Hodgkinson	44,211
12	Stacey Fulter	14,712
13	Kathryn Horning	61,819
14	Stephen Wesley Owens	55,477
15	Total	\$ 935,343

**SCHEDULE D-1  
Sources of Supply and Water Developed**

STREAMS				FLOW IN .....(unit) <sup>2</sup>				Annual Quantities Diverted .....(Unit) <sup>2</sup>	Remarks
Line No.	Diverted into*	From Stream or Creek (Name)	Location of Diversion Point	Priority Right		Diversions			
				Claim	Capacity	Max.	Min.		
1									
2	See Addendum of District Reports - Reference Schedule D-1 by District								
3									
4									
5									

WELLS							Annual Quantities Pumped .....(Unit) <sup>2</sup>	Remarks
Line No.	At Plant (Name or Number)	Location	Number	Dimensions	<sup>1</sup> Depth to Water	Pumping Capacity .....(Unit) <sup>2</sup>		
6								
7	See Addendum of District Reports - Reference Schedule D-1 by District							
8								
9								
10								

TUNNELS AND SPRINGS				FLOW IN .....(Unit) <sup>2</sup>		Annual Quantities Used .....(Unit) <sup>2</sup>	Remarks	
Line No.	Designation	Location	Number	Maximum	Minimum			
11								
12								
13	See Addendum of District Reports - Reference Schedule D-1 by District							
14								
15								

Purchased Water for Resale			
16	Purchased from See Addendum of District Reports - Reference Schedule D-1 by District		
17	Annual quantities purchased	10,675,772 (Unit chosen) <sup>2</sup>	1,000 gallons
18			
19			

\* State ditch, pipe line, reservoir, etc., with name, if any.  
 1 Average depth to water surface below ground surface.  
 2 The quantity unit in established use for expressing water stored and used in large amounts is the acre foot, which equals 42,560 cubic feet; in domestic use the thousand gallon or the hundred cubic feet. The rate of flow or discharge in larger amounts is expressed in cubic feet per second, in gallons per minute, in gallons per day, or in the miner's inch. Please be careful to state the unit used.

**SCHEDULE D-2  
Description of Storage Facilities**

Line No.	Type	Number	Combined Capacity (Gallons or Acre Feet)	Remarks
1	A. Collecting reservoirs			
2	Concrete	-	-	
3	Earth	1	543,780,149	Gallons
4	Wood	-	-	
5	B. Distribution reservoirs			
6	Concrete	24	41,250,000	Gallons
7	Earth	3	3,440,500	Gallons
8	Wood	-	-	
9	C. Tanks			
10	Wood (Monterey- ploy plastic, S	3	30,000	Gallons
11	Metal	161	76,177,869	Gallons
12	Concrete	15	5,131,350	Gallons
13	Total	207	669,809,868	

**SCHEDULE D-3**

**Description of Transmission and Distribution Facilities**

A. LENGTH OF DITCHES, FLUMES AND LINED CONDUITS IN MILES FOR VARIOUS CAPACITIES  
Capacities in Cubic Feet Per Second or Miner's Inches (State Which) **Not Applicable**

Line No.		0 to 5	6 to 10	11 to 20	21 to 30	31 to 40	41 to 50	51 to 75	76 to 100
1	Ditch	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2	Flume	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3	Lined conduit	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4									
5	Total	-	-	-	-	-	-	-	-

A. LENGTH OF DITCHES, FLUMES AND LINED CONDUITS IN MILES FOR VARIOUS CAPACITIES - Continued  
Capacities in Cubic Feet Per Second or Miner's Inches (State Which) **Not Applicable**

Line No.		101 to 200	201 to 300	301 to 400	401 to 500	501 to 750	751 to 1000	Over 1000	Total All Lengths
6	Ditch	N/A	N/A	N/A	N/A	N/A	N/A	N/A	-
7	Flume	N/A	N/A	N/A	N/A	N/A	N/A	N/A	-
8	Lined conduit	N/A	N/A	N/A	N/A	N/A	N/A	N/A	-
9									
10	Total	-	-	-	-	-	-	-	-

B. FOOTAGES OF PIPE BY INSIDE DIAMETERS IN INCHES - NOT INCLUDING SERVICE PIPING

Line No.		1	1 1/2	2	2 1/2	3	4	5	6	8
11	Cast Iron	187	214	17,759	176	6,104	251,195	-	414,374	149,301
12	Cast Iron (cement lined)	178	-	26,363	-	103	169,143	-	268,060	92,777
13	Concrete	-	-	-	-	-	-	-	276	290
14	Copper	2,370	1,790	2,024	-	-	-	-	723	-
15	Riveted steel	1,004	378	9,030	-	820	192,349	156	322,334	211,310
16	Standard screw	-	-	-	-	-	-	-	-	-
17	Screw or welded casing	-	-	-	-	-	-	-	-	-
18	Cement - asbestos	775	-	8,766	-	1,838	268,852	2,137	1,759,829	1,801,889
19	Welded steel	-	-	-	-	-	-	-	-	-
20	Wood	-	-	-	-	-	-	-	-	-
21	Other - Galvanized	567	2,144	31,149	1,666	144	221	-	147	820
22	Other - PVC	4,015	3,577	25,411	5,386	3,509	44,012	-	332,318	1,588,888
23	Other - Ductile Iron	489	-	2,718	29	-	3,261	-	12,820	72,160
24	Other - PE	-	-	1,144	-	-	839	-	-	273
25	Other - Brass	2	-	229	9	-	-	-	15	-
26	Other - Unknown	2,617	3,226	21,277	-	1,838	73,992	1,321	151,810	145,387
27	Total	12,203	11,330	145,870	7,266	14,357	1,003,864	3,615	3,262,706	4,063,094

B. FOOTAGES OF PIPE BY INSIDE DIAMETERS IN INCHES - NOT INCLUDING SERVICE PIPING - Continued

Line No.		10	12	14	16	18	20	Other Sizes (Specify Sizes)			Total All Sizes
								22-24	30-36	unknown	
28	Cast Iron	31,269	76,552	1,261	17,720	-	993	-	1,185	5,485	973,776
29	Cast Iron (cement lined)	1,008	43,837	-	40,882	139	-	1,205	-	-	643,695
30	Concrete	-	-	-	-	-	-	-	-	-	566
31	Copper	-	-	-	-	-	-	-	-	-	6,906
32	Riveted steel	69,881	161,111	17,564	39,002	31,745	21,114	22,549	53,975	-	1,154,323
33	Standard screw	-	-	-	-	-	-	-	-	-	-
34	Screw or welded casing	-	-	-	-	-	-	-	-	-	-
35	Cement - asbestos	601,093	312,959	24,722	77,816	4,556	7,408	4,246	1,660	-	4,878,546
36	Welded steel	-	-	-	-	-	-	-	-	-	-
37	Wood	-	-	-	-	-	-	-	-	-	-
38	Other - Galvanized	37	635	-	-	-	-	-	-	-	37,529
39	Other - PVC	159,232	461,840	140	45,523	668	17,272	3,868	-	-	2,695,658
40	Other - Ductile Iron	14,583	84,079	1,246	129,320	7,262	70,629	67,933	83,270	435	550,232
41	Other - PE	-	-	-	-	-	-	-	-	-	2,257
42	Other - Brass	-	-	-	-	-	-	-	-	-	254
43	Other - Unknown	13,442	25,379	195	3,530	125	606	2,714	29	27,226	474,715
44	Total	890,545	1,166,392	45,126	353,794	44,494	118,023	102,515	140,119	33,146	11,418,458

<b>SCHEDULE D-4</b>				
<b>Number of Active Service Connections</b>				
Classification	Metered - Dec 31		Flat Rate - Dec 31	
	Prior Year	Current Year	Prior Year	Current Year
Residential	155,453	158,507	-	3,034
Commercial	16,089	16,085	-	-
Industrial	240	242	-	-
Public authorities	1,637	1,666	-	-
Irrigation	4	4	-	-
Other (Misc., Co. Acct., Resale, Golf Course)	135	142	-	-
Agriculture				
Subtotal	173,558	176,646	-	3,034
Private fire connections	-	-	3,199	3,302
Public fire hydrants	-	-	15,122	15,776
Total	173,558	176,646	18,321	22,112

<b>SCHEDULE D-5</b>		
<b>Number of Meters and Services on Pipe Systems at End of Year</b>		
Size	Meters	Active Service Connections
5/8 x 3/4 - in	143,272	-
3/4 - in	2,760	69,501
1 - in	24,271	93,434
1 1/2 - in	4,702	3,626
2 - in	5,758	9,935
3 - in	303	204
4 - in	249	1,057
6 - in	91	602
8 - in	35	124
10 - in	2	5
12 - in	-	3
Other	8	8,277
Total	181,451	186,768

<b>SCHEDULE D-6</b>	
<b>Meter Testing Data</b>	
A. Number of Meters Tested During Year as Prescribed in Section VI of General Order No. 103:	
1. New, after being received . . .	206
2. Used, before repair . . . . .	590
3. Used, after repair . . . . .	3
4. Found fast, requiring billing adjustment . . . . .	1
B. Number of Meters in Service Since Last Test	
1. Ten years or less . . . . .	129,932
2. More than 10, but less than 15 years . . . . .	41,057
3. More than 15 years . . . . .	10,218

**SCHEDULE D-7**

**Water delivered to Metered Customers by Months and Years in 1,000 Gallons (Unit Chosen)<sup>1</sup>**

Classification of Service	During Current Year							
	January	February	March	April	May	June	July	Subtotal
Residential	816,008	915,440	1,048,064	912,710	1,337,972	1,528,203	1,857,050	8,415,448
Commercial	340,185	386,837	443,486	403,024	478,533	581,488	721,368	3,354,920
Industrial	42,868	37,376	62,777	33,945	41,798	43,964	57,081	319,808
Public authorities	38,950	43,293	75,801	45,627	129,132	163,244	237,964	734,010
Irrigation	-	-	-	-	-	-	-	-
Other (Fire, Misc., Resale, Co. Accts.)	2,790	4,518	13,767	(5,527)	7,122	8,567	8,652	39,890
Other (Monterey & Larkfield - See District Report)	62,011	81,816	79,223	51,922	52,159	87,564	104,691	519,385
<b>Total</b>	<b>1,302,813</b>	<b>1,469,280</b>	<b>1,723,117</b>	<b>1,441,701</b>	<b>2,046,715</b>	<b>2,413,029</b>	<b>2,986,806</b>	<b>13,383,461</b>

Classification of Service	During Current Year							Total Prior Year
	August	September	October	November	December	Subtotal	Total	
Residential	1,838,010	1,812,253	1,559,137	1,413,391	1,289,252	7,912,043	16,327,491	14,651,578
Commercial	733,057	765,603	675,122	542,485	537,594	3,253,861	6,608,782	6,004,979
Industrial	51,941	56,673	53,286	43,682	48,353	253,934	573,742	588,365
Public authorities	257,586	256,901	200,573	135,977	115,467	966,504	1,700,514	1,561,012
Irrigation	-	-	-	-	-	-	-	-
Other (Fire, Misc., Resale, Co. Accts.)	7,888	8,634	3,786	4,862	1,854	27,025	66,915	102,631
Other (Monterey & Larkfield- See District Report)	124,578	103,009	94,359	78,236	66,822	467,004	986,389	1,166,833
<b>Total</b>	<b>3,013,060</b>	<b>3,003,074</b>	<b>2,586,262</b>	<b>2,218,633</b>	<b>2,059,342</b>	<b>12,880,372</b>	<b>26,263,833</b>	<b>24,075,397</b>

<sup>1</sup> Quantity units to be in hundreds of cubic feet, thousands of gallons, acre-feet, or miner's inch-days.

Total acres irrigated \_\_\_\_\_ N/A Total population served \_\_\_\_\_ 559,189



**SCHEDULE D-8  
Status With State Board of Public Health**

**See Addendum of District Reports Reference Schedule D-8 by District and Attachments in the pdf filing of the CA-AM Consolidated Water Report**

1. Has the State or Local Health Department reviewed the sanitary condition of your water system during the past year?  
**Answer:** Yes \_\_\_\_\_ No \_\_\_\_\_
2. Are you having routine laboratory tests made of water served to your consumers?  
**Answer:** Yes \_\_\_\_\_ No \_\_\_\_\_
3. Do you have a permit from the State Board of Public Health for operation of your water system?  
**Answer:** Yes \_\_\_\_\_ No \_\_\_\_\_
4. Date of permit: \_\_\_\_\_
5. If permit is "temporary", what is the expiration date? \_\_\_\_\_
6. If you do not hold a permit, has an application been made for such permit?  
**Answer:** Yes \_\_\_\_\_ No \_\_\_\_\_
7. If so, on what date? \_\_\_\_\_

**SCHEDULE D-9  
Statement of Material Financial Interest**

Use this space to report the information required by Section 2 of General Order No. 104-A. If no material financial interest existed during the year or contemplated at the end of the year, such fact shall be so stated. If additional space is required, attach a supplementary statement with reference made thereto.

The Vanguard Group ("Vanguard") is a self-described investment adviser that reported to the U.S. Securities and Exchange Commission ("SEC") on May 10, 2017 that, as of April 28, 2017, it had acquired beneficial ownership (as defined under the Securities Exchange Act of 1934, as amended (the "Exchange Act"), and rules thereunder) of 10.06% of the common stock of American Water Works Company, Inc. ("American Water"), California-American Water Company's ("California American Water") parent company. California American Water notified the Commission of this event on May 12, 2017 and filed advice letter 1169-A on August 29, 2017. In the report, Vanguard certified that it did not acquire American Water stock for the purpose of or with the effect of changing or influencing control of American Water and Vanguard did not acquire such stock in connection with or as a participant in any transaction having that purpose or effect. California American Water received a limited and conditional exemption from the affiliate transaction rules in connection with Vanguard's ownership of the shares. On February 10, 2021, Vanguard reported that it beneficially owned 11.68% of the common stock as of December 31, 2020.

Blackrock, Inc. ("BlackRock") is a holding company that reported to the SEC on December 6, 2012 that, as of November 30, 2012, it had acquired beneficial ownership (as defined under the Exchange Act and rules thereunder) 10.53% of the common stock of American Water. In the report, BlackRock certified that it did not acquire or hold the stock for the purpose of or with the effect of changing or influencing the control of American Water and that BlackRock did not acquire such stock in connection with or as a participant in any transaction having that purpose or effect. Pursuant to the terms set forth in Advice Letter 990-B, California American Water received a limited and conditional exemption from the affiliate transaction rules in connection with BlackRock's ownership of the shares. While BlackRock may be covered under Section 2(a) of General Order 104-A, California American Water has no way of ascertaining the various interests owned by BlackRock that may deem it a person having a material financial interest in a transaction as defined by Section 2(b). BlackRock has no legal obligation to provide California American Water with information about companies in which BlackRock may be the beneficial owner of 10% or more of the voting power for purposes of determining whether such other companies have engaged in transactions with California American Water. Furthermore, there are no known direct transactions between California American Water and any entity in which California American Water knows that BlackRock has a material financial interest. On January 29, 2021, BlackRock reported that it beneficially owned less than 10% of American Water's common stock as of December 31, 2020.

California - American Water Company  
Schedule Attached to and Made as Part of  
Annual Report to the Public Utilities Commission State of California

**SCHEDULE D-8 Addendum**  
**San Diego District**  
**Status With State Board of Public Health San Diego District**

1. Has the State or Local Health Department reviewed the sanitary condition of your water system during the past year?  
**Answer:** Yes   X   No
  
2. Are you having routine laboratory tests made of water served to your consumers?  
**Answer:** Yes   X   No
  
3. Do you have a permit from the State Board of Public Health for operation of your water system?  
**Answer:** Yes   X   No
  
4. Date of permit:   1/21/2021\*   Date reflects revised domestic water supply permit effective 1/21/2021 that supercedes the 6/2/1967 permit.
  
5. If permit is "temporary", what is the expiration date?                   NA
  
6. If you do not hold a permit, has an application been made for such permit?  
**Answer:** Yes   NA   No   NA
  
7. If so, on what date?                   NA

California - American Water Company  
Schedule Attached to and Made as Part of  
Annual Report to the Public Utilities Commission State of California

**SCHEDULE D-8 Addendum**  
**Larkfield**  
**Status With State Board of Public Health Larkfield District**

1. Has the State or Local Health Department reviewed the sanitary condition of your water system during the past year?

**Answer:** Yes \_\_\_\_\_ No  X

2. Are you having routine laboratory tests made of water served to your consumers?

**Answer:** Yes  X  No \_\_\_\_\_

3. Do you have a permit from the State Board of Public Health for operation of your water system?

**Answer:** Yes  X  No \_\_\_\_\_

4. Date of permit: Original permit 12/20/02; Amendment 1 on 3/10/06; Amendment 2 on 5/26/06

5. If permit is "temporary", what is the expiration date? NA

6. If you do not hold a permit, has an application been made for such permit?

**Answer:** Yes NA No NA

7. If so, on what date? NA

California - American Water Company  
 Schedule Attached to and Made as Part of  
 Annual Report to the Public Utilities Commission State of California

**SCHEDULE D-8 Addendum  
 Los Angeles  
 Status With State Board of Public Health Los Angeles District**

1. Has the State or Local Health Department reviewed the sanitary condition of your water system during the past year?

**Answer:**  

<b>Rio Plaza</b>	Yes _____	No _____	<b>X</b>
<b>Baldwin Hills</b>	Yes _____	No _____	<b>X</b>
<b>Duarte</b>	Yes _____	No _____	<b>X</b>
<b>San Marino</b>	Yes _____	No _____	<b>X</b>

2. Are you having routine laboratory tests made of water served to your consumers?

**Answer:**  

<b>Rio Plaza</b>	Yes _____	<b>X</b>	_____
<b>Baldwin Hills</b>	Yes _____	<b>X</b>	_____
<b>Duarte</b>	Yes _____	<b>X</b>	_____
<b>San Marino</b>	Yes _____	<b>X</b>	_____

3. Do you have a permit from the State Board of Public Health for operation of your water system?

**Answer:**  

<b>Rio Plaza</b>	Yes _____	<b>X</b>	_____
<b>Baldwin Hills</b>	Yes _____	<b>X</b>	_____
<b>Duarte</b>	Yes _____	<b>X</b>	_____
<b>San Marino</b>	Yes _____	<b>X</b>	_____

4. Date of permit: **See below** \_\_\_\_\_

<u>System</u>	<u>Permit Number</u>	<u>Date</u>
Baldwin Hills	04-07-95P-012	11/1/1994
Duarte	04-15-01P-014	12/1/2001
San Marino	04-07-02P-004	7/1/2002
Rio Plaza	04-06-19P-004	5/1/2019

5. If permit is "temporary", what is the expiration date? \_\_\_\_\_ **NA**

6. If you do not hold a permit, has an application been made for such permit?  
**Answer:** Yes \_\_\_\_\_ **NA** No \_\_\_\_\_ **NA**

7. If so, on what date? \_\_\_\_\_ **NA**



California - American Water Company  
 Schedule Attached to and Made as Part of  
 Annual Report to the Public Utilities Commission State of California

**SCHEDULE D-8 Addendum**  
**Ventura District**  
**Status With State Board of Public Health Ventura District**

1. Has the State or Local Health Department reviewed the sanitary condition of your water system during the past year?  
**Answer:**  
 Thousand Oaks/Newbury Park System Yes   X   No         
 Las Posas System Yes        No   X
2. Are you having routine laboratory tests made of water served to your consumers?  
**Answer:**  
 Thousand Oaks/Newbury Park System Yes   X   No         
 Las Posas System Yes   X   No
3. Do you have a permit from the State Board of Public Health for operation of your water system?  
**Answer:**  
 Thousand Oaks/Newbury Park System Yes   X   No         
 Las Posas System Yes   X   No
4. Date of permit: see below
- |                            | Permit Number     | Date       |
|----------------------------|-------------------|------------|
| Thousand Oaks/Newbury Park | 04-06-014P-009    | 11/18/2014 |
| Las Posas                  | 03-06-00P-021-LPE | 10/30/2000 |
5. If permit is "temporary", what is the expiration date?       NA
6. If you do not hold a permit, has an application been made for such permit?  
**Answer:** Yes   NA   No   NA
7. If so, on what date?       NA



**SCHEDULE E-1**  
**Balancing and Memorandum Accounts**

Line No.	Description (a)	Authorized by Decision or Resolution No. (b)	Beginning of Year Balance (c)	Offset Revenues (d)	Offset Expenses (e)	Interest (f)	Surcharge (g)	Surcredit (h)	End of Year Balance (i)
1									\$ -
2	See Addendum Reference Schedule E-1								\$ -
3									\$ -
4									\$ -
5									\$ -
6									\$ -
7									\$ -
8									\$ -

Note 1: For Columns d, e, f, g, & h, provide those amounts booked in the current year.

Note 2: The detail for each individual account includes the Beginning of Year Balance, End of Year Balance, each Offset Expense adjustment during the year, each Offset Revenue adjustment during the year, each Surcharge adjustment during the year, each Surcredit adjustment during the year, and the decision or resolution number associated with each item of detail.



California - American Water Company  
Schedule Attached to and Made as Part of  
Annual Report to the Public Utilities Commission State of California  
Schedule E-1  
Balancing and Memorandum Accounts

Line No.	Description (a)	Authorized by Decision or Resolution No. (b)	Beginning of Year Balance (c)	Offset Revenues (d)	Offset Expenses (e)	Interest (f)	Surcharge (g)	Surcredit (h)	End of Year Balance† (i)
1	Affiliate Transaction Rule IV.D.2 Memorandum Account	D.10-10-019	103,799	-	-	572	-	-	104,371
2	Catastrophic Event Memorandum Account	1181/1182, AL 1308, AL 1267, AL 1284	(180,640)	-	(10,910,883)	-	-	-	(11,091,523)
3	Cease and Desist Order Memorandum Account	Res W4824	(6,166,130)	-	(46,432)	(34,190)	-	-	(6,246,752)
4	Chromium-6 Memorandum Account - Sacramento	AL 1020 - A	(11,453,375)	-	9,588,219	(31,679)	(1,263)	-	(1,898,097)
5	Coastal Water Project Memorandum Account	D06-11-050	(9,442,458)	-	(290,157)	(1,861,915)	-	-	(11,594,530)
6	<b>Conservation Surcharge Balancing Account - All Districts</b>	D. 12-06-016	1,317,846	-	(1,401,777)	11,247	4,429,359	-	4,356,674
7	<b>Conservation/Rationing Memorandum Account - All Districts</b>	Res W-4976, AL 1048	(48,735)	-	-	(339)	-	-	(49,075)
8	<b>Consolidated Expense Balancing Account - All Districts</b>	D12-06-016	(8,247,000)	-	1,915	(38,473)	1,348,533	-	(6,935,026)
9	Dunnigan Consulting Memorandum Account	AL 1101	(557,834)	-	(150,000)	(3,973)	-	-	(711,807)
10	Emergency Rationing Costs Incurred by CAW Memorandum Account	D.09-05-029	-	-	-	-	-	-	-
11	Endangered Species Act (ESA) Memorandum Account	D12-06-016	(1,919,042)	-	449,506	(13,142)	-	-	(1,482,677)
12	Garrapata Service Area SDWSRF Loan Repayment Balancing Account	D13-01-033	(17,570)	-	-	(984)	-	-	(18,554)
13	<b>Group Insurance Balancing Account - All Districts</b>	D18-12-021	(1,364,765)	-	(838,983)	(9,005)	-	-	(2,212,753)
14	Leak Adjustments Memorandum Account (LAMA)	D12-06-016, AL991	(3,412,477)	-	-	(58,515)	-	-	(3,470,992)
15	<b>Low-Income Ratepayer Assistance (LIRA) Program Balancing Account - All Districts</b>	D15-04-007	1,165,757	-	(195)	11,061	1,060,689	-	2,237,313
16	<b>Program Memorandum Account - All Districts</b>	D13-04-019,AL1003&31S	13,900	-	(13,901)	-	-	-	(0)
17	Meadowbrook CIAC Memorandum Account	D16-12-014	(461,250)	-	16,032	-	174,197	-	(271,020)
18	NOAA ESA Memorandum Account	AL 929	(4,915,424)	-	3,820,757	(14,322)	-	-	(1,108,989)
19	Non-Revenue Water Action Plan Memorandum Account	D 12-06-016	(2,748)	-	-	(15)	-	-	(2,763)
20	Old Monterey Style WRAM Balancing Account	D12-06-016	(34,291)	-	-	(190)	-	-	(34,482)

California - American Water Company  
Schedule Attached to and Made as Part of  
Annual Report to the Public Utilities Commission State of California  
Schedule E-1  
Balancing and Memorandum Accounts

Line No.	Description (a)	Authorized by Decision or Resolution No. (b)	Beginning of Year Balance (c)	Offset Revenues (d)	Offset Expenses (e)	Interest (f)	Surcharge (g)	Surcredit (h)	End of Year Balance (i)
21	<b>OPEB Balancing Account - All Districts</b>	D12-06-016	2,192,642	-	1,289,919	14,127	-	-	3,496,688
22	<b>Pension Balancing Account - All Districts</b>	D12-06-016	2,024,211	-	(16,690)	12,156	-	-	2,019,677
23	Pump Tax Balancing Account - Monterey WW	D12-06-016	(203,812)	-	(37,361)	(166)	-	-	(241,339)
24	San Clemente Dam Balancing Account	D12-06-040	(83,186,388)	-	-	(5,419,481)	7,921,004	-	(80,684,865)
25	Sand City Desalination Plant Purchased Water Balancing Account	D13-04-015	(445,128)	-	-	(3,103)	-	-	(448,231)
26	School Lead Testing Memorandum Account	AL 1164-A	(10,245)	-	-	-	-	-	(10,245)
27	Seaside Basin Adjudication Balancing Account	D09-07-021	(9,862)	-	10,040	-	(189)	-	(12)
28	Seaside Groundwater Basin Balancing Account	D12-06-016	390,621	-	94,434	(2,313)	-	-	482,742
29	Sustainable Groundwater Management Act Memorandum Account	D18-12-021	(536,095)	-	(369,152)	(3,102)	-	-	(908,349)
30	Water-Energy Nexus Program Memorandum Account	D15-09-023	(288,915)	-	-	(1,956)	-	-	(290,871)
31	West Placer Memorandum Account	D13-10-003	(5,761,100)	-	-	-	-	-	(5,761,100)
32	<b>WRAM/MCBA - All Districts</b>	D08-11-023	(70,058,408)	(9,791,213)	3,474,051	(375,893)	32,077,014	-	(44,674,449)
33	Credit Card Pilot Memo Account	D18-12-021	(122,275)	-	(436,187)	(1,165)	-	-	(559,628)
34	Rio Plaza Groundwater Memo Account	Res W-5202, AL 1250	(15,190)	-	73	(63)	13,010	-	(2,169)
35	Rio Plaza Transaction Memo Account	Res W-5202, AL 1250	(141,280)	3,660	94,835	(453)	(159,841)	-	(203,079)
36	Project Cost Memo Account	AL 1220-A	-	-	(153,869,000)	-	-	-	(153,869,000)
37	MPSWP Operations and Maintenance Memo Account	AL 1220-A	-	-	-	-	-	-	-
38	Public Safety Shut-Off Memo Account	AL 1275	-	-	(5,200)	-	-	-	(5,200)
39	Hillview Grant Tax Balancing Account	W-5190	-	93,627	(194,877)	(78,858)	-	-	(180,108)
40	Hillview Tariffed Balancing Account	AL 121	(13,837)	-	-	(0)	13,800	-	(37)
41	Hillview Purchased Power Memorandum Account	AL 122	(56,017)	23,497	(44,426)	(58)	-	-	(77,005)
42	Hillview Water Testing Memorandum Account	AL 122	(90,710)	23,500	(12,529)	(88)	-	-	(79,827)
43	Hillview Water Treatment Balancing Account	AL 122	57,317	123,913	(69,693)	75	-	-	111,612
44	Monterey One-Way Leak Adjustment Balancing Account	D 18-12-021	-	-	-	-	-	-	-
45	Chromium VI Balancing Account	AL 1277	(859,143)	-	-	(4,111)	865,440	-	2,185
46	Hillview SDWSRF Loan Repayment Balancing Accounts	AL 1299-A	-	-	(134,381)	-	-	-	(134,381)
47	Fruitridge SDWSRF Loan Repayment Balancing Accounts	D. 06-04-073 and D10-05-043	-	-	(344,616)	-	-	-	(344,616)
48	Special Facility Fees Memorandum Account	D15-04-07	-	-	(1,497,328)	-	3,287,391	-	1,790,064
49	Two-Way Tax Memorandum account	D.18-12-021	104,563	-	-	-	-	-	104,563

Notes:

- 1) Balances are reflected as Over / (Under) Collections
- 2) Includes amounts related to the Unaccounted for Water Incentive Program

**Schedule E- 2**  
**Description of Low-Income Rate Assistance Program(s)**

For all low income rate assistance programs offered by water utility, provide detailed responses to the following items:

1. Brief description of each low-income rate assistance program provided, by district. This shall include but is not limited to the percent of discount, the dollar amount of discount, what rate is discounted (service charge, quantity, or total bill), qualifying income level, dollar rate increase to remaining customers to pay for this program.

**All Districts:**

All residential domestic's and wastewater's low income assistance customers (except for Monterey's service area) receive a 20% discount on the service charge and the first and second tiered rates. Monterey's low income customers receive a 30% discount on the service charge and on tiers 1 through 4. Income Guidelines are based on Energy's CARE Program Guidelines and program costs are funded through surcharge for all non low income customers.

2. Participation rate for Year 2020 (as a percent of total residential customers served per district) at 12/31/2020

<b>San Diego</b>	19.2%
<b>Larkfield</b>	7.6%
<b>Los Angeles</b>	13.4%
<b>Monterey</b>	8.9%
<b>Sacramento</b>	13.6%
<b>Ventura</b>	4.9%

3. Detail of balancing or memorandum account authorized to record expenses incurred and revenues collected for low income rate assistance program.

as of December 31, 2020					
	Type of Account*	Expenses Incurred	Revenues Lost	Interest Accrued	Net Account
<b>San Diego</b>	B/A		404,478		404,478
<b>Los Angeles</b>	B/A		402,735		402,735
<b>Ventura</b>	B/A		128,768	(6,363)	122,405
<b>Monterey</b>	B/A		647,822	(4,741)	643,081
<b>Larkfield</b>	B/A		17,668	(425)	17,242
<b>Sacramento</b>	B/A		728,790	(1,696)	727,094
<b>Total</b>			2,330,261	(13,226)	2,317,036

Above amounts represent amount not yet approved for recovery

\*B/A: Balancing Account

**Schedule E- 3**  
**Description of Water Conservation Program(s)**

For all water conservation programs offered by water utility, provide detailed responses to the following items:  
**See Attachment, "Water Conservation Program 2020 Annual Summary Report" (65 pages) for Information by District**

1. Brief description of each water conservation program provided, by district. This description shall include but not be limited to the type of program offered (such as provision of low-flow plumbing fixtures, leak detection, leak repair, written water conservation tips, or other similar programs to its customers) and length of time it was offered.

2. Discuss how each water conservation assistance program is funded, for example, through rates charged to all customers, rates charged to customer receiving water conservation assistance, shareholder contribution, community funding, government funding, or other funding method. Explain why this type of funding was used.

3. Cost of each program.

4. The degree of participation in each district by customer group.

# Water Conservation Program 2020 Annual Summary Report

## California American Water

San Diego County District

Ventura County District

Los Angeles County District

Monterey County District

Sacramento District

Larkfield District

**June 2021**



**CALIFORNIA**  
**AMERICAN WATER**

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## Introduction

This report describes conservation efforts taken by California American Water Company (“California American Water” or “CAW”) in all its main service areas, including: The San Diego County district, Ventura County district, Los Angeles County district, Monterey County district, Sacramento district, and Larkfield district.

The objectives of this report are:

- To provide a comprehensive, statewide report on California American Water’s conservation programs and activities during the year 2020.
- To provide estimated water savings associated with programs; and
- To document conservation program activity to the extent that is required in Schedule E-3 of the Annual California Public Utilities Commission (“CPUC”) Reports, and Larkfield, Sacramento, and Los Angeles County districts per D.10-06-038, and the general data elements requested by ORA and CPUC in A.10-07-007 and in I.07-01-022 per Decision D. 11-05-004, Conservation OII proceedings.

## Regulatory Reporting Requirements

### ***CPUC Annual Report***

All districts are required to report on the following four program questions in Schedule E-3 of the CPUC Annual Report:

1. *Description.* Brief description of each water conservation program provided by district. This description shall include but not be limited to the type of program offered (such as provision of low flow plumbing fixtures, leak detection, leak repair, written water conservation tips, or other similar programs to its customers) and length of time it was offered.
2. *Funding.* Discuss how each water conservation assistance program is funded, for example, through rates charged to all customers, rates charged to customer receiving water conservation assistance, shareholder contribution, community funding, government funding, or other funding method. Explain why this type of funding was used.
3. *Cost.* Cost of each program.
4. *Participation.* The degree of participation in each district by customer group.

### ***Conservation and Low-Income Data Tracking per D.11-05-004***

Per D.11-05-004, California American Water is required to provide additional data on its water conservation and low-income programs. Data as required per Attachment 1 of D.11-05-004 is provided in this report. Data as required per Attachments 2 & 3 of D.11-05-004 is being provided separately to the CPUC as an Information Only Filing (provided as separate files with the CPUC report filing).

## Summary

California American Water has been offering conservation and water efficiency programs to its customers since the early 2000s. Conservation and Efficiency Programs help secure long term water supply reliability, help with effective water demand management and peak water demand reduction, provide customer education on conservation and efficiency practices, and provide affordability by lowering customers' water bills.

California American Water's conservation and efficiency programs are also playing a critical role in the Company's response to California's "Making Water Conservation a CA Way of Life" regulation (Senate Bill SB 606 and Assembly Bill AB 1668) as well as other state regulations and polices pertaining to water efficiency, water loss management, and groundwater management including California's Senate Bill 555 and the Sustainable Groundwater Management Act.

California's new SB 606 and AB 1668 legislation implements a water budget-based approach to conservation and water use efficiency aimed at advancing the State's goals to mitigate for and adapt to climate change. The legislation establishes standards for (1) indoor residential water use; (2) outdoor residential use; (3) outdoor CII use with dedicated irrigation meters; and (4) water losses. It is expected to have substantial effects on long-term urban water use and management by urban water suppliers and will likely have significant effect on California American Water's administration and management of its conservation and efficiency programs.

California American Water has participated in the various workgroups and stakeholder sessions in 2020 and 2021 by California's Department of Water Resources (DWR) and State Water Resources Control Board (SWRCB) held to seek input from water suppliers on the new framework legislation.

With the covid 19 pandemic in 2020 and the Company's decision to limit field work and reduce exposure of employees, the California American Water conservation team was also severely impacted by the various pandemic related restrictions. Waterwise House calls were put on hold in March as well as water waste inspections reduced to only essential cases, the conservation team quickly adopted to new means of providing its conservation services and support to customers. Waterwise House calls were switched to phone and facetime inspections/assistance sessions, classroom education was replaced with an unprecedented number of online resources such as webinars, virtual classroom sessions and developing inhouse how-to videos. Working with various vendors to provide interactive and meaningful channels for education and communication including creating new content for online classes resulted in class participation of up to 100 customers per class.

Covid 19 related stay home orders in 2020 led to an increase in residential per capita usage (R-GPCD) in 2020 in all of the Company's service areas compared to 2019 pre-Covid usage. California American Water's conservation team collaborated with the Company's Customer Service and Customer Advocacy team to investigate leak-related spikes in customer water usage and successfully provided resolution to many leak-related customer inquiries. Each of the Company's service areas has a dedicated direct phone line to a conservation team member answering many daily direct phone calls from customers seeking assistance and being thankful for having a direct line to a "live person".

CPUC Decision D.18-12-021 approving the 2018-2020 conservation budgets required California American Water to move from a three-year conservation budget where unspent funds in one year could be moved to a subsequent year to a now annual budget where any unspent conservation funds in one year need to be reconciled at the end of the year and returned to ratepayers. The Company is asking the CPUC to reverse this stipulation in its current GRC filing for 2021-2023 as it creates a barrier to scale up conservation programs over multiple years including contracts and vendor selection and therefore creates inefficiencies in administering conservation programs.

California American Water's conservation initiatives also support parent company American Water's newly established Environment, Social and Governance (ESG) goals. Among them are a 15% company-wide water delivery reduction by 2035 (from a 2015 baseline), a 40% greenhouse gas emissions reduction by 2025 (from a 2007 baseline) and a 2030 increase in

water system resiliency to respond to more extreme events (by increasing Utility Resilience Index average by 10% from a 2020 baseline).

California American Water’s Conservation team is well prepared to face these challenges, having just met and surpassed the State’s SB X7-7 water reduction targets (20% by 2020) and actively working to achieve compliance with the new SB 606 and AB 1668 legislation in all of its service areas.

Although this report is trying to capture conservation and efficiency program related expenses as accurately as possible, it is not intended as a financial document; some variances to the Company’s general ledger are possible.

**Table 1: 2020 Statewide Summary of Water Savings**

Table 1. 2020 Statewide Summary of Water Savings		
District	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
San Diego	11.79	58.95
Ventura	16.29	81.45
Los Angeles	31.62	178.63
Monterey	44.24	380.79
Sacramento	31.41	208.07
Larkfield	1.17	14.79
Meadowbrook	2.13	42.50
<b>Total</b>	<b>138.65</b>	<b>965.18</b>

(includes only trackable water saving measures)

## San Diego County District

The programs funded by California American Water’s conservation surcharge during 2020 are summarized in Table 2 and described in detail in the narrative that follows.

**Table 2: San Diego Conservation Programs**

Table 2. San Diego County District: Conservation Programs									
Name of measure, as listed in Decision or Settlement	Description of measure	Authorized budget 2020	# of units / activities	\$ per unit, activity, etc.	Total \$ spent	Estimated water savings per unit/year (AF)	Unit lifespan (years)	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
Conservation Staff	Conservation Staffing	\$ 68,796	1 Rep	n/a	\$ 94,619	n/a	n/a	n/a	n/a
Public Information Programs	Advertising, PSAs, Community Events	\$ 12,000	26	n/a	\$ 8,777	n/a	n/a	n/a	n/a
School Education Programs	School Education Program -Miss Smarty Plants	\$ 21,667	1943	n/a	\$ 17,500	n/a	n/a	n/a	n/a
Residential Water Audits	Residential audits (in-house and vendor)	\$ 5,000	96	Approx. \$260	\$ 21,917	0.0400	5	1.28	6.40
Low Flow Fixtures (see table 3)	Conservation Devices	\$ 4,000	1,275	varies	\$ 2,542	varies	5	8.53	42.65
Low Income Water/Energy Direct Install	Fix-a-Leak Month Waterfill Stations	\$ 16,667	15	varies	\$ 9,488	0.0425	20	n/a	n/a
Leak Detection Pilot Study	Flume Leak Detection Device Rebate	\$ -	108	n/a	\$ 18,639	n/a	n/a	n/a	n/a
CII and Large Landscape Conservation (Audits)	CII & LL Audits School Grant	\$ 21,333	3	varies	\$ 61,116	0.6600	5	1.98	9.90
Partnerships/Research	AWE - Landscape Transformation Study	\$ -	1	n/a	\$ 2,500	n/a	n/a	n/a	n/a
Memberships	CALWEP	\$ -	n/a	n/a	\$ 1,285	n/a	n/a	n/a	n/a
<b>Total</b>		<b>\$ 149,463</b>			<b>\$ 238,383</b>			<b>11.79</b>	<b>58.95</b>

### Conservation Coordinator (Staffing)

San Diego County District funded one full-time Conservation position in 2020. The conservation representative supported the administration of the conservation program by responding to customer inquiries, managing customer consumption concerns, conducting indoor, (on hold due to Covid-19 pandemic-done virtually when needed) and outdoor water audits, performing water waste violation patrols, calling customers after an investigation order has been completed, managing Orbit Controller and Flume rebate pilots, assisting in planning educational webinars, and attending public outreach events (on hold due to Covid-19-pandemic) tracking equipment inventory, and reaching out to customers to publicize all the programs available to them.

The conservation coordinator position was funded out of the conservation surcharge one-way balancing account.

### Public Information Program

The San Diego County District’s Public Information Program comprises of sponsoring community events, attending public meetings, promoting customer outreach campaigns, providing notifications through bill text messages and inserts, and expanding our social media presence and email communications. The overall objective of the Public Information

Program is to promote water use efficiency and conservation programs to all our San Diego County District customers. Due to the Covid-19 pandemic, CAW turned its in-person public education and outreach programs to virtual programs.

California American Water hosted multiple webinars including:

- Laundry to Landscape Greywater systems - This class was presented by Catching H2O. Customers were taught how to convert their washing machine to a grey water system for their landscapes. Customers were also offered a \$75 rebate for parts to make the conversions.
- Catching Rainwater - This class was presented by Catching H2O as well. Customers were taught how to install a rain barrel and calculate the amount of rainwater for their properties.
- Tune Up Fall irrigation - This class was presented by The Water Conservation Garden. Customers were taught how to reduce irrigation usage during the winter months. The presenter also covered programming controllers and checking your sprinklers for leaks and breaks.
- Residential compost and mulch - This class was presented by Botanicon. Customers were taught how to create and store mulch and compost at a residential property.

In collaboration with Green Gardens Group (G3) and The Metropolitan Water District of Southern California, California American Water was able to offer customers classes focused on transforming their landscape into a low-use California friendly garden.

Customers welcomed our new way of outreach and education classes well. All public events had been cancelled due to the COVID-19 pandemic.



This was our 4<sup>th</sup> year participating in the Watersmart Landscape Contest with San Diego County Water Authority and its member agencies. We received several entries from the customers in our service area. These landscapes are judged on overall attractiveness, efficient methods of irrigation, design, and appropriate plant selection & maintenance. These entries are collected and voted on by the conservation state team. This year's winner is a nurse, who wanted more out of her front yard and less yard maintenance. She stated, "I wanted to have a low-maintenance yard with a 'cool' factor, so I designed my yard using a beach theme." The winner received a \$250 gift card and a yard sign to showcase their award.

Customers in the San Diego County District received 2 bill inserts, 12 customer emails, and 2 direct mailers in 2020. Our bill text messages, bill inserts, and customer emails included information on water-use efficiency tips and programs, upcoming community events, and regional partner agency updates. Messaging also reminded customers of the permanent water use restrictions and State mandates. Working in conjunction with the External Affairs team, conservation outreach and education continues to be expanded online, and on the company's social media platforms.



In March 2020, the San Diego County District implemented Fix a Leak Month Program. Customers in low-income areas were offered rebates up to \$100 if they fixed a leak on their properties. More than \$1200 was rebated to customers.

The San Diego County District's Conservation Department is also heavily involved in community volunteer and support opportunities. In 2020, we donated \$21,900 to a local nonprofit in lieu of our yearly Operation Gobble. These nonprofits then purchased turkeys, and / or supplies for their Thanksgiving/ Holiday distributions.



In early March the San Diego District participated in our first annual Imperial Beach Mural Bike Tour. This display is part of a series of murals commissioned by the City of Imperial Beach to enhance the community. The bike tour was extended out to the community to ride along-side the Mayor Serge Dedina through the community to view and discuss the murals. Conservation hosted a booth with free water bottles and ice water for the riders. The mural on our operations building was completed in 2019 by artist Cary Ealey.



The Public Information Program outreach and events are funded through California American Water's conservation surcharge, as well as through general rates collection as part of the operations budget. These expenses, through the conservation surcharge, include educational materials, displays and informative giveaways, conservation related bill inserts and mailers, and special outreach letters to customers related to water conservation. Expenses for events and activities, such as event sponsorship, company booth fees, room fees, etc. are funded under the general operations budget under Community Relations.

## School Education Program

California American Water’s San Diego County District has continued its partnership with the Conservation Garden at Cuyamaca College, a local nonprofit organization, for students attending schools located in the San Diego County district service area. The Assembly program is a perfect way to get the entire school on board with water efficiency and conservation. Teachers and school administrators have often pointed out “a wave of enthusiasm that rolls through their school when Ms. Smarty-Plants™ is onsite.” Teachers are able to ride this wave into continued classroom learning about



ONEONTA ELEMENTARY SCHOOL ASSEMBLY

water conservation and sustainability. The Ms. Smarty-Plants™ (MSP) Assembly typically takes place in the schools’ auditorium or multi-purpose room. Most often there are two programs given on the same day: one for the Lower-Grade K-2<sup>nd</sup> students, and one for the upper grade 3<sup>rd</sup>-5<sup>th</sup>/6<sup>th</sup>. Because of this, Ms. Smarty-Plants™ can reach a larger number of students, in a performance-style presentation that includes music, laughter, and interaction from the audience – both students and teachers.

Ms. Smarty-Plants™ Field Trips provide students a rare opportunity to visit an outdoor space. Important lessons on water efficiency are taught with nature as a backdrop. Students can witness the beauty of drought-tolerant plants and see firsthand water conservation methods in the landscape. The activities include fieldwork such as making observations, collecting data, and immersing in the beauty of nature. The field trip is typically given for one or two classrooms at a time and includes anywhere from 8-20 parents attending. The parents experience the same amount of awe as the children, and often comment with surprise at having learned a lot themselves! These events consistently receive excellent survey feedback from both teachers and students.

In 2020, there were 4 school assemblies and 3 garden tours with a total of 1943 student participants from Pre-School through 6<sup>th</sup> grade. In May of 2020 all field trips and assemblies were put on hold due to the COVID-19-pandemic. The Garden is working on virtual ways to still reach the schools.



The school education program was funded out of the conservation surcharge one-way balancing account.



## Residential Water Audits

California American Water’s San Diego County District processed 96 residential surveys that were conducted both by in-house conservation staff and outside contractors. The contracted-out surveys were conducted by WaterWise Consulting, Inc., or Blue WatchDog Conservation, Inc. All audits included a detailed assessment of the outdoor usage, an individualized water budget, recommended monthly irrigation schedule, as well as a comprehensive audit package with applicable water saving devices, (water and energy) and educational material. All audit data and information are collected and maintained in a database to allow for easy tracking of water saving opportunities and to obtain a saturation district profile for toilets and other water saving devices. In March of 2020 indoor portions of the water audits were put on hold due to the Covid-19 Pandemic.



WATER AUDIT IN CORONADO,

As part of our audit program and in collaboration with WaterWise Consulting Services, Inc., customers who met qualifications were provided and had installed a free Hydro-rain by Orbit Smart Controller upgrade for 1 to 2 devices.

The costs for the survey vendors were funded out of the conservation surcharge one-way balancing account. Expenses for the conservation devices and materials are included in the Residential Plumbing Retrofit section of this report.

## Residential Plumbing Retrofit

California American Water provides customers various water saving devices including showerheads, faucet aerators (kitchen and bathroom), toilet leak detection tablets, garden hose spray nozzles, soil probes, and educational pamphlets. In addition, we added in home leak detections kits and basic plumbing handbooks in English and Spanish. These devices and informative materials are designed to help residential customers upgrade their indoor water use fixtures, identify leaks, and improve outdoor water usage. The devices and material are provided to customers upon request at community events and meetings, office walk-ins, customer call-ins, and through the home water survey program. In March 2020 the offices were closed due to the Covid-19 Pandemic. In place of customers coming to the office, we implemented device drop offs to customers who requested conservation devices.

### CONSERVATION

California American Water offers free devices for water savings. To receive your devices please come by our office at 1025 Palm Ave, Imperial Beach, CA 91932. Must be an active customer, call California American Water conservation office at (619) 446-5706 for assistance.

**FREE DEVICES**



**High Efficiency Showerhead**  
adds more air to your water stream so you can get equivalent pressure with less water going down the drain. This showerhead only uses 1.5 gallons per minute (GPM)



**Toilet Flappers** usually last an average of 3 years before they start to wear out and need replacement. Flapper leaks are the most common toilet leak and can waste lots of water in the home so its important to check a couple times a year.



**High Efficiency Bathroom Aerators** use 1 gallon per minute while standard ones use an average of 2.8 gallons per minute. By simply unscrewing the old one and screwing in the new one you can save 1.5 gallons every time you turn on the sink to wash your hands or brush your teeth.



**High Efficiency Kitchen Aerators** can save you close to 5 gallons a day! Like the bathroom aerators they are easy to replace by simply unscrewing the old and then twisting on this new one. However, this aerator will only fit on a standard kitchen sink, not on ones with a ward arm.



**Soil Moisture Meter** works by sticking the end of the probe into the ground or directly into a flower pot.



**Auto Shut-Off Hose Fimer** attaches to your outdoor spigot and your hose by simply twisting it on. After that you can set the timer to a specific run time by moving the dial on the side. It will automatic stop the flow for you after that time runs out!



**Garden Hose Nozzles**  
A 3/4 diameter hose without a nozzle can waste up to 132 gallons within 15 minutes! After placing this device on the end of your hose, you can twist the nozzle to select for different water spray "styles".

**FREE HOME WATER SURVEYS**  
All customers are eligible for a free program that will help you save water and money. With just a phone call, one of our friendly conservation specialists will visit your home or business to identify ways you can save water both indoors and outdoors. The water audit takes from 20 minutes to one hour, in which our conservation specialists will check your irrigation systems for leaks, teach you to read your meter and create an individualized annual watering schedule for your landscape. Contact our conservation staff today at (619) 446-5706 to make an appointment for this valuable service.



The residential plumbing retrofit program was funded out of the conservation surcharge one-way balancing account.



The following devices were provided to customers in 2020:

**Table 3: San Diego Plumbing Retrofit Devices**

Table 3. San Diego County District: Residential Plumbing Retrofit- Detail							
Name of measure, as listed in Decision or Settlement	# of units distributed	\$ per unit, activity, etc.	Total \$ spent 2020	Estimated water savings per unit/year (AF)	Unit lifespan	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
Showerheads	152	\$4.53		0.0115	5	1.75	8.74
Kitchen Faucet Aerators (1.5 gpm)	117	\$2.05		0.0168	5	1.96	9.81
Bathroom Faucet Aerators (1.0 gpm)	146	\$0.54		0.0280	5	4.09	20.44
Toilet Flappers	117	\$1.88		0.0047	5	0.55	2.75
Tank Banks	65	\$1.25		unknown	5	unknown	unknown
Drip Gauge	0	\$0.28		unknown	5	unknown	unknown
Leak Detection Tablets	259	\$0.14		0.0007	5	0.18	0.91
Hose Timers	56	\$7.88		unknown	5	unknown	unknown
Shower Timer	66	\$2.25		unknown	-	unknown	unknown
Water Efficiency Measurer Bag	0	\$0.12		unknown	-	unknown	unknown
Shower Pause Valve	0	\$1.94		unknown	-	unknown	unknown
Hose Spray Nozzle	182	\$3.88		unknown	5	unknown	unknown
Soil Probe	115	\$2.23		unknown	5	unknown	unknown
	1,275		\$ 2,542			8.53	42.65

### CII & Large Landscape Audits

California American Water’s San Diego County District offers free CII and large landscape (“LL”) audits to non-residential customers. CII audits include a detailed onsite audit evaluating the facility, water use patterns, indoor water use, and summary of recommendations specific to the property. LL audits include a detailed outdoor audit and the creation of a site-specific water budget and irrigation schedule. California American Water has signed agreements with two different vendors that provide CII and LL survey services. The vendors are WaterWise Consulting, Inc and Blue WatchDog Conservation, Inc. In 2020, San Diego completed 3 CII audits.



*CII Audit Wag N Tails and Crown Barber Shop*

The non-residential water audit program was funded out of the conservation surcharge one-way balancing account.

## Large Landscape Grant Program

In 2020 California American Water’s San Diego District issued a large landscape grant to the South Bay School District for \$20,000 towards their VIP Preschool new sustainable landscape. The school district removed all nonfunctional turf and installed a new efficient irrigation system. The preschool was completely remodeled, and the district decided to update the landscape to be functional and conservation conscious.



## Leak Detection Pilot Study - Flume Device

### Objectives

The San Diego district, as part of a statewide program, began a pilot study of the Flume Leak Detection Device starting June 1, 2020 and continuing through December 31, 2020. The objective was to see if we can assist customers who have had high bills or requested an adjustment to decrease their usage using the Flume Device. The devices were marketed to 4000 customers who had either requested leak adjustments over the past two years or were the district’s highest water users. An added objective would be to reduce service calls needed to investigate those high bills.

### What it is

The Flume device gives customer instant minute by minute water usage of their property. It also has leak detection notifications in case water is used outside of their normal ranges. The usage can be viewed by a phone, tablet, or computer. The company will also send direct to customer a monthly recap via email.

### Facts

- California American Water invested \$18,638 dollars towards the purchase of the device
- 108 devices purchased by customers
- 94% devices installed and utilized during 6-month trial
- 45% devices showed a decrease in consumption
- 6% devices were purchased and never installed by customers

### Numbers Analysis of installed devices

- 55% devices showed an increase in usage of 8,234 cgl total or 79% from same usage in 2019
- 45% devices showed a decrease in usage of 7,900 cgl total or 127% from same usage in 2019

### Further Analysis of installed devices showing decrease

1. Total usage over 6-month study was 64,470 cgl
2. Total decrease over 6-month study was 7,900 cgl
  - 2.1. Average decrease showing at 203cgl/6month
  - 2.2. Monthly decrease per customer would average 33.83cgl/month
3. During the 6-month period no more than 1 ILK-Inspect for Leak, Hi/Lo Usage service order were requested by participants.
4. During the 6-month period no more than one leak adjustment requests were received by participants.

Due to the covid 19 “stay at home” orders in place during the pilot, additional residential water usage might have skewed the initial results in this study. Further usage analyses and pilot evaluations will be conducted to monitor the results over a longer period of time and after stay home orders have been lifted.



A survey conducted with the customers that purchased the device showed high praise of the device with a 72% highest rating of satisfaction. They were pleased about leak notifications and related water savings during a leak, the consumption data and graphs it provided, and how it allowed them to monitor their usage, make adjustments and immediately see the effect on their overall consumption. 92% said they would recommend the device to others.

The leak detection pilot program was funded out of the conservation surcharge one-way balancing account.

## Ventura County District

The programs funded by California American Water’s conservation surcharge during 2020 are summarized below:

**Table 4: Ventura Conservation Programs**

Table 4. Ventura County District: Conservation Programs									
Name of measure, as listed in Decision or Settlement	Description of measure	Authorized budget 2020	# of units / activities	\$ per unit, activity, etc.	Total \$ spent	Estimated water savings per unit/year (AF)	Unit life-span (years)	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
Conservation Staff	Conservation staffing	\$68,796	1 Rep	n/A	\$86,154	n/a	n/a	n/a	n/a
Public Information programs	Advertising, PSAs, Community Events	\$23,333	31	n/a	\$12,934	n/a	n/a	n/a	n/a
School Education programs	National Theater For Children & the Living Wise Program	\$20,000	1660	n/a	\$6,110	n/a	n/a	n/a	n/a
Residential Water Audits	Residential audits (in-house and vendor)	\$10,000	65	Approx. \$250	\$26,351	0.04	5	2.6	13
Residential Plumbing Retrofit (See Table 5)	Conservation devices	\$4,000	2144	varies	\$5,886	varies	5	16.29	81.45
Residential Rebates	High Efficiency Clothes Washer	\$-	62	\$110	(MWD)	0.1075	10	6.67	66.65
Residential Rebates	Ultra-Low Flow Toilets	\$-	1	\$65	(MWD)	0.0425	20	0.04	0.85
Residential Rebates	Rain Barrel/Cistern	\$-	27	varies	(MWD)	n/a	n/a	n/a	n/a
Residential Rebates	Turf removal	\$-	21,925	\$2	(MWD)	.00013/sq ft	10	2.85	28.50
Low Income Water/Energy Direct Install	Inter-Utility Resource Savings Program w/SemperEnergy	\$21,667	1	varies	\$256	0.0425	20	0.04	0.85
Low Income Water/Energy Direct Install	Direct HE toilet install program w/Ecotech Industries	\$-	92	\$435	\$40,000	0.0425	20	3.91	78.2
Landscape Upgrade Grant Program	Public landscape retrofit	\$25,000	0	n/a	\$-	n/a		n/a	n/a

CII and Large Landscape Conservation (Audits)	CII & LL Audits	\$36,667	4	varies	\$(9,336)	0.66	5	2.64	13.2
Non-residential Rebates	various	\$3,333	0	varies	\$-	0		0	0
Memberships	CALWEP	\$-	n/a	n/a	\$-	n/a	n/a	n/a	n/a
Leak Detection Pilot Study	"Flume" Leak Detection Device Rebate	\$-	124	\$175	\$18,474	varies		n/a	n/a
Landscape Webinar Class Series	G3 Series of 9 classes over 6 weeks about Sustainable Landscapes	\$-	9	\$1,600	\$14,400	n/a	n/a	n/a	n/a
Total		\$212,796			\$201,229			35.04	282.70

### Conservation Representative (Staffing)

In 2020, California American Water’s Ventura County District continued to fund one full-time Conservation Representative position. The conservation representative manages customer consumption concerns and conservation efforts. This representative works with the administration in creating an innovative conservation program detailed for the specific needs of the district. This position fulfills these needs by responding to customer inquiries, managing high bill complaints from the customers, reviewing meter data logs, conducting public outreach conservation virtual classes, conducting pilot studies and analyzing the data, researching innovative sources/devices for water conservation, distributing plumbing retrofit devices and tracking that equipment’s inventory, assisting customers with rebate applications, and reaching out to customers to publicize all the programs available to them.

The conservation position was funded out of the conservation surcharge one-way balancing account.

### Public Information Program

Part of the Ventura County District’s Public Information Program is normally comprised of sponsoring community events and attending public meetings. This last year with pandemic restrictions presented challenges to the norm. With no live events to attend and sponsor, our goal this year was education through knowledge. We started a focused campaign providing leak detection information and devices to those customers experiencing high bills and alerting them to programs available to them to assist in pinpointing sources. The information and devices were provided to the customer at the time of leak investigation service orders. Conservation bags was also provided to new turn-on customers with sample conservation devices. We created a higher percentage of customer information posts through our social media platforms, providing conservation tips, and how-to suggestions, as well as provided notifications through email, bill text messages, and bill inserts. Overall public information provided 15 emails, 3 social media posts, 2 months of radio spots, 1 bill insert, 1 mailed postcard, and continuous welcome booklets sent to new customers. Virtual learning events were also created for our customers. The overall objective of the Public Information Program is to promote water use efficiency and conservation programs to all our Ventura County District customers.

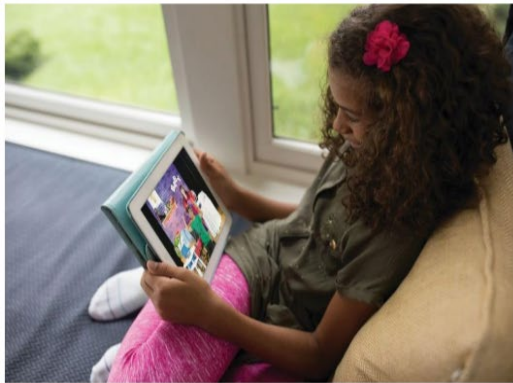
The Ventura County District’s Conservation department is also heavily involved in community volunteer and support opportunities.

The Public Information Program outreach and events are funded through California American Water’s conservation surcharge, as well as through general rates collection as part of the operations budget. These expenses, through the conservation surcharge, include educational materials, displays and informative giveaways, conservation related bill inserts and mailers, and special outreach letters to customers related to water conservation. Expenses for events and activities, such as event sponsorship, are funded under the general operations budget under Community Relations.

### School Education Program

The Ventura County District partnered with the National Theater for Children to sponsor livestream performances of “*Showdown at Dry Gulch*” and a supplemental e-learning package.

Elementary students were invited to learn information on conservation prevention through storytelling, significance in classroom, and excitement to



school students engage with water and pollution through their and out of the pass on the their families.

As part of “*Showdown at Dry Gulch*”, each school received:

- A 45-minute livestream event about water conservation and pollution prevention
- Educational digital games and activities found at [NTCplayworks.com](http://NTCplayworks.com), including hands-on lessons, e-books, graphic novels, videos, a smart speaker app and more.

The virtual program in Ventura district played to 1619 students in 5 schools. The teachers were very pleased with the program giving it a very high overall educational rating when surveyed. One teacher’s comment of the program was, “*The livestream show was well put together at a level and language that the students were able to understand. The students were educated as they were entertained. Thank You!*” Juan Toledo, Other, Rio Plaza Elementary School, Oxnard, CA

In addition, Franklin Energy Services along with Southern California Gas partners with California American Water to present its Ventura Living Wise Program to students within its service area. The program is a school-based energy efficiency education program designed to generate immediate and long-term resource savings by bringing interactive, real-world education home to students and their families. Sixth grade students through virtual classroom discussion, hands-on and creative problem-solving activities, as well as at-home surveys, conservation kits, and monitoring of devices can realize actual measurable water and energy savings within their homes. In 2020 the program was able to reach 41 participants in the Ventura service area.

The school education program was funded out of the conservation surcharge one-way balancing account.



## Residential Water Audits

California American Water's Ventura County District conducted 65 residential water audits for the year 2020. The conservation representative confers with the customer to assess the type of survey required and then requests from outside vendor to do the physical work. The surveys contracted out were conducted by WaterWise Consulting Services, Inc. Due to pandemic restrictions customers were given a detailed assessment of the outdoor usage only, as well as an individualized water budget, recommended irrigation upgrades or repairs, and a comprehensive audit report with rebate application forms, and educational material. All audit data and information collected is maintained in a database to allow for easy tracking of water saving opportunities and to obtain a district profile for toilets and other water saving devices. As part of our audit program and in collaboration with WaterWise Consulting Services, Inc., customers who met qualifications were provided and had installed a free Hydro-rain by Orbit Smart Controller upgrade for 1 to 2 devices.

The costs for the survey vendors were funded out of the conservation surcharge one-way balancing account.

## Residential and Commercial Rebates

In the Ventura County District, during 2020, an extensive rebate program was provided through Metropolitan Water District of Southern California's (MWD) SoCal Water Smart program for both residential and commercial customers. Some of the rebates offered residentially were high efficiency toilets, clothes washers, weather-based irrigation controllers, and sprinkler nozzles. The commercial rebates range from toilets, restaurant equipment, cooling equipment, irrigation devices, and plumbing equipment. The MWD rebate programs (residential and nonresidential) are funded in part through its member agencies' purchased water rates.

We also offer to our commercial customers in-house rebates for commercial dishwashers, commercial clothes washers, and pool covers.

The commercial in-house rebate program was funded out of the conservation surcharge one-way balancing account.

## Residential Plumbing Retrofit

California American Water provides customers various water saving devices, efficiency measuring devices, and educational pamphlets, including showerheads, faucet aerators (kitchen and bathroom), toilet leak detection tablets, toilet flappers, garden hose spray nozzles and automatic hose shutoff timers, soil probes, drip gauges, and more. These devices and informative materials are designed to help residential customers upgrade their indoor water use fixtures, identify leaks, and improve outdoor water usage for car washing and irrigation. The devices and materials this year were provided to customers upon request and delivered to the home, or through our customer satisfaction program bags when conducting leak investigation or turn-on service orders. The drip irrigation kits were provided as incentives for attending landscape and irrigation virtual workshops.

The following devices were provided to customers in 2020:

**Table 5: Ventura Plumbing Retrofit Devices**

<b>Table 5. Ventura County District: Residential Plumbing Retrofit- Detail</b>							
<b>Name of measure, as listed in Decision or Settlement</b>	<b># of units distributed</b>	<b>\$ per unit, activity, etc.</b>	<b>Total \$ spent 2020</b>	<b>Estimated water savings per unit/year (AF)</b>	<b>Unit lifespan</b>	<b>Estimated Annual measure savings (AFY)</b>	<b>Estimated Lifetime measure savings (AF)</b>
Showerheads	560	\$ 4.53		0.0115	5	6.44	32.20
Bathroom Faucet Aerators	235	\$ 0.54		0.02795	5	6.57	32.84
Kitchen Faucet Aerators	125	\$ 2.05		0.01677	5	2.10	10.48
Toilet Flappers	140	\$ 1.88		0.0047	5	0.66	3.29
Tank Banks	15	\$ 1.25		unknown	5	unknown	unknown
Drip Gauge	101	\$ 0.28		unknown	5	unknown	unknown
Leak Detection Tablets	570	\$ 0.14		0.0007	5	0.40	2.00
Leak Detection Kits	183	\$ 0.70		0.0007	5	0.13	0.64
Hose Timers	11	\$ 7.88		unknown	5	unknown	unknown
Shower Timer	2	\$ 2.25		unknown		unknown	unknown
Water Efficiency Measurer Bag	100	\$ 0.12		unknown	-	unknown	unknown
Shower Pause Valve		\$ 1.94		unknown	-	unknown	unknown
Hose Spray Nozzle	47	\$ 3.88		unknown	5	unknown	unknown
Soil Probe	55	\$ 2.23		unknown	5	unknown	unknown
Drip Irrigation Starter Kit		\$ 23.29		unknown	-	unknown	unknown
	2,144		\$5,886			16.29	81.45

The residential plumbing retrofit program was funded out of the conservation surcharge one-way balancing account.

### Low Income Water/Energy Direct Install

California American Water's Los Angeles and Ventura districts partnered with Semper-Energy (Southern California Gas Company) for an Inter-Utility Agreement referred to as the Resource Savings Program. SoCalGas offers no-cost energy savings measures for its income qualifying residential customers pursuant to its Energy Savings Assistance Program (ESA Program). California American Water offers low or no-cost water efficiency measures and incentives, including rebates, for its qualifying residential customers pursuant to its water conservation program. Measures that the customers may qualify for include clothes washers, faucet aerators (kitchen & bath), low flow showerheads, thermostatic shower valves, and



thermostatic tub spouts. Collectively, the Resource Savings Program has assisted customers in the Ventura District to reduce their water and energy usage. The program is expected to be continuing into the 2021 year.

Ventura district this year entered a contract with Ecotech Systems to conduct a program involving purchasing and directly installing high-efficient (.8GPF) toilets to 100-150 low income households. The program has a start date in 2020 and is expected to complete all installations and inspections by 2021.

The water/energy direct install program was funded out of the conservation surcharge one-way balancing account.

### Residential and Commercial Landscape Transformation Rebate Program

In 2020 Ventura County District, through the partnership with Metropolitan Water District's (MWD's) SoCal Water Smart program, was able to provide a rebate for transforming customers turf into an ecofriendly and sustainable landscape. The program requires the retrofitting of irrigation, creating a rain harvesting element, and must also include use of California native plants and/or trees within the design. 18 customers have taken advantage of the program so far during the 2020 year for a total of 21,925 square feet of transformed landscape. The program is continuing, on a yearly basis.



Before

After

The MWD Landscape Transformation Rebate program is funded in part through its member agencies' purchased water rates.

### CII & Large Landscape Audits

In 2020 CII and Large Landscape audits were conducted using outside vendors WaterWise Consulting Inc. and Blue Watchdog Conservation. During the year one commercial survey was done for Center for Dermatology to assist in locating source of their higher-than-normal bills when the offices had been closed for the pandemic. Three large landscape (over 1 acre) surveys were done for residential customers experiencing high bills to either locate a continuous consumption issue or to review the efficiency of outdoor systems. Detailed reports were supplied to all surveyed customers with findings and recommendations.

The CII & Large Landscape audit program was funded out of the conservation surcharge one-way balancing account.

### CII & Landscape Upgrade Grant Program

California American Water's Ventura District offers a successful landscape grant program to reduce the water demand of municipal properties by changing landscaping and upgrading irrigation systems at high traffic public demonstration sites. This grant program focuses on replacing turf on city properties and schools with a sustainable design using low water use plants, and/or installation of water saving irrigation technology. The grant award is intended to provide funding for a demonstration project with high visibility, significant water savings, exemplary landscaping, and/or use of water-saving irrigation technology. During 2020 there were no applicants to the program, however the three-year budgeted amount had already been met during the 2018-2019 years.

## Landscape Webinar Series

In 2020 California American Water switched our focus from live events to virtual events. We conducted a 9 class 6-week Sustainable Landscape virtual webinars series, created by G3 Green Gardens Group, with a range of topics such as “Rain Harvesting”, “Composting”, “Garden Design”, “Irrigation” and “Creating a Sustainable Landscape with California Natives”. These classes are an effort to promote the turf replacement rebate program and offer the guidelines and steps the customers will need to start their landscape project. We had an attendance of 73 customers throughout the series. When surveyed, the classes were given an overall satisfaction rating of 4.8 out of 5, and 7 customers replied they are now ready to get started and apply for the Turf Replacement Rebate Program.

## Leak Detection Pilot Study

### **Objectives**

The Ventura district, as part of a statewide program, began a pilot study of the Flume Leak Detection Device starting June 1, 2020 and continuing through December 31, 2020. The objective was to assess if adding a customer-controlled device, which would alert customers immediately of continuous consumption of water, would decrease the amount of water use throughout the period. The devices were marketed to 4000 customers who had either requested leak adjustments over the past two years or were the districts highest water users. An added objective would be to reduce high bill leak adjustments and/or service calls needed to investigate those high bills.

### **What it is**

The Flume device, easily strapped to the meter, gives the customers a portal to see what their consumption is in increments as low as hourly. The device will also send an alert to customers directly for usage that shows constant or above customer set margins for daily, weekly, and monthly use.

### **Facts**

- 124 devices purchased
- 94 devices installed and utilized during 6-month trial
- 41 devices showed a decrease in consumption
- 33 devices were purchased and never installed by customers

### **Numbers Analysis of installed devices**

- 53 devices showed an increase in usage of 14,079cgl total or 19% from same usage in 2019
- 41 devices showed a decrease in usage of 12,095cgl total or 21% from same usage in 2019

### **Further Analysis of installed devices showing decrease**

1. Total usage over 6-month study was 57,710cgl
2. Total decrease over 6-month study was 12,095cgl
  - 2.2. Average decrease showing at 297cgl/6month
  - 2.2. Monthly decrease per customer would average 49.17cgl/month
3. Total cost of consumed water over 6-month period was \$39,687.18
  - 3.1. Total cost of consumer water per customer was \$161.33/month
4. Total cost of water saved over 6-month period was \$11,136.62
  - 4.1. Total cost of water saved per customer was \$45.27/month
5. During the 6-month period zero ILK-Inspect for Leak, Hi/Lo Usage service orders were requested by participants
6. During the 6-month period zero leak adjustment requests were received by participants

Due to the covid 19 “stay at home” orders in place during the pilot additional residential water usage might have skewed the initial results in this study. Further usage analyses and pilot evaluations will be conducted to monitor the results over a longer period of time and after stay home orders have been lifted.

A survey conducted with the customers that purchased the device showed high praise of the device with a 72% highest rating of satisfaction. They were pleased about leak notifications and related water savings during a leak, the consumption

data and graphs it provided, and how it allowed them to monitor their usage, make adjustments and immediately see the effect on their overall consumption. 92% said they would recommend the device to others.

## Los Angeles County District

The programs funded by California American Water’s conservation surcharge during 2020 are summarized below:

**Table 6. Los Angeles County District: Conservation Programs**

Table 6. Los Angeles County District: Conservation Programs									
Name of measure, as listed in Decision or Settlement	Description of measure	Authorized budget 2020	# of units / activities	\$ per unit, activity, etc.	Total \$ spent	Estimated water savings per unit/year (AF)	Unit lifespan (years)	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
Conservation Staff	Conservation staffing	\$68,796	1 Rep	n/a	\$77,820	n/a	n/a	n/a	n/a
Public Information programs	Advertising, PSAs, Community Events	\$20,000	17	n/a	\$14,550	n/a	n/a	n/a	n/a
School Education programs	Franklin Energy Services and National Theater for Children	\$18,333	199	n/a	\$11,960	n/a	n/a	n/a	n/a
Residential Water Audits	Residential audits (in-house and vendor)	\$8,333	279	Approx. \$175	\$28,343	0.04	5	6.4	32
Leak Detection Pilot Study	Flume Leak Detection Device Rebate	\$0	78	0	\$18,639	n/a	n/a	n/a	n/a
Low Flow Fixtures (see table 7)	Conservation devices	\$4,000	1912	varies	\$2,773	varies	5	11.296	56.48
Residential Rebates	HECW	\$0	45	varies	(MWD)	0.1075	10	3.655	36.55
Residential Rebates	HEDW	\$0	0	\$75	\$0	0	0	0	0
Residential Rebates	Toilet	\$0	0	\$40	(MWD)	0.0425	20	0	0
Residential Rebates	Rain Barrel	\$0	3	\$35	\$ 105 (MWD)	0	0	0	0
Residential Rebates / EGIA	Turf removal	\$0	14,083 sq ft	\$2/ \$3 per sq ft	Approx \$35,922 (MWD)	0.00013/s q ft	10	0.325	3.25
Low Income Water/Energy Direct Install	Inter-Utility Resource Savings Program w/ Sempra Energy	\$22,667	120	varies	\$2,082	0.0425	20	0.043	0.85

Landscape Upgrade Grant Program	Public landscape retrofit	\$0	0	n/a	\$0	0	0	0	0
CII and Large Landscape Conservation (Audits)	CII & LL Audits	\$33,000	6	varies	\$5,818	0.66	5	9.9	49.5
Non-residential Rebates	various	\$2,500	0	varies	\$9,600	0	0	0	0
Memberships	CALWEP	\$0	n/a	n/a	\$0	n/a	n/a	n/a	n/a
Total		\$177,629			\$171,585			31.62	178.63

### Conservation Coordinator (Staffing)

In 2020, the Los Angeles County District of California American Water funded one full-time Conservation Representative. The conservation representative is responsible for conducting in-home residential water conservation visits; provides staffing for public outreach conservation events; reaches out to customers to advertise rebate and incentive programs; be available to assist with rebate questions and applications; respond to all water waste reports and conduct conservation patrols within the district’s service areas; continues to support the administration of the conservation programs by responding to customer inquiries, maintaining equipment inventory, and enforcing State mandates. With the State lock-down mandates that began in March 2020, the Conservation Representative was moved to remote and continued business performance through a virtual platform.

Through American Water’s Business Performance Email Management System (BPEMS), the Los Angeles Conservation Department received and processed 82 BPEMS via communication from our centralized Call Center to the local district office. Los Angeles Conservation responded to 521 phone calls in 2020, assisted local office walk-in customers through March, and then began a contactless delivery method to meet customer requests, and continued to provide Conservation information on rebates, upcoming classes, and replied to Local, State, and Company Conservation inquiries. Due to remote work, email communication became more prominent, and Los Angeles Conservation addressed and responded to 553 customer emails.

The Los Angeles County district is the Point of Contact for all California American Water Districts as the Statewide Administrator/ contact for the Ca. Gov website, by which we receive Water Waste violation notifications. In addition, with our in-house web based “Report-A-Leak”, and notifications via email, Los Angeles County District addressed 79 water waste complaints in 2020. The conservation representative is funded through the conservation surcharge one-way balancing account.

### Public Information Program

Los Angeles County District’s Public Information Program comprises of sponsoring community events, attending public meetings, offering educational opportunities, promoting customer outreach campaigns, providing notifications through bill text messages and inserts, and expanding our social media presence and email communications. The overall objective of the Public Information Program is to promote water use efficiency and conservation programs to all our Los Angeles County District customers.

Customers in the Los Angeles County District received 2 bill inserts welcoming the new year, new decade and providing customers new ways to save, 12 customer emails were sent out offering webinars and online workshops, conservation messaging and offering water-saving devices including a smart water monitor and a smart irrigation controller. Three social media postings included statewide outreach with conversation tips and information. Our bill text messages, bill inserts, and customer emails included information on the BeWaterWise/SoCalWatersmart Rebate Programs, upcoming online events, partner agency updates, and general water-use efficiency tips. Messaging also reminded customers of the permanent water use restrictions and State mandates. Working in conjunction with the External Affairs team, conservation outreach and education continues to be expanded online, and, on the company’s social media platforms. Online webinars have seen a substantial increase in both registration and attendance. We continue to see increased visits to our [www.amwater.com/caaw/](http://www.amwater.com/caaw/) website and have added rotating Conservation Tips on the home page, while more detailed information can be found on the Conservation Resources pages of the website.

With in-person events cancelled, education and promotion focused to on-line and social media outreach. Classes were offered through on-line platforms such as Zoom and Teams, and California American Water continues its presence on social media platforms. The Los Angeles District Conservation Department hosts informational and educational classes to residents within our service districts. Classes are offered through California American Water directly, or in partnership with our MWD Member Agencies. Classes include topics such as “Fix a Leak” and “Landscape Transformation and Design”. Classes are presented by experts from such organizations as Green Media Creations (GMC), and Green Gardens Group (G3), while customers receive literature, resources, contacts, as well as rebate and incentive information. As vendors transitioned to virtual and on-line formats for hosting classes, more virtual events were planned. Interest in virtual classes has increased registrations by approximately 50%.



Continuing into 2020, the Los Angeles County District supported West Basin Municipal Water District with the promotion of their increased incentive to the Metropolitan Water District’s Landscape Transformation Program. No costs were incurred to promote this program as California American Water bills include for bill messaging without the additional cost of a bill insert. West Basin reported a slight increase in call inquiries, and rebate payments through EGIA/ SoCalWaterSmart show 5 rebates were issued and 10,779 sq. feet of turf was removed.



The Los Angeles County District Conservation Department continues to collaborate with the Operations Department to develop a means to enhance our customer interactions. We designed a Field Service Representative (FSR) bag to address on-the-spot customer concerns, questions, and general inquiries at the time of a Field Service appointment and continue to make developments to improve staff training and information supplied. The FSR scores continue to improve, and as a result, the Los Angeles Conservation Team, working with Customer Service and Operations, launched a pilot program to improve



overall Customer Satisfaction scores. New customers and turn-ons were re-introduced to our Welcome Bag. The bag includes contacts for Local and Call Center representatives and a water efficient device as a welcome gift. We have shown improvement in these scores and this program is being initiated to all California American Water service area districts.

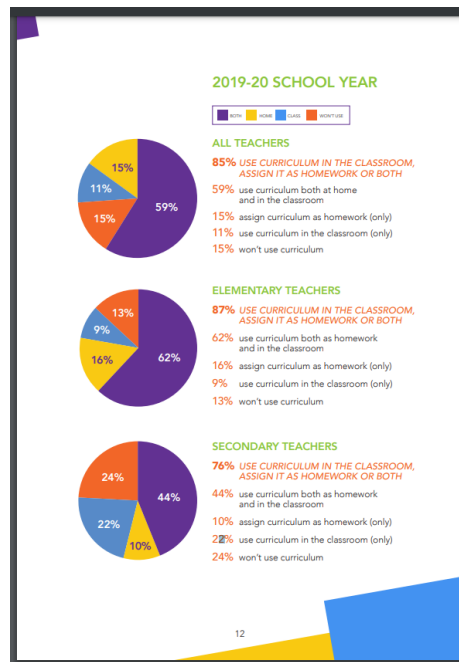
The Public Information Program outreach and events are funded through California American Water’s conservation surcharge, as well as through general rates collection as part of the operations budget. These expenses, through the conservation surcharge, include educational materials, displays and informative giveaways, conservation related bill inserts and mailers, and special outreach letters to customers related to water conservation. Expenses for events and activities, such as event sponsorship, Company booth fees, room fees, etc. are funded under the general operations budget under Community Relations.

## School Education Program

California American Water’s Los Angeles County District contracts with two education providers to include a conservation addendum to our local district school class schedules.

The Los Angeles District partners with The National Theatre for Children to provide an entertaining, educational curriculum and performances of “*Showdown at Dry Gulch*” to elementary school children, via Livestream Events, for the 2020 school year. A total of 3 schools participated in the program, including 137 students and teachers within the Los Angeles County District.

Teacher Evaluation Summary: To evaluate Showdown at Dry Gulch, teachers rated elements of the program on a scale of 1-7. They gave the overall educational value a 6.52, and 98% reported they would like to see the program continue to offer this program to their school.



“Due to the coronavirus pandemic in the winter/spring 2020 school year, schools had to close their campuses and transition to distance learning. NTC sought to help by shifting its focus from in-school performances to e-learning resources that can be accessed by teachers and students remotely. These e-learning resources included a newly developed e-book called Invisible Invaders that teaches students about the importance of health and safety in dealing with dangerous viruses; the e-

book was made available free of charge to students and educators throughout the United States and NTC has expanded its curriculum to students in Australia and New Zealand.”

As part of *Showdown at Dry Gulch* curriculum, each school receives:

- Student playbooks with classroom and take-home exercises related to *Showdown at Dry Gulch*
- Teacher guides that explain the program, prepare the classroom, and offer curriculum-enriching exercises
- Educational digital games and activities found on NTCplayworks.com related to the program

**Likelihood Students will Retain Messages**

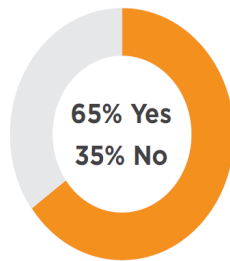
Teachers rated the likelihood that students will retain the material covered in the programs **6.00** out of **7**.

2019-20 SCHOOL YEAR	
ELEMENTARY EDUCATORS	SECONDARY EDUCATORS
6.04	5.80
2018-19 SCHOOL YEAR	
ELEMENTARY EDUCATORS	SECONDARY EDUCATORS
6.10	5.85
2017-18 SCHOOL YEAR	
ELEMENTARY EDUCATORS	SECONDARY EDUCATORS
6.06	5.78

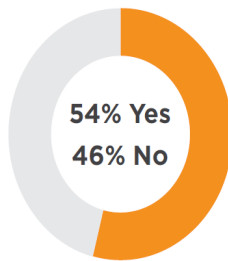


California American Water continues to partner with SoCalGas, A Sempra Energy Company, to provide school educational curriculums through AM Conservation Group’s (AMCG) “LivingWise” Program. In 2020, approximately 60 students and 2 Teachers for a total of 62 participants were reached through the AMCG “LivingWise” Program. Franklin Energy Group, the former administrator of the program, was transitioned to AMCG in August of 2020 for continuation of the program. Due to school closures, remote participation declined even though the programs were re-developed towards an on-line format.

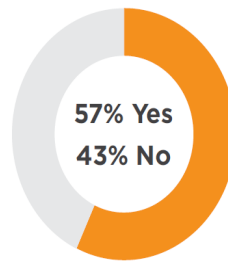
Did you work with your family on this program? Yes - 65%  
 Did your family change the way they use water? Yes - 54%  
 Did your family change the way they use energy? Yes - 57%



Students who indicated that they worked with their family on this program.



Students who indicated their family changed the way they use water.



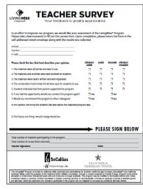
Students who indicated their family changed the way they use energy.

Participants received as part of the program, interactive, hands-on conservation education targeting elementary school children, expert-designed lesson plans with easy-to-install energy efficiency and water conservation products, and are provided with app-based educational games and online education options and many program materials are available in English and Spanish.

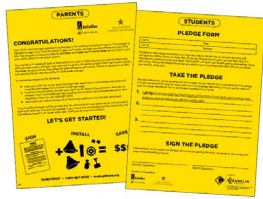
- “Participants and their parents/guardians realize actual water and energy savings within their home, benefitting two generations.”
- 80% of participating teachers indicated they would conduct the program again given the opportunity.
- 100% of participating teachers indicated they would recommend the program to their colleagues



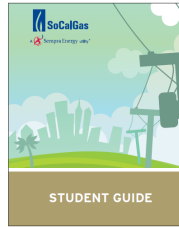
Program Materials



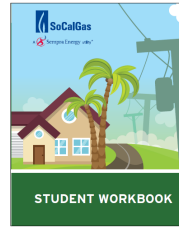
Teacher Survey Form



Parent Letter/Pledge Form



Student Guide



Student Workbook



Teacher Book

The school education program is funded through the conservation surcharge one-way balancing account.

### Residential Water Audits

California American Water’s Los Angeles District completed 279 residential water surveys in 2020. Surveys were performed by both the In-house Conservation staff and through our contracted external vendors.

The outsourced surveys were conducted by WaterWise Consulting Services, Inc., for the majority of our residential water audits. All residential Water-Wise audits include a detailed assessment of indoor and outdoor usage, an individualized water budget, recommended monthly irrigation schedule, and a check of the current irrigation controller settings. Customers are also provided with a Conservation package with relevant water saving devices, rebate information and application forms, and educational material. In March 2020, indoor evaluations were put on hold, due to the Covid-19 pandemic, and customers were provided with in-home test kits, or offered a virtual evaluation with the Conservation Representative.

In partnership with WaterWise Consulting, California American Water, Los Angeles County District was able to offer qualified customers a free Weather-Based Irrigation Controller upgrade. Through a separate audit, customers current irrigation controllers were evaluated and if qualified, were provided an Orbit B-Hyve Smart Controller with a Weather-Based sensor. 88 customers in Los Angeles qualified for this upgrade and have shown improvements in their outdoor consumption.



Our In-House Conservation Representative performed 37 Residential audits to help customers with Water-Use Efficiency and Conservation education. Customers received a comprehensive property survey to identify areas to improve efficiency, offer rebate information to upgrade outdated appliances, and provide immediate water saving devices such as faucet aerators, positive pressure hose nozzles, and low flow showerheads. Customers with high bill or leak concerns were provided a comprehensive Water-Wise House Call for a more in-depth evaluation to identify the possible source of concern.

Testing of toilets, irrigation systems, and pools, confirmation of irrigation controller settings, current flow rates of existing devices, and if warranted, data logs and limited leak detection equipment would be used to help isolate the source.

Water audit data and information is collected and maintained in a catalogue to allow for charting of potential new water saving opportunities, and to maintain a district saturation profile for the most common high-consumption water using devices and appliances.

The residential water audit program is funded through the conservation surcharge one-way balancing account. Expenses for the conservation devices and materials are included in the Residential Plumbing Retrofit section of this report.

## Leak Detection Pilot Study - Flume Device

### **Objectives**

Los Angeles County district, as part of a statewide program, began a pilot study of the Flume Leak Detection Device starting June 1, 2020 and continuing through December 31, 2020. The objective was to assess if adding a customer-controlled device, which would alert customers immediately of continuous consumption of water, would decrease the amount of water use throughout the period. The devices were marketed to 4000 customers who had either requested leak adjustments over the past two years or were the district's highest water users. An added objective would be to reduce high bill leak adjustments and/or service calls needed to investigate those high bills.

### **What it is**

The Flume Smart Monitor device, easily strapped to the meter, provides the customers a portal to monitor their consumption in increments as low as hourly. The device will also send an alert to customers directly for usage that shows constant or above customer set margins for daily, weekly, and monthly use. The company, Flume Inc., will also send direct to customer a monthly recap via email.

### **Facts**

- 74 devices purchased
- 50 devices installed and utilized during 6-month trial
- 23 devices showed a decrease in consumption
- 24 devices were purchased and never installed by customers

### **Numbers Analysis of installed devices**

- 27 devices showed an increase in usage of 24,176 cgl total or 41% from same usage in 2019
- 23 devices showed a decrease in usage of 6,797 cgl total or 14% from same usage in 2019

### **Further Analysis of installed devices showing decrease**

- Total usage over 6-month study was 77,508 cgl
- Total decrease over 6-month study was 6,797 cgl
- Average decrease showing at 226 cgl/6month
- Monthly decrease per customer average of 12.55 cgl/month
- During the 6-month period zero ILK-Inspect for Leak, Hi/Lo Usage service orders were requested by participants
- During the 6-month period zero leak adjustment requests were received by participants

Due to the covid 19 "stay at home" orders in place during the pilot additional residential water usage might have skewed the initial results in this study. Further usage analyses and pilot evaluations will be conducted to monitor the results over a longer period of time and after stay home orders have been lifted

A survey conducted with the customers that purchased the device showed high praise of the device with a 72% highest rating of satisfaction. They were pleased about leak notifications and related water savings during a leak, the consumption data and graphs it provided, and how it allowed them to monitor their usage, make adjustments and immediately see the effect on their overall consumption. 92% said they would recommend the device to others.

The leak detection pilot program was funded out of the conservation surcharge one-way balancing account



## Residential Plumbing Retrofit (Low Flow Fixtures)

California American Water's Los Angeles County District provides customers with low-flow, high-efficient water saving devices including 1.5 gallons per minute showerheads, 1 gallon per minute faucet aerators, 1.5 gpm kitchen aerators, toilet leak detection tablets and take-home Leak Detection Kits, positive-pressure garden hose spray nozzles, soil moisture probes, and educational pamphlets and resources. These devices and informative materials are designed to assist residential customers enhance their indoor water use efficiency, aid in identifying leaks; and prevent water waste while reducing overall consumption. Devices designed for outdoor water usage and reduced waste include items for car washing and irrigation. The devices and materials are provided to customers upon request at community events and meetings, office walk-ins, customer call-ins, our FSR bags, new-customer Welcome bags, and through the Water-Wise home water survey program.

The Residential Plumbing Retrofit Program is funded through the conservation surcharge one-way balancing account. Cost of devices comes from the district Plumbing Retrofit budget.

The following devices were provided to customers in 2020:

**Table 7: Los Angeles Plumbing Retrofit Devices**

Table 7. Los Angeles County District: Residential Plumbing Retrofit- Detail							
Name of measure, as listed in Decision or Settlement	# of units distributed	\$ per unit, activity, etc.	Total \$ spent 2020	Estimated water savings per unit/year (AF)	Unit lifespan	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
Showerheads	182	\$4.98		0.012	5	2.09	10.47
Hand-held Showerheads	13	\$15.90		0.006	5	0.08	0.40
Faucet Aerators	268	\$0.54		0.028	5	7.49	37.45
Kitchen Aerators	14	0		0.017	5	0.23	1.17
Toilet Flappers	162	\$1.88		0.005	5	0.76	3.81
Tank banks	0	\$1.25		unknown	5	unknown	unknown
Drip Gauge	0	\$0.28		unknown	5	unknown	unknown
Leak Detection tablets	908	\$0.12		0.001	5	0.64	3.18
Hose Timers	41	\$7.48		unknown	5	unknown	unknown
Shower Timer	0	\$1.69		unknown		unknown	unknown
Water Efficiency Measurer Bag	0	\$0.12		unknown	-	unknown	unknown
Shower Pause Valve	0	\$1.94		unknown	-	unknown	unknown
Hose spray nozzle	280	\$3.88		unknown	5	unknown	unknown
Soil Probe	44	\$2.23		unknown	5	unknown	unknown
	1912		\$2,773			11.30	56.48

### Residential Rebates (BeWaterWise/SoCal Water Smart)

For the Los Angeles County District, all residential rebates in 2020 were provided to customers through The Metropolitan Water District’s BeWaterWise/ SoCalWaterSmart rebate program. The Metropolitan Water District’s rebate programs (residential and nonresidential) are funded by MWD through its member agencies’ purchased water rates. California American Water continues to provide in-house rebates for limited devices that do not overlap with Metropolitan’s offerings. Metropolitan processed and paid 63 rebates with High Efficiency Clothes Washers and Weather Based Irrigation Controllers being the most rebated items.

### Low Income Water/Energy Direct Install

California American Water's Los Angeles and Ventura County districts partnered with SempraEnergy (Southern California Gas Company) for an Inter-Utility Agreement referred to as the Resource Savings Program. SoCalGas offers no-cost energy savings measures for its income qualifying residential customers pursuant to its Energy Savings Assistance Program (ESA Program). California American Water offers low or no-cost water efficiency measures and incentives, including rebates, for its qualifying residential customers pursuant to its water conservation program. Measures that the customers may qualify for include clothes washers, faucet aerators (kitchen & bath), low flow showerheads, thermostatic shower valves, and thermostatic tub spouts. Collectively, the Resource Savings Program has assisted 120 customers in the Los Angeles and Ventura Districts to reduce their water and energy usage. This partnership program continues into 2020.

## CII & Large Landscape Upgrade Grant Program

In 2020, California American Water's Los Angeles County District partnered with Upper San Gabriel Valley Municipal Water District to provide Water Bottle Filling Stations to local area schools. Due to the COVID restrictions, all in-person schooling was cancelled. During this time, we collaborated with Upper San Gabriel Valley Municipal Water District and installed 4 touch-free Water Bottle Filling Stations at 3 area schools. The schools included are Coolidge Elementary in San Gabriel, Del Mar High School in San Gabriel, and St. Luke's Catholic School in Temple City. This partnership provided every student and teacher with an opportunity to replace single use containers and bottled water on campuses. The filling stations provide clean, safe and reliable water from California American Water's San Marino water system. The newly installed water stations also include a running counter that indicates the number of plastic water bottles that are saved from the landfill when someone fills a re-usable water bottle.



## Commercial/Industrial (CII) & Large Landscape (LL) Audits

California American Water's Los Angeles County District contracts with WaterWise Consulting, Inc, to offer complimentary Commercial, Industrial (CII) and Large Landscape ("LL") audits to non-residential customers. WaterWise Consulting are authorities in Commercial property water auditing and performed 5 Large Landscape water audits for our commercial and Industrial customers with high usage concerns. Our In-House Conservation Representative performed 1 CII audit to help customers with Water-Use Efficiency and Conservation education.

CII audits include a detailed onsite audit, evaluation of the facility and/or surrounding landscape, irrigation and water use patterns, indoor water use history, and a summary of recommendations specific to the property. LL audits include a detailed outdoor audit and the creation of a site-specific water budget and irrigation schedule. All surveys include a visual inspection for leaks, breaks and inefficiencies to address any potential problems or improve effectiveness. The Commercial & Industrial, and Large Landscape water audit program is funded through the conservation surcharge one-way balancing account.

## Non-residential Rebates

For the Los Angeles County District, all non-residential and commercial rebates in 2020 were provided to customers through our in-house rebate program and through The Metropolitan Water District's BeWaterWise/ SoCalWaterSmart rebate program. California American Water's non-residential rebates include High-Efficiency Clothes Washers, Dishwashers and pool covers and our program is funded through the conservation surcharge one-way balancing account. The Metropolitan Water District's rebate programs (residential and nonresidential) are funded by MWD through its member agencies' purchased water rates.

## Memberships

California American Water continues its partnership with The California Water Efficiency Partnership (formerly the California Urban Water Conservation Council; now CALWEP). This partnership is ongoing and provides vital information, tools, resources, and contacts by means of updates and data-sharing for California's ever-changing drought conditions.

Membership fees are funded through the conservation surcharge one-way balancing account.



## Monterey County District

The programs funded by California American Water’s conservation surcharge during 2020 are summarized in Table 8 and described in detail in the narrative that follows.

**Table 8. Monterey County District: Conservation Programs**

Table 8. Monterey County District: Conservation Programs									
Name of measure, as listed in Decision or Settlement	Description of measure	Authorized budget 2020	# of units / activities	\$ per unit, activity, etc.	Total \$ spent	Estimated water savings per unit/year (AF)	Unit lifespan (years)	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
Conservation Staff/training	Conservation staffing	\$ 6,667		N/A	\$ 77	n/a	n/a	n/a	n/a
Public Information programs	Advertising, PSAs, Community Events	\$ 100,000		n/a	\$ 82,651	n/a	n/a	n/a	n/a
School Education programs	ZunZun Program	\$ 5,000	13	n/a	\$ 4,133	n/a	n/a	n/a	n/a
Residential Water Audits	Residential audits (in-house and vendor)	\$ 8,333	393 (45 on site/348 phone)	in house	\$ -	0.04	5	15.72	78.6
Low Flow Fixtures (see table 9)	Conservation devices	\$ 14,500	-	varies	\$ 18,395	varies	5	7.24	36.18
Rebates	Residential and non-Res	\$ 533,333	1023	varies	\$ 231,113	varies	varies	11.78	145.16
Soil Moisture and Rain Sensor Install Program	direct install	\$ 8,333	90		\$ 6,650	varies			
Low Income Water/Energy Direct Install	CAW/PGE program	\$ 25,000	115	varies	\$ 23,037	0.0425	20	4.89	97.75
Landscape Upgrade Grant Program	Public landscape retrofit	\$ 15,000	1	n/a	\$ -			0	0
CII and Large Landscape Conservation (Audits)	CII & LL Audits	\$ 50,000	7	varies	\$ 12,183	0.66	5	4.62	23.1
Total		\$ 766,166			\$ 378,238			44.24	380.79

## Conservation Coordinator (Staffing)

In 2020, California American Water’s Monterey County District conservation staff was compensated as part of regular operating expenses and not through the conservation surcharge. Expenses shown are for training expenses.

## Residential Water Audits

California American Water continued its Water Wise House Call Program (on site residential audits) in 2020 utilizing in house trained certified audit staff. The program has been in effect since 2008 and consists of offering free residential audits for single and multi-family properties to identify ways the customer can save water indoors and outdoors and detect leaks.

The program completed 45 Water Wise House Calls from January to March 2020 and was put on hold due to public safety shutdowns related to the Covid Pandemic in March of 2020. The Monterey District also postponed its promotion of annual seasonal sprinkler check due to safety concerns.

During the Water Wise House Calls (audits) & high bill investigations, California American Water identified common inefficiencies and water waste in many of the Monterey residences. The most common occurrences were:

- Toilet and faucet leaks
- Irrigation controllers set to run too long resulting in water waste
- Water softener issues
- Misaligned and broken sprinkler heads
- Customer service line leaks

California American Water's conservation staff helped customers by showing how to read their water meters, converting cubic feet units to gallon units to help customers better monitor their daily usage and compare the meter readings to the billing units identified on their water bills. In addition, conservation staff also assisted customers by properly adjusting their irrigation controllers to meet the plant water needs and to irrigate in compliance with MPWMD's two day per week watering schedule. Conservation staff also provided free water conserving devices to customers. The audit reports include recommendations on utilizing the rebate program for the replacement of high water-use fixtures and appliances at customers' homes.

For the time period of April through December of 2020, the Water Wise house call program then shifted to Water Wise phone consultations. This enabled customers to make an appointment with the conservation staff to discuss their home or business water usage, potential water saving opportunities, instructions to perform DIY (do it yourself) leak checks and potentially spot water waste on the property and promote water savings. All forms of technology were used to assist the customer such as Face Time iPhone conversations where customers at times would display their irrigation controllers and review the settings. Google Earth map was also utilized for the conservation staff to view the landscaping and meter location. There were a total of 348 Water Wise phone consultations.

During the Water Wise House Call Phone Consultation, California American Water identified common inefficiencies and water waste in many of the residences. The most commonly found issues were:

- Toilet, faucet, and tub spout leaks
- Irrigation controllers set for long runtimes or malfunctions
- Broken or outdated high flow sprinkler heads and leaking irrigation control valves
- Seized or leaking water supply shut off valves to home and or sprinkler systems

California American Water customers who had bill spikes due to leaks and a Water Wise phone consultation, would receive a DIY leak kit, that included a handbook "California Edition Practical Plumbing Handbook", with pictorial and written



directions on how to investigate and repair leaks, toilet leak detection tablet kit, educational handouts depicting water conservation savings and tips and resources related to indoor and outdoor water savings

## FREE WATER WISE HOUSE CALLS



Maybe your doctor won't make house calls but California American Water will. One of our certified Conservation Specialists will visit your home, teach you how to check for leaks, and identify ways you can save water both indoors and out. Schedule a **FREE** Water Wise House Call to save money and help preserve our most precious resource: water.

### A WATER WISE HOUSE CALL PROVIDES

- ✓ **Water Efficiency:** We will check your toilets for leaks and help identify possible sources of water waste in your home.
- ✓ **How to Read Your Water Meter:** We will show you how to read your water meter to find possible leaks. By monitoring your meter regularly, you can catch and fix leaks more efficiently.
- ✓ **Free Plumbing Retrofits Materials:** We will check your showerhead and faucet flow rates as well as toilet flush volumes. Free low-flow showerheads and faucet aerators for the bathroom(s) and kitchen will be provided where needed.
- ✓ **Schedules and Tips:** We will help evaluate the efficiency of your irrigation system and show you water-saving tips customized to your outdoor landscaping.
- ✓ **Rebate Applications:** We will provide you with rebate applications for the purchase of qualifying low water use appliances.

### MAKE WISE WATER USE PART OF YOUR DAILY ROUTINE

#### INSIDE

- **Run dishwashers and clothes washers** only when they are full. If you have a water-saver cycle, use it.
- **Apply for a rebate to install an on-demand water heater** if it takes you more than 10 seconds to get hot water.
- **Check for leaks in your toilet** by putting a few drops of food coloring in the tank. If color appears in the bowl after 10 minutes, you have a leak.

#### OUTSIDE

- **Water landscaping** before 9 a.m. or after 5 p.m. Wednesday and Saturday only.
- **Use drip irrigation** to water plants.
- **Plant appropriately** for the local climate. Check with local nurseries for non-invasive, drought-tolerant plants.

### HOW DO I SIGN UP?

Call (831) 646-3205 today to schedule an appointment with a certified Conservation Specialist.

En la compañía California American Water cuidamos a nuestros clientes de la Península de Monterey y estamos dedicados a proveerles el mejor servicio, ahora y en el futuro. Llame al (831) 646-3205 para hacer una cita para que uno de los especialistas certificados de la compañía vaya a su hogar a aconsejarte acerca de su consumo de agua.

## Commercial, Industrial, Institutional (CII) Audits and Large Landscape Audits

California American Water continued its commercial audit program established in 2010 along with its contract with Water Wise Consulting to conduct large residential, commercial, and institutional audits during 2020. Water Wise Completed 5 large residential audits, 1 large school and a retirement community audit. The community audit included a restaurant, club house, office pool house and laundry rooms with an estimated savings potential of 118,374 gallons or 0.34 acre feet.

California American Water has contracted with Water Wise Consulting, Inc, to offer free CII audits. Over the years, Water Wise has completed over 200 commercial audits. CII audits included a detailed onsite audit evaluating the facility, water use patterns, indoor water use, and a summary of recommendations specific to the property. Monterey staff conservation specialist met with each customer on site, delivered water savings devices, and reviewed the report with the customer and discussed the water savings opportunities

## Landscape Grant Program

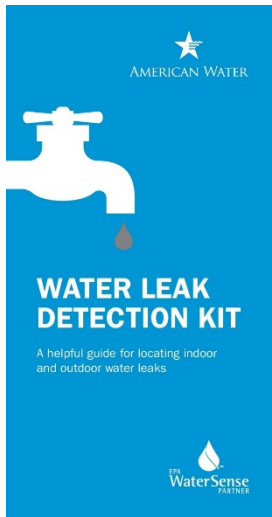
California American Water continued its landscape grant program in 2020 to reduce water demand of municipal properties by changing landscaping and upgrading irrigation systems

Two proposal were received, one from the City of Monterey and one from the Pacific Grove Unified School District. The school's proposal was to upgrade their irrigation systems and removing turf grass areas in addition to creating an environmental learning center. The City of Monterey's proposal included turf grass area removal and replacement with drought tolerant landscaping.

Due to the Covid-19 pandemic and safety issues, the program was paused for 2021.

## California American Water Leak Detection Kits

California American Water provided customers with a guide on how to detect most common and not so common leaks indoors and outdoors. Not so common leaks sometimes occur with water heaters, boilers, dishwashers, water softeners and other water fixtures. The guide was mailed to customers and also provided with water wise house calls. Included in the packet were leak detection tablets for detecting toilet leaks.



At American Water, we are committed to environmental stewardship and the responsible management of our precious natural resources. By using this leak detection kit to identify and repair water leaks, you can help to make a difference in your monthly bill while conserving water.

**COMMON INDOOR LEAKS**

**THE LEAKY TOILET**

Accounting for more than 30 percent of indoor leaks, toilet leaks are caused by worn or damaged parts in the toilet tank area. Toilet leaks account for about 100 gallons of water waste per household daily. To fix about 60 percent of the leakage, flush the toilet.

Some of these leaks will only occur if the water is off. Check for leaks by turning the water off and watching the water level in the tank. If the water level drops, there is a leak. Check for leaks by turning the water off and watching the water level in the tank. If the water level drops, there is a leak.

**Flap valve problem**

Remove the 1/2 inch flap valve of the toilet tank. See if the water level in the tank drops. If it does, the flap valve is the problem. To fix the problem, the flap valve should be replaced.

If the water level in the tank drops, the water level in the tank will drop. If the water level in the tank drops, the water level in the tank will drop.

**A pipe problem**

A pipe leaking water into the water pipe means that the pipe is leaking. To fix the problem, the pipe should be replaced.

A pipe leaking water into the water pipe means that the pipe is leaking. To fix the problem, the pipe should be replaced.

**COMMON INDOOR LEAKS continued**

water in your water. To fix a pipe leak, you may have to shut off the water to the pipe. To fix a pipe leak, you may have to shut off the water to the pipe.

**Checking a water heater**

Get into the tank of the water heater. To fix a water heater leak, you may have to shut off the water to the heater. To fix a water heater leak, you may have to shut off the water to the heater.

**NOT-SO-COMMON INDOOR LEAKS**

Water leaks can occur in many places. To fix a water leak, you may have to shut off the water to the pipe. To fix a water leak, you may have to shut off the water to the pipe.

**Water heater tank**

The water heater tank should be checked for leaks. To fix a water heater tank leak, you may have to shut off the water to the heater. To fix a water heater tank leak, you may have to shut off the water to the heater.

**Boiler**

Leaks from the boiler of a water heater can be fixed. To fix a boiler leak, you may have to shut off the water to the boiler. To fix a boiler leak, you may have to shut off the water to the boiler.

**Water softener**

Leaks from a water softener can be fixed. To fix a water softener leak, you may have to shut off the water to the softener. To fix a water softener leak, you may have to shut off the water to the softener.

Leak Detection utilizing Data Logging



California American Water’s conservation team identifies leaks and unusually high water bills by utilizing meter data logging software that can download up to 90 days of historical water usage, oftentimes in hourly or even shorter intervals, from the Company’s electronic meters (approximately 87% of the meters currently installed).

California American Water’s billing system has a trigger in place to identify high usage bills before they are processed and mailed to the customers. During the initial visit to verify the reading, the Field Service Representative will notify the customer of the high usage and report the findings to the customer service department. Oftentimes the customer is already aware of a leak and had it repaired. If a customer has an unexplained high bill or disputes the amount of usage, Field Service and Conservation

staff can download the meter’s data. The data collected is then given to the conservation department to evaluate. If the customer does not know why the consumption is higher than normal, the Water Conservation Specialist will make an appointment and evaluate the customer’s indoor fixtures as well as their irrigation system, they also provide a copy of the hourly usage history to the customer.

Of the 739 data logs that were evaluated in 2020, this technology assisted us in determining the root cause of many high-water bills. By evaluating hourly usage patterns of instances of high-water use, staff was able to pinpoint improperly programmed irrigation controllers, leaks in the irrigation system, toilet leaks, service line leaks, and hoses left running. The report also allows for identification of potential backflow issues which could compromise water quality.

Residential & Commercial Plumbing Retrofit

California American Water has been offering various free water savings devices for its residential and commercial customers including showerheads and kitchen faucet aerators with a flow rate of 1.5 gallons per minute, bathroom faucet aerators with a flow rate of 0.5 gallons per minute, leak detection tablets/kits and outdoor water saving tools such as soil moisture meters and hose nozzles that automatically shut off when not in use.

In 2020, California American Water tracked the distribution of the various water saving devices to identify the total number of each device distributed. The various devices were distributed to California American Water customers in a variety of means including:

- Community events (at Company booth/display)
- California American Water Monterey office front desk (walk-in customers)
- Residential Water Wise House Calls
- Commercial audits
- New customer welcome packets
- Upon customer request
- Special giveaway offer advertised in the residential customer’s monthly water bills

In addition to the items listed above, California American Water also offered a variety of outdoor devices. The total number of each water saving device provided in 2020 to California American Water’s residential customers in Monterey are listed in Table 9.

**Table 9. Monterey County District: Plumbing Retrofit Detail**

Table 9. Monterey County District: Residential Plumbing Retrofit- Detail							
Name of measure, as listed in Decision or Settlement	# of units provided	\$ per unit, activity, etc.	Total \$ spent 2020	Estimated water savings per unit/year (AF)	Unit lifespan	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
Showerheads	869	\$4.25		0.0062	5	5.39	26.94
Handheld Showerheads	62	\$6.48		0.0062	5	0.38	1.92
Faucet Aerators	460	\$1.75		0.0017	5	0.78	3.91
Leak Detection tablets	550	\$0.06		0.0007	5	0.39	1.93
Leak Detection Kits	425	\$0.25		0.0007	5	0.30	1.49
Dish Squeegees	120	\$1.69		unknown	5	unknown	unknown
Hose spray nozzle	443	\$3.37		unknown	5	unknown	unknown
Soil Probe/Moisture mete	164	\$2.50		unknown	5	unknown	unknown
	3,093		\$ 18,395			7.24	36.18

## Residential and Commercial Rebates (MPWMD Rebates)

Monterey County District’s rebate program is funded by California American Water but administered by MPWMD. California American Water has been working closely with the MPWMD to implement advertising campaigns and press releases that draw customers attention to the rebate program. Rebates are offered during all water wise house calls and conservation events. During 2020, \$228,248 was refunded for purchase and installation of the many items covered by the Rebate Program.

Rebate Type	Rebate Paid	Number of Devices	Acre Feet per Device	Estimated AFA	Gallons Saved (approximate)
High Efficiency Toilet (HET)	\$16,850.00	216	0.005	1.0800	351,919
Ultra HET	\$2,750.00	22	0.01	0.2200	71,687
ToiletFlapper	\$0.00	0		0.0000	0
High Efficiency Dishwasher	\$15,125.00	120	0.003	0.3600	117,306
High Efficiency Clothes Washer-Re	\$170,955.99	342	0.0161	5.5062	1,794,201
High Efficiency Clothes Washer-Co	\$0.00	0	0.09	0.0000	0
Instant Access Hot Water System	\$2,561.17	14	0.005	0.0700	22,810
Zero Use Urinals	\$0.00	0	0.02	0.0000	0
Pint Urinals	\$0.00	0	0.008	0.0000	0
Smart Controllers	\$1,637.49	16		0.0000	0
Rotating Sprinkler Nozzles	\$0.00	0		0.0000	0
Moisture Sensors	\$0.00	0		0.0000	0
Lawn Removal and Replacement	\$8,456.00	3		0.0000	0
Graywater	\$0.00	0		0.0000	0
Cisterns	\$9,912.50	16		0.0000	0
<b>Total</b>	<b>\$228,248.15</b>	<b>749</b>		<b>7.2362</b>	<b>2,357,923</b>

## Rain Sensor Install Program

In 2020, California American Water continued its Rain Sensor Installation Program through its contractor WaterWise Consulting. A total of 613 rain sensors have been installed since the program began in 2011 for residential & multi-residential customers. In 2020, a total of 90 rain sensors were installed for residential customers.

The rain sensor interrupts an irrigation controller’s watering cycle during and after rainfall. The program provides for the hardware and installation of such sensor to be used with the customer’s existing irrigation controller.



Among the customers who were targeted for rain sensors are tenants where the landlord does not alter irrigation timer schedules frequently and customers who have had usage in the highest tiers of the five-tiered residential rate structure. The rain sensor savings are most realized during the months of January through April and during the months of November and December, indicating possible over-irrigation occurring during those particular months. These customers would have irrigated during period of rains and possibly have usage into the higher rate tiers.

To promote the program, California American Water sent a postcard to all residential & multi-residential customers in late November of 2019. Approximately 150 customers called showing interest in the program during the month of December 2019 and January of 2020. Many of these customers were scheduled to have the rain sensor installed in 2020.

## Flume Pilot Study

The Monterey district entered into a pilot study of the Flume Leak Detection Device starting June 1, 2020 and continuing through December 31, 2020. The objective was to assess if adding a customer-controlled device, which would alert customers immediately of continuous consumption of water, would decrease the amount of water use throughout the period. The devices were marketed to 4000 customers who had either requested leak adjustments over the past two years or were the district’s highest water users. An added objective of the pilot was the potential reduction of high bill/leak adjustments and reduction of service calls needed to investigate such high bills.

The Flume device, easily strapped to the meter, gives the customers a portal to see what their consumption is in increments as low as hourly. The device will also send an alert to customers for continuous flow usage or usage above customer set limits for daily, weekly, and monthly use.

### Facts

- 161 devices purchased
- 109 devices installed and utilized during 6 month trial
- 69 devices showed a decrease in consumption
- 52 devices were purchased and never installed by customers

### Numbers Analysis of installed devices

- 55 devices showed an increase in usage of 2471cgl total or 16% from same usage in 2019
- 51 devices showed a decrease in usage of 442.13 cgl total or 18% from same usage in 2019
- Purchase price of installed \$199.00/meter

### Further Analysis of installed devices showing decrease

1. Total usage over 6 month study was 30922 cgl
2. Total decrease over 6 month study was 2471 cgl
  - 2.1. Average decrease showing at 133cgl/6month



- 2.2. Total cost of consumer water per customer was \$161.33/mo
- 3. Total cost of water saved over 6 month period was \$11,136.62
  - 3.1. Total cost of water saved per customer was \$45.27/mo

Due to the covid 19 “stay at home” orders in place during the pilot additional residential water usage might have skewed the initial results in this study. Further usage analyses and pilot evaluations will be conducted to monitor the results over a longer period of time and after stay home orders have been lifted.

A survey conducted with the customers that purchased the device showed high praise of the device with a 72% highest rating of satisfaction. They were pleased about leak notifications and related water savings during a leak, the consumption data and graphs it provided, and how it allowed them to monitor their usage, make adjustments and immediately see the effect on their overall consumption. 92% said they would recommend the device to others.

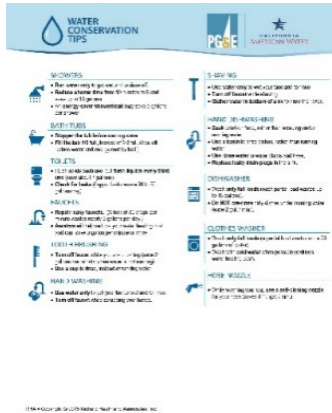
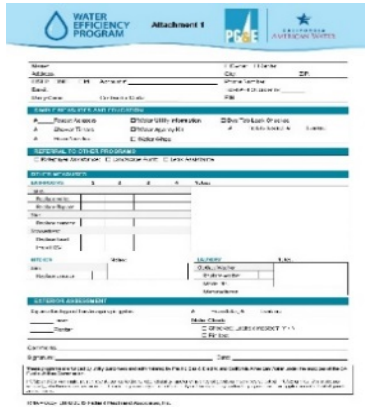
### Customer Assistance/Energy Joint Direct Install Program

California American Water continued its partnership with Pacific Gas and Electric Company (PG&E) to offer a first of its kind Water-Energy Joint Partnership Direct Install Program for its Customer Assistance Program (formerly LIRA) customers. The program provides low-income residential customers with free home water and energy upgrades to make their home more energy and water efficient. Partnering with PG&E allowed both utilities to share costs as part of an Energy Savings Assistance Program (ESA) Water pilot where California American Water provided funding for the cold-water conservation measures (Toilets, Toilet Flappers, Hose nozzles) and water conservation education. PG&E provided funding for all hot water measures (Faucet aerators, showerheads, thermostatic valves, water heater leak repair, etc.). This joint program provided participating customers the convenience of a single contractor visit and single contact to the program administrator instead of separate water and energy audits and multiple installation visits.

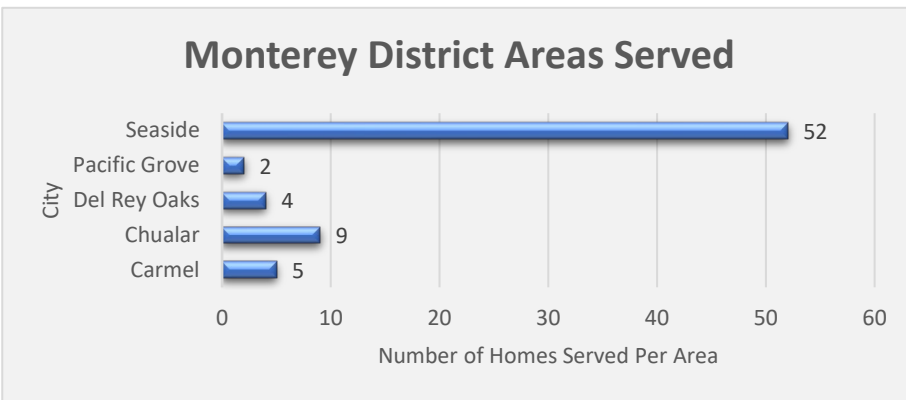


In addition to the energy, home weatherization and water measures, California American Water customers also received an indoor and outdoor water home audit and received a brief water conservation education at their home. In 2020, a total of 72 Monterey households were served.

This partnership was the first Water/Energy Joint program of its kind in California and served as a model for similar programs now developed in other areas of California. Funding for California American Water’s portion of the program came from CPUC authorized conservation program funds for low-income direct install programs.



The following chart shows a breakdown of the cities in each of the Monterey County District service areas that were served by Water/Energy Joint Direct Install Program. More homes were served in Seaside, Chualar and Del Rey Oaks due to levels of income.



## Water Filling Station

The Monterey District of California American Water had scheduled a water filling station installation for the Pacific Grove Elementary School in March of 2020. Due to Covid-19, the school closed, and the installation postponed for 2021.



The benefit of installing the water filling station are:

- Reduces the amount of water and other resources used in production and transportation of bottled water.
- Decreases the amount of plastic bottle debris that makes its way into our local watersheds and waterways, degrading water quality and damaging local habitat.
- Reduces plastic waste that ends up in landfills.
- Highlights/promotes the quality and safety of drinking tap water.
- Raises awareness about sustainability of natural resources and protecting our local water resources.

## Impact of Single-Use Plastic Bottles

The resources required to produce the plastic bottles and to deliver filled bottles to consumers, including both energy and water, are substantial. The Pacific Institute determined that the production of water bottles for American water bottle consumption in 2006 alone:

- Took 3 liters of water to produce 1 liter of bottled water.
- Required more than 17 million barrels of oil, not including the energy for transportation.
- Produced more than 2.5 million tons of carbon dioxide.



Much of the water sold is in polyethylene terephthalate (PET) bottles which is produced from fossil fuels. More energy is needed to also fill the bottles, transport, cool, and recover, recycle, or throw away empty bottles. The Pacific Institute estimates that the total amount of energy embedded in our use of bottled water can be as high as the equivalent of filling a plastic bottle one quarter full of oil.

## School Education and Outreach

In 2020, California American Water continued reaching its key objectives for ongoing school education and outreach in water conservation.

The key goals included:

- Ongoing relationship building with the Water Awareness Committee (WAC).
- Outreach to students at community events offering free educational materials.
- Outreach to students in-class and at afterschool activities to offer education regarding water conservation.



California American Water, through the Water Awareness Committee of Monterey County, continued to offer school presentations by the ZunZun performance group. In 2020, ZunZun provided fifteen 45-minute performances within California American Water's service territory. Due to Covid-19, in person presentations had been cancelled however, the ZunZun group offered free virtual assemblies along



In November of 2020, ZunZun Highland Elementary School where Technology. The online performance Game where kids played together at reinforcing science standards with a fun card game online while remembering to save water.

with follow up activities. Prior to Covid-assembly at the Foothill Elementary students participating. The the water cycle, watershed, indoor including information about fixing leaks.

presented a virtual assembly to the 500 children participated using Zoom included the Watershed Card Matching home developing vocabulary and

## Conservation Events

California American Water in partnership with the Monterey Peninsula Water Management District maintained an effective and active conservation program in 2020 despite the coronavirus pandemic shutdowns. The company shifted its face-to-face conservation programs to safe distancing opportunities by providing multiple educational webinars, social media post, billing inserts, and targeted E-blast to assist customers with water and energy efficiency programs as well as assisted income programs. These activities include participating in multiple district online classroom seminar series conducted by landscape professionals G3 Green Gardens Group. The WaterWise Landscape Basics webinars were directed to residential customers which generated 476 registrations and 227 participants.

In addition, California American Water joined the Monterey Peninsula Water Management District for the "Summer Splash Water Challenge Giveaway Sweepstakes" where CAW customers answered fun conservation questions listed on a gameboard with the opportunity to win prizes. The prizes offered were: 1 Grand Prize Winner – high efficiency clothes washer and delivered, 2 Second Place Winners – an iPad, and 10 Third Place Winners each received a \$50 Amazon Gift Card. Customers were required to submit their entry forms or gameboard by July 31, 2020. Winners were selected in a drawing. The gameboard was promoted in the Pine Cone and the Monterey County Weekly as well as Facebook and on the joint CAW-MPWMD joint website montereywaterinfo.org. Customers were able to participate online as well as mailing or e-mailing in the gameboard from the ads.

The company kept up a consistent outreach effort throughout 2020 by promoting common water efficiency messaging and branding to assist customer with water reduction. California American Water sent four billing inserts to customers related to conservation programs. The company continued its occasional radio sponsorships with topical conservation messaging. California American Water was also able to support the Monterey County Fair with Drive In Movie Nights, Drive In Fair food, and a Drive In performance of Journey Revisited.

## In House Landscape Irrigation Training Class

California American Water held a series of online landscape irrigation webinars for all its Water Conservation Specialists in all CAW Districts and also invited the Monterey Peninsula Water Management District staff. The irrigation classes were conducted by the landscape professionals G3 Green Gardens Group. The principles that were taught will be very useful in evaluating customer landscapes and hopefully will be able to use once we resume on site water audits.

<b>Classes for California American Water Staff &amp; MPWMD</b>		
Water Wise Landscape Basics	9/21/2020	Monday
Irrigation & Water Use Efficiency	9/23/2020	Wednesday
Rainwater Capture	9/28/2020	Monday
Landscape Design	9/30/2020	Wednesday
Garden Transformation	10/5/2020	Monday

## PUBLIC OUTREACH

California American Water in partnership with MPWMD continued its Monterey Water Conservation Facebook page to keep local contacts informed about conservation efforts. The page provides timely conservation tips and news about upcoming events and local water issues.

## EMAIL BLASTS & SOCIAL MEDIA

California American Water continued encouraging customers to maintain high levels of conservation and provided educational emails on what conservation resources and activities customers could undertake.

Outreach included basic conservation messaging with tips customers could implement year- round, along with information about webinars that provided landscaping tips that encouraged outdoor water efficiency. Fix A Leak Week was promoted through social media as well.

## RADIO SPONSORSHIP & PRINT ADS

Radio advertising on the local National Public Radio station supported the conservation messaging and promoted Fix A Leak Week in March.

Print ads in the local papers encouraged fixing leaks in the Spring, entering a water challenge giveaway in the Summer and turning off sprinklers in the Fall. Complementing handouts were also printed and shared locally.

## MAILERS & BILL INSERTS

Two postcards focused on rebates were sent to customers in 2020. A Cash For Grass Program postcard educated Bishop, Hidden Hills, and Ryan Ranch customers about the turf removal rebate. An end-of-the-year mailer was sent to all customers in the Monterey District with information about all indoor and outdoor rebates.

A bill insert was sent to customers, welcoming the new year, new decade and providing customers new ways to save. The bill insert informed about free water-saving devices as well as the benefits of managing an account online through MyWater.

**CASH FOR GRASS POSTCARD**



**CASH FOR GRASS**

California American Water & Monterey Peninsula Water Management District are offering cash-back rebates **up to \$2,500** per customer for turf removal. Flip this card over to find out more.

CALIFORNIA AMERICAN WATER  
MONTEREY PENINSULA WATER MANAGEMENT DISTRICT  
WE KEEP LIFE FLOWING™

**GET CASH BACK & SAVE WATER**

Get up to \$2,500 cash back for converting your thirsty lawn into a drought-tolerant landscape. Our Cash for Grass Program is the perfect way to save money and water while beautifying your landscape.

It's as simple as 1-2-3 (terms & conditions apply):

1. **COMPLETE** and **SUBMIT** a lawn rebate application.
2. **REPLACE** your lawn with low-water-use plants or permeable surfaces (after you've been pre-qualified).
3. **GET** cash back (\$100 per square-foot to a maximum of 2,500 square-foot per qualifying property).

Groundwater from the Laguna Seca subbasin is at risk of overdraft. As part of a proposed settlement with the Monterey Peninsula Water Management District to avoid a moratorium on new water connections in your area, we are working to promote conservation and better manage water pumping from the basin. We need your help! Please reduce water use indoors and out.

**\*TERMS & CONDITIONS:**

- Eligible areas only to open and regularly irrigated.
- A maximum of 250 square feet of lawn to be removed.
- Must obtain local governmental order (signature on within 30-day pay).
- Lawn must be replaced with low-water-use plants or permeable surfaces.
- Lawn must not be fertilized in a calendar year of the project.
- If a related area is irrigated, a proportionate amount to be replaced to avoid overdraft on groundwater.
- Payment may be made in cash, electronic deposit or check - cashed and mailed postpaid.
- Property must not have a water conservation audit within 12 months of the time under the program.
- 100 per cent of the total additional qualified area must be replaced by the deadline.

For full terms and conditions as well as more information, visit [mpwmd.net](http://mpwmd.net) and click on "Rebate" under Conservation.



**HOLIDAY REBATE MAILER**



**GIFTING YOU CASH BACK**

Get cash back this holiday season for conserving by installing water-saving devices and appliances.

**SAVINGS ARE IN SEASON**

'Tis the season for savings. At California American Water and the Monterey Peninsula Water Management District, we're here to help you save throughout the holidays and all year long. Unwrap to see how you can save.

CALIFORNIA AMERICAN WATER  
MONTEREY PENINSULA WATER MANAGEMENT DISTRICT  
WE KEEP LIFE FLOWING™




**SAVE MONEY WITH A FEW OF OUR FAVORITE THINGS**

This holiday season, California American Water and the Monterey Peninsula Water Management District are giving the holiday savings on to you. Get cash back with rebates for water-saving appliances.

**INSIDE: WE LOVE HIGH EFFICIENCY**

**TOILETS:** Older models are the largest source of indoor water use. Replace your toilet today and save.

- « **\$125 cash rebate** for ultra high-efficiency toilet
- « **\$75 cash rebate** for high-efficiency toilet

**CLOTHES WASHERS:** Switch to a high-efficiency model to save on your water and energy bills.

- « **\$500 cash rebate** for high-efficiency clothes washer with water factor of 50 or less

**DISHWASHERS:** High-efficiency dishwashers cut water use from 10-15 gallons down to 3-5 gallons per load.

- « **\$125 cash rebate** for high-efficiency residential dishwasher

**INSTANT-ACCESS HOT WATER SYSTEMS:** Guarantee hot water on demand throughout your home.

- « **\$100 cash rebate** for on-demand pump or point-of-source water heater (up to 2 per site)

**OUTSIDE: WE LOVE TO BE WATER WISE**

**RAIN CISTERNS:** Harvesting rainwater for irrigation is a great way to save.

- « **\$25 - \$50 cash rebate** for each 100 gallons of rainwater storage up to a maximum storage capacity of 25,000 gallons per qualifying property. Sites must have sufficient roof area to fill cistern and may require an inspection.

**LAWN REPLACEMENT:** Replace grass lawns with low water-use plants or permeable surfaces.

- « **\$1 cash rebate per square foot** to a maximum of 2,500 square feet per qualifying property. Pre-qualification inspections and deed restrictions are required.

**IRRIGATION SYSTEMS:** Use new technology to adjust your watering system.

- « **\$25 cash rebate** per soil moisture sensor or on a conventional automatic irrigation system.
- « **\$100 cash rebate** for smart controller including up to 4 stations plus \$10 per additional station up to 20 stations, for at least 1,500 square feet of irrigated landscape. Special conditions apply; call for information.
- « **\$4 cash rebate** per installation of rotating sprinkler nozzles - minimum purchase and installation of 10.

**GREYWATER SYSTEM:** Reuse water from your sinks, showers, and washing machine and redirect it to irrigate your garden.

- « **\$100 cash rebate** for greywater irrigation systems applied by one clothes washer for irrigation. Site inspection required by a building inspector and/or MPWMD.
- « **\$100 cash rebate** per bathroom with a bathtub/shower connected to a greywater irrigation system - residential limits 4. Site inspection required by a building inspector and/or MPWMD.

To download applications and learn more about qualifying devices, please visit [montereywaterinfo.org](http://montereywaterinfo.org) or call the MPWMD conservation office at 831-658-5601 or the California American Water office at 831-646-3205, option 3.

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## Sacramento District

The programs funded by California American Water’s conservation surcharge during 2020 are summarized in Table 10:

**Table 10: Sacramento Conservation Programs**

Table 10. Sacramento District: Conservation Programs									
Name of measure, as listed in Decision or Settlement	Description of measure	Authorized budget 2020	# of units / activities	\$ per unit, activity, etc.	Total \$ spent	Estimated water savings per unit/year (AF)	Unit lifespan (years)	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
Conservation Staff	Conservation staffing	\$68,796	1 Rep	n/a	\$85,938	n/a	n/a	n/a	n/a
Public Information Programs	Advertising, PSAs, Community Events	\$46,667	26	n/a	\$10,448	n/a	n/a	n/a	n/a
School Education Programs	Franklin Energy Services (Living Wise Program)	\$30,167	424	n/a	\$15,489	n/a	n/a	n/a	n/a
Residential Water Audits	Residential Audits (In-house and Vendor)	\$20,000	294	Approx. \$250	\$21,039	0.0400	5	11.76	58.80
Low Flow Fixtures (see table 11)	Conservation Devices	\$8,334	5352	varies	\$3,248	varies	5	9.65	48.27
Low Income Water/Energy Direct Install	RHA/PGE Inter-Utility Direct Install Program	\$22,000	80	varies	\$71,965	0.0425	20	3.40	68.00
Flume Pilot	Leak detection device install program		100	n/a	\$17,163	n/a	n/a	n/a	n/a
CII and Large Landscape Conservation (Audits)	CII & LL Audits (In House and Vendor)	\$76,668	10	varies	\$4,750	0.6600	5	6.60	33.00
Non-residential Rebates	Various	\$6,667	5	varies	\$19,583	0	0	0	0
Memberships	CALWEP	0	n/a	n/a	\$0	n/a	n/a	n/a	n/a
Memberships	Regional Water Authority	0	n/a	n/a	\$29,527	n/a	n/a	n/a	n/a
<b>Total</b>		<b>\$279,299</b>			<b>\$279,150</b>			<b>31.41</b>	<b>208.07</b>

## Conservation Representative (Staffing)

In 2020, California American Water's Sacramento District funded two full-time Conservation Representative positions. One conservation Representative position was funded out of the conservation surcharge one-way balancing account and the other was compensated as part of the regular operating expenses.

Prior to COVID-19 shutdowns, the conservation staff conducted in person residential water surveys, CII and Large Landscape Audits, meter data logging retrieval technology to assist in evaluating difficult to diagnose high water bills. Staff supported the administration aspects of the conservation programs by providing project analyses, responding to customer conservation inquiries, conducting water waste patrols to promote water efficiency education, staffed public outreach events, ordered and tracked inventory supplies such as low flow devices, conservation equipment, and educational materials, assisted customers with rebate application processing, and reached out to customers to publicize the programs available to them through the company and collaborated joint partnership programs.

California American Water typically maintains customer service booths with conservation information and take-home items that include positive shut off hose nozzles, shower timers, low flow aerators, soil moisture meters, five-minute shower timers and other helpful conservation tools at these events but due to pandemic shutdowns the conservation team refocused its efforts by mailing low flow devices when possible, performing daily call backs to customer that received a service order related to leak investigation and unexplained high usage typically related to outdoor watering or hidden leaks.

California American Water's conservation team continued with its popular conservation Water Wise House Call program from January to March 2020, but it was halted due to public safety shutdowns. The Water Wise house call program then shifted to WaterWise phone consultations with an option to speak virtually when customer chose to do so. This enabled customers to make an appointment with the conservation staff to discuss their home or business water usage, potential water saving opportunities Meter Data Usage Reports, instruction to perform DIY leak checks, to potentially spot water waste and leaks on the property and promote water savings.

During the Water Wise House Call Phone Consultation, California American Water identified common inefficiencies and water waste in many of the Sacramento residences and businesses. The most found issues were:

- Toilet, faucet, and tub spout leaks
- Irrigation controllers set for long runtimes or malfunctions of outdated equipment
- Broken or outdated high flow sprinkler heads and leaking irrigation control valves
- Seized or leaking water supply shut off valves to home and or sprinkler systems

California American Water customers that received an operational service order and a Water Wise phone consultation would receive a DIY leak kit, that included a California Edition practical plumbing handbook, with pictorial and written directions on how to investigate and repair leaks, toilet leak detection tablet kit, educational handouts depicting water conservation savings and tips and resources related to indoor and outdoor water savings.

## Public Information Partnership Program

California American Water maintained an effective and active conservation program in 2020 despite the restrictions in place due to the Covid-19 pandemic.

The company shifted its face-to-face conservation programs to safe distancing opportunities by providing multiple educational webinars, social media posts, billing inserts, and targeted E-blasts to assist customer with water and energy efficiency programs.

These activities include participating in multiple district online classroom seminar series conducted by WaterSense partner and landscape professionals, G3 (Green Gardens Group). The WaterWise Landscape Basics webinars were directed to residential customers which generated 476 registrations and 227 participants.



Additional partnership programs offered online consisted of Ask the Expert Videos, Tips for building healthy soil with (with Marlene Simon "The Plant Lady", "Tips for deep watering trees", " How to find a hidden leak in your home, Household leaks, Instant \$75 rebate offering weather-based Smart Sprinkler Controller, Get your sprinklers ready for summer, Tips for delivering water -your plants need, Have the Smartest Yard in the Neighborhood, Making the Switch to High-Efficiency Sprinklers, Where to find inspiration for your garden, and Tips for preparing your yard for a potentially dry winter presented by Regional Water Authority

This partnership program developed and distributed e-blasts to the more than 6,300 contacts on the Be Water Smart e-mail list on the following topics.

- Household Leaks are More than a Drop in the Bucket (3/16/20)
- New Instant Rebate Offers a Weather-Based "Smart" Sprinkler Controller for \$75 (4/24/20)
- Get Your Sprinklers Ready for Summer (5/21/20)
- Tips for Delivering the Water Your Plants Need (6/23/20)
- Have the Smartest Yard in the Neighborhood! (7/30/20)
- Making the Switch to High-Efficiency Sprinklers (9/2/20)
- Where to Find Inspiration for Your Garden (9/28/20)
- Tips for Preparing Your Yard for a Potentially Dry Winter (10/29/20)

#### RADIO SPONSORSHIP

Two months of radio advertising in the Sacramento area National Public Radio station supported the conservation tip messaging.

#### BILL INSERTS & HANDOUTS



A bill insert was sent to customers statewide, welcoming the new year, new decade and providing customers new ways to save. The bill insert informed customers about free water-saving devices as well as the benefits of managing an account online through MyWater. Corresponding bill messaging and imaging as well as a handout supported the conservation messaging for the new year as well.

A postcard featuring the many ways California American Water is available to help customers with conserving was provided to customers. As new customers across the state were added to the California American Water system, they were also sent welcome booklets that included water-saving tips and information on California American Water’s conservation services.

**CALIFORNIA AMERICAN WATER**  
WE KEEP LIFE FLOWING™

**OUR CUSTOMERS. OUR COMMUNITY.**  
At California American Water, you are part of our community of approximately 860,000 people statewide. Our customers are us.

**A RESOLUTION YOU CAN KEEP**  
This new year, make a resolution you can keep. We're here to help you save all year long with easy water-wise tips that cramp your style.

**INDOORS: USE LESS, SAVE MORE**

- Slow your flow. Install aerators on sink faucets.
- Turn off that tap. Wash fruits and vegetables in a large bowl.
- Listen like a boss. Get shower time down to one song (and don't count).
- Don't be a drip. Find leaks and fix them right away.

**OUTDOORS: WATER WISDOM FOR ALL**

- Take in and turn off. Pay attention to the weather and turn before, during and for 48 hours after wet weather.
- How low can you go? Plant low water use species in your yard.
- Think and shrink (your water footprint). Set up a rain barrel/catchment system to collect water and direct your downspout to the garden.
- Get re-user friendly. Install a greywater system to water your plants.

**CALIFORNIA AMERICAN WATER DISTRICT OFFICES**

**LOS ANGELES COUNTY**  
9057 Grand Avenue  
Rosemead, CA 91770  
8:30 a.m. to 4:00 p.m., M-F

**MEADOWBROOK**  
3273 Meadowbrook Avenue  
Merced, CA 95348  
8:00 a.m. to 4:00 p.m., M-F

**MONTEREY COUNTY**  
511 Forest Lodge Road #200  
Pacific Grove, CA 93950  
8:00 a.m. to 4:00 p.m., M-F

**SACRAMENTO**  
4701 Behrnt Drive  
Sacramento, CA 95838  
8:30 a.m. to 4:00 p.m., M-F

**SAN DIEGO COUNTY**  
10251 Palm Avenue  
Imperial Beach, CA 92152  
8:30 a.m. to 4:00 p.m., M-F

**SONOMA COUNTY**  
4787 Old Redwood Highway  
Santa Rosa, CA 95403  
8:30 a.m. to 4:00 p.m., M-F  
(closed from noon-1:00 p.m.)

**VENTURA COUNTY**  
2439 West Hillcrest  
Newbury Park, CA 91320  
8:30 a.m. to 4:00 p.m., M-F

**A WATER SAVINGS PLAN THAT WORKS**  
California American Water offers its customers FREE water-saving devices. Stop by your local district office for low-flow showerheads, faucet aerators, hose nozzles, moisture meters and more. All devices are easy to install and use. Sit back, relax and let the savings flow.

**YOU DO YOU. WE'LL TAKE CARE OF THE REST.**  
Don't remember if you paid your water bill? No need for reminders. Enroll in AutoPay through MyWater and your water bill will be automatically paid on time, every time. You can also sign up for paperless billing, and you'll receive email alerts about your account. Go do your thing, and we'll take care of the rest.

**LOG IN / REGISTER**  
Log in to MyWater or register for an online account.

**CALIFORNIA AMERICAN WATER**  
(888) 237-1333 • www.californiaamwater.com

**WATER SAVING TIP: SOY INK**

## School Education Program

California American Water's Sacramento District is a member agency of Sacramento's Regional Water Authority ("RWA") and offers school outreach programs as part of the Regional Water Efficiency Program. RWA's Water Efficiency Program ("WEP") includes an array of measures aimed at improving water efficiency. "RWA's Partnerships with water, wastewater, energy, storm water pollution control and other resource management entities are key features of the WEP". The program includes core activities such as public information, school education, marketing coordination, media buys and marketing (i.e., TV and Radio ads), grant applications, technical training, and technical assistance.

In addition to public outreach, the program also coordinates school education activities. Since 2012, the program has hosted the Water Spots Video Contest for high school and middle school students. The Water Efficiency Program provides a new contest theme each year and provides the region's teacher and students with relevant facts and images to help develop 30 second video PSAs. The contest includes several stages of voting: After a review team of efficiency experts pre-screened the videos, they were reviewed and scored by expert judges, which in 2020 included **Monica Woods**, Chief Meteorologist at ABC10, **Kathleen Dodge**, Executive Director of the El Dorado Lake Tahoe Film & Media Office, and **Lisa Cuellar**, Program Manager at the California Water Efficiency Partnership. Judges based their scores on creativity, entertainment value, accuracy, originality, and incorporation of the 2020 water efficiency topic. They narrowed videos down to 10 finalists and selected the top three winners for "Judge's Choice" awards.

### **Water Spots Grand Prize: Movie Theater Advertising**

The contest grand prize was shown for a month at several local movie theaters. With movie theaters closed because of the coronavirus pandemic, RWA pivoted to showing the winning spot (The Great Google Inspector) at the area's local drive-in movie theater, the West Wind Sacramento 6. Over an eight-week period, August through October, an estimated 140,000 people viewed the PSA. The grand prize-winning PSA was then pitched to local television stations. From November through December, the Great Google Inspector was broadcast 260 times on five television stations, generating 690,000 impressions for a media value of \$20,000 paid through RWA membership fees.

California American Water and now AM Conservation, formerly Franklin Energy's WaterWise Program is a school-based water and energy efficiency education program, it is designed to generate an immediate long-term resource savings by bringing interactive, real-world education home to students and their families. The program physically begins with classroom discussions using a Student Guide that provides the foundations of using water and energy efficiently. It is followed by hands-on, creative, problem-solving activities led by the classroom teacher.

The program was implemented in the Sacramento service area by 424 teachers, 5<sup>th</sup> grade students, and their families. The participation rate decreased by more than half the number compared to previous years due to school closures caused by the public safety crisis of COVID-19.

### **Participant Satisfaction**

This successful program excites and engages participants. Students, parents, and teachers are asked to evaluate the program and provide personal comments. Teachers and parents indicated they supported and would recommend the program to other colleagues 100%.

### **Knowledge Gained**

Identical tests were taken by students prior to the program and again upon completion to measure knowledge gained. Scores and subject knowledge improved from 51% to 71%.

### **Data Obtained**



Each student received a WaterWise kit that included, showerheads, kitchen aerator, bathroom aerator, toilet leak kits, rain gauge, "Get Wise" wristbands, workbooks, certificate of completion. Home surveys were performed by students and their families, collecting household demographic and consumption data along with program participation information.

**Water and Energy Savings Results**

In addition to educating students and their parents, a primary goal is to generate cost-effective water and energy savings. Student homes surveys not only provide the data used in the savings projections, but also reinforced the learning benefits.

PROJECTED ANNUAL SAVINGS	
1,588,261	gallons of water saved
2,618	therms of gas saved
98,911	kWh of electricity saved
1,588,261	gallons of wastewater saved

PROJECTED LIFETIME SAVINGS	
11,152,340	gallons of water saved
20,341	therms of gas saved
771,445	kWh of electricity saved
11,152,340	gallons of wastewater saved

**Projected Resource Savings**

The school education program was funded out of the conservation surcharge one-way balancing account.

PROJECTED ANNUAL SAVINGS PER HOME	
3,746	gallons of water saved
6	therms of gas saved
233	kWh of electricity saved
3,746	gallons of wastewater saved

PROJECTED LIFETIME SAVINGS PER HOME	
26,303	gallons of water saved
48	therms of gas saved
1,819	kWh of electricity saved
26,303	gallons of wastewater saved

**Residential Water Surveys**

California American Water’s Sacramento District performed 294 residential water surveys and conservation phone consultations in 2020. Surveys include a detailed assessment of the indoor and outdoor usage, an individualized water budget, recommended monthly irrigation schedule, as well as a comprehensive survey package with applicable water saving devices, (water and energy), and educational material. All survey data and information are collected and maintained in a database to allow for easy tracking of water saving opportunities and to obtain a district saturation profile for high efficiency appliances, fixtures and other water saving devices.

**Water Waste Patrols**

California American Water’s Sacramento District has been performing regular Water Waste Patrols alerting customers of leaks, excessive run off or irrigation timers that run during mid-day hours. The Water Waste Patrols are performed by in-house staff like other districts wherever workload allows for such. California American Water provides different options for customers to report water waste concerns which can be sent directly to the company and staff (i.e., website, hotline). California American water follows up with each water waste report to help reduce water consumption in our districts. Customer education is a driving force to our program and each customer is offered the home water survey program with a focus on river friendly landscaping techniques and technology. Conservation staff from the Sacramento District has been handing out water efficiency information, providing irrigation tips, soil improvement tips, river friendly

landscape conversion ideas, low flow devices for indoor and outdoor to assist customer with overall water reduction for their property.

California American water follows the statewide Water-Use Restrictions implemented during previous drought years by the California State Water Resource Board. Our focus is to educate customers to learn that “Water Conservation as a Way of Life, and Conserving is Better Together!

**Outdoor guidelines in Effect**

1. No watering during or for 48 hours after rain.
2. No washing down sidewalks and driveways.
3. No runoff onto sidewalks and driveways
4. Hoses must have an automatic shut-off nozzle when washing vehicles
5. Fountains must recirculate water or use recycled water.

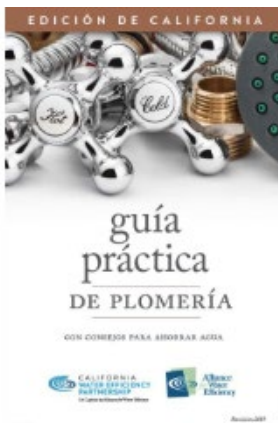
Customers are provided recommended outdoor watering schedule based on Odd and Even Numbered Addresses with suggested watering times.

**Additional Outdoor watering suggestions**

- Water before 10:00AM and After 6:00PM to reduce evaporation.
- Limit outdoor watering to a total of 15 minutes per station per allowed day.
- Low-flow irrigation systems (including drip irrigation and micro-spray) that emit less than two gallons per hour are exempt from day of week and time limitations.

**Residential Plumbing Retrofit**

California American Water provides customers various water saving devices including five-minute shower timers, showerheads, faucet aerators (kitchen and bathroom), toilet leak detection tablets, garden hose spray nozzles, soil moisture meter, drip measuring cups, and flow rate measuring bags, educational pamphlets, and a detailed practical plumbing handbook that is offered in Spanish and English. In 2020 the Sacramento district provided 5352 items total, 1,432 leak kits, and 184 EPA WaterSense low flow devices. These devices and informative materials are designed to help residential customers upgrade their indoor water use fixtures, identify leaks, and improve outdoor water usage in their landscape. The devices and material are provided to customers upon request at community events and meetings, office walk-ins, customer call-ins, water waste patrols, operational service order calls, and during the home water survey program.



The residential plumbing retrofit program was funded out of the conservation surcharge one-way balancing account.

The following devices were provided in 2020:

**Table 11: Sacramento Plumbing Retrofit Devices**

Table 11. Sacramento District: Residential Plumbing Retrofit- Detail							
Name of measure, as listed in Decision or Settlement	# of units distributed	\$ per unit, activity, etc.	Total \$ spent 2020	Estimated water savings per unit/year (AF)	Unit lifespan	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
Showerheads 1.5 GPM	102	\$4.98		0.012	5	1.17	5.87
Bathroom Faucet Aerators (1.0 gpm)	174	\$0.54		0.028	5	4.86	24.32
Kitchen Faucet Aerators (1.5 gpm)	78	\$2.05		0.017	5	1.31	6.54
Toilet Flappers	0	\$1.88		0.005	5	0.00	0.00
Toilet Tank Bags	0	\$1.25		unknown	5	unknown	unknown
Drip Gauge	1152	\$0.28		unknown	5	unknown	unknown
Leak Detection Kits	3300	\$1.17		0.001	5	2.31	11.55
Hose Timers	65	\$7.88		unknown	5	unknown	unknown
Shower Timer	184	\$2.25		unknown	-	unknown	unknown
Water Efficiency Measurer Bag	1	\$0.12		unknown	-	unknown	unknown
Rain & Sprinkler Gauge	85	\$1.35		unknown	-	unknown	unknown
Shower Pause Valve	0	\$1.94		unknown	-	unknown	unknown
Hose Spray Nozzle	139	\$3.88		unknown	5	unknown	unknown
Soil Probe	72	\$2.23		unknown	5	unknown	unknown
	5352		\$ 3,248.00			9.65	48.27

### Low-Income Direct Installation Program

A Joint Water/Energy Low-Income Direct Installation Program continued in the Sacramento District in 2020. The program is a jointly funded partnership program with mutual customers of California American Water and Pacific Gas and Electric. The program installs water and energy savings upgrades and retrofits free of charge at low-income customers' homes. The program provisions for retrofitting low-income customers in California American Water's Sacramento, Merced, Santa Rosa, and Monterey districts through 2020 and 2021 with a significant portion of participating customers living in disadvantaged communities. Due to COVID-19 pandemic restrictions, PG&E issued a stop work order in March and production on the program did not substantially resume until July of 2020. When conditions improved and government officials announced that businesses could re-open under the CDC guidelines the program resumed and 40 customers were assessed. 80 toilet dye tab test performed, 80 outdated toilets replaced with High Efficiency 0.8GPF toilets, 40 Water Efficiency Kits distributed, including 5-minute shower timers and hose nozzles. Each customer is also provided with a basic outdoor assessment to identify leaks and water savings. The assessment includes a meter check, leak detection dye tablet test, installation of low flow devices such as aerators, showerheads,

and installation of high efficiency toilet when needed, or replacement of toilet flappers. A random selection of participating customers were surveyed about the program and responses indicated 100 percent customer satisfaction with installed measures and overall satisfaction with the program

**Program Measures: RHA 2020 Summary Report Data**

Measure	WEN Calculator Water Savings in (gallons/year)	WEN Calculator Embedded Energy Savings (kWh/year)	Number of Measures in 2020	2020 Water Savings in (gallons/year)	2020 Embedded Energy Savings (kWh)
High Efficiency Toilet	20,000	18.04	80	1,600,000	1,443
Shower Timer	3,241	7.29	40	129,640	291.6
Hose Nozzles	2,700	2.72	40	108,000	108.8
<b>Totals</b>				<b>397,640</b>	<b>1,843.40</b>

The low-income direct installation program was funded out of the conservation surcharge one-way balancing account.

[Residential and Commercial Rebates \(California American Water in-house rebates\)](#)

In the Sacramento District, rebates for residential properties were discontinued in 2018 due to lower conservation budget funding and no additional funding was allotted in current rate case of 2018 to 2020.

Commercial Rebates were still offered to non-residential customers. In 2020 California American Water awarded The Cordova Recreation & Park District \$12,916 in grants for irrigation efficiency upgrades in two of the District’s older parks: Rosswood Park and Henley Park. The upgrades included a new Rain Bird IQ Central Controller, irrigation flow sensors, rain sensors, master-valves, and community benches with outreach messaging; The benches have plaques stating, *“This park now utilizes water-efficient irrigation technology - a joint project between Cordova Recreation and Park District and California American Water.”*

These upgrades replaced existing outdated controller equipment with remote water management technology that allows the park district to generate and track real water savings/losses and enables multi-user access to better manage multiple properties at once. The updated technology will give park staff the ability to communicate remotely with the controller system, receive live time alerts related to high flow rates in the system which will allow service orders to be issued immediately to repair the issues verses having to wait for high use water bills, reports from the community of water waste and avoid sending out crews to seek out location which can involve hours of lost productivity. This conservation grant funding for Cordova Recreation & Park District estimates a 30% or more annual water saving in these parks.

Additional rebate funding was provided to commercial customers to replace older sprinklers with high-efficiency rotary nozzles totaling \$6,667 with an estimated watering savings of over 2300 gallons per 800 square feet of lawn per year.

California American Water Sacramento district's costs for this program are funded from the conservation surcharge collected on customers' bills each month.

## CII & Large Landscape Audits

Due to COVID-19 shutdowns California American Water's conservation staff was limited on performing inhouse Commercial ("CII") and Large Landscape Audits. Sacramento's conservation team members relied mostly on outside vendors to conduct free large landscape ("LL") audits to non-residential customers when safety conditions allowed. CII audits include a detailed onsite evaluation of the facility, water use patterns, meter data log retrieval, indoor water use measurements of fixtures, and a summary of recommendations specific to the property to help reduce water consumption. When covid shutdowns safety protocols were in place the staff provided in-depth phone consultation with facility managers to assist with troubleshooting water usage and how to conduct water leak test on the property. LL audits include a detailed outdoor assessment of irrigation equipment and flow rates of individual sprinkler zones, three-year usage comparison chart, and the creation of a site-specific water budget and irrigation schedule. In 2020 a total of 10 commercial audits and large landscape audits were completed.

## FLUME Pilot Program



### **Objectives**

The Sacramento district, as part of a statewide program, began a pilot study of the Flume Leak Detection Device starting June 1, 2020 and continuing through December 31, 2020. The objective was to assess if adding a customer-controlled device, which would alert customers immediately of continuous consumption of water, would decrease the amount of water use throughout the period. The devices were marketed to 4000 customers who had either requested leak adjustments over the past two years or were the district's highest water users. An added objective would be to reduce high bill leak adjustments and/or service calls needed to investigate those high bills.

### **What it is**

The Flume device, easily strapped to the meter, gives the customers a portal to see what their consumption is in increments as low as hourly. The device will also send an alert to customers directly for usage that shows constant or above customer set margins for daily, weekly, and monthly use.

### **Facts**

- California American Water invested \$18,638 dollars towards the purchase of the device
- 85 devices purchased by customers
- 98% devices installed and utilized during 6-month trial
- 55% devices showed a decrease in consumption
- 2% devices were purchased and never installed by customers

### **Numbers Analysis of installed devices**

- 45% devices showed an increase in usage of 10,501 cgl total or 85% from same usage in 2019

- 55% devices showed a decrease in usage of 20,637 cgl total or 125% from same usage in 2019

**Further Analysis of installed devices showing decrease**

1. Total usage over 6-month study was 126,415 cgl
2. Total decrease over 6-month study was 9,979 cgl
  - 2.1. Average decrease showing at 117 cgl/6month
  - 2.2. Monthly decrease per customer would average 9.78 cgl/month
3. During the 6-month period no more than 14 ILK-Inspect for Leak, Hi/Lo Usage service order were requested by participants.
4. During the 6-month period no more than one leak adjustment requests were received by participants.

Due to the covid 19 “stay at home” orders in place during the pilot additional residential water usage might have skewed the initial results in this study. Further usage analyses and pilot evaluations will be conducted to monitor the results over a longer period of time and after stay home orders have been lifted

A survey conducted with the customers that purchased the device showed high praise of the device with a 72% highest rating of satisfaction. They were pleased about leak notifications and related water savings during a leak, the consumption data and graphs it provided, and how it allowed them to monitor their usage, make adjustments and immediately see the effect on their overall consumption. 92% said they would recommend the device to others.

## Larkfield District

The programs funded by California American Water’s conservation surcharge during 2020 are summarized in Table 12 and described in detail in the narrative that follows.

**Table 12. Larkfield District: Conservation Programs**

Table 12. Larkfield District: Conservation Programs									
Name of measure, as listed in Decision or Settlement	Description of measure	Authorized budget 2020	# of units / activities	\$ per unit, activity, etc.	Total \$ spent	Estimated water savings per unit/year (AF)	Unit lifespan (years)	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
Conservation Staff	Conservation staffing	\$ 8,333	0	N/A	\$ 13,115	n/a	n/a	n/a	n/a
Public Information programs	Advertising, PSAs, Community Events	\$ 3,333		n/a	\$ -	n/a	n/a	n/a	n/a
School Education programs	Conservation booklets and handouts	\$ 633	0	n/a	\$ -	n/a	n/a	n/a	n/a
Residential Water Audits	Residential audits (in-house and vendor)	\$ 767	0	Approx. \$250	\$ -	0.04	5	0	0
Low Flow Fixtures (see table 13)	Conservation devices	\$ 1,500	-	varies	\$ -	varies	5	0.58	2.89
Low Income Water/Energy Direct Install	CAW/PGE Direct Install	\$ -	14	varies	\$ 5,932	0.0425	20	0.595	11.9
CII and Large Landscape Conservation (Audits)	CII & LL Audits	\$ 667	0	varies	\$ -	0.66	5	0	0
Memberships	CalWEP	\$ -	1		\$ 326	n/a	n/a	n/a	n/a
Leak Detection Pilot	Flume	\$ -	25	varies	\$ 3,468	n/a	n/a	n/a	n/a
<b>Total</b>		<b>\$ 15,233</b>			<b>\$ 22,842</b>			<b>1.17</b>	<b>14.79</b>

### Conservation Coordinator (Staffing)

In 2020, California American Water’s Larkfield District funded a part time conservation staff position who started in late 2019 to assist with administering conservation programs and promoting conservation practices with customers coming to the office and calling in.

### Public Information Program

California American Water’s Larkfield district had lost approximately one third of its customer base from the devastating Tubbs wildfires that occurred in late 2017. Several hundred of customers’ homes were completely destroyed during the fires. In 2020 the community was still rebuilding damaged homes and California American Water provided assistance



where needed. The community's focus was on recovery and rebuilding what had been lost and California American Water worked with customers that needed new water installations. Although conservation efforts were not at the center of the community's focus, the Company further broadened and formalized its partnership with the Sonoma Marin Saving Water Partnership and participated in conversations on rebuilding landscapes that would be California climate appropriate as well as providing assistance for firescaping, which is landscape design that reduces house and property vulnerability to wildfires.

The company also attended Sonoma County Water Agency's water conservation coordinators meetings.

### School Education Program

California American Water provided children water conservation education material to school teachers in Larkfield in 2020, but halted further activity due to Covid-related school closures.

### Residential Water Audits

California American Water's Larkfield District contracted with WaterWise Consulting, Inc to provide free residential audits for single and multi-family properties. The audits include a detailed assessment of the indoor and outdoor usage, an individualized water budget, recommended monthly irrigation schedule, as well as a comprehensive audit package with applicable water savings devices, (water and energy) rebate application forms, and educational material. Due to the Covid-19 pandemic no such audits were performed in 2020. However, in-house Operations staff assisted in several leak and conservation customer visits in 2020 prior to the Covid-19 related suspension of these programs in March of 2020.

### Residential and Commercial Rebates

In the Larkfield District, customers are able to apply for HET and HECW rebates through the Sonoma County Sanitation District. This includes a limited number of CII rebates as well.

### Low Income Direct Install Program

The Joint Water/Energy Low-Income Direct Installation Program together with PG&E continued in the Larkfield District in 2020. The program is a jointly funded partnership program with mutual customers of California American Water and Pacific Gas and Electric. The program installs water and energy savings upgrades and retrofits free of charge at low-income customers' homes. The program retrofitted 14 homes in the Larkfield district in 2020.

### Residential Plumbing Retrofit

California American Water provides customers various water saving devices including showerheads, faucet aerators (kitchen and bathroom), toilet leak detection tablets, garden hose spray nozzles, soil probes, and educational pamphlets. These devices and informative materials are designed to help residential customers upgrade their indoor water use fixtures, identify leaks, and improve outdoor water usage for car washing and irrigation. The devices and materials are provided to customers upon request at community events and meetings, office walk-ins, customer call-ins, and through the home water survey program.

The following devices were provided to Larkfield area customers in 2020:



**Table 13. Larkfield District: Plumbing Retrofit Detail**

Table 13. Larkfield District: Residential Plumbing Retrofit- Detail							
Name of measure, as listed in Decision or Settlement	# of units provided	\$ per unit, activity, etc.	2020	Estimated water savings per unit/year (AF)	Unit lifespan	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
Showerheads	55	\$4.72		0.0062	5	0.34	1.71
Faucet Aerators	26	\$1.75		0.0017	5	0.04	0.22
Toilet Flappers	2	\$1.88		0.0047	5	0.01	0.05
Tank banks	0	\$1.25		unknown	5	unknown	unknown
Drip Gauge	4	\$0.28		unknown	5	unknown	unknown
Leak Detection tablets	263	\$0.06		0.0007	5	0.18	0.92
Hose Timers	1	\$7.48		unknown	5	unknown	unknown
Shower Timer	2	\$1.69		unknown		unknown	unknown
Water Efficiency Measurer Bag	0	\$0.12		unknown	-	unknown	unknown
Rain & Sprinkler Gauge	1	\$1.35		unknown	-	unknown	unknown
Shower Pause Valve	0	\$1.94		unknown	-	unknown	unknown
Hose spray nozzle	53	\$3.37		unknown	5	unknown	unknown
Soil Probe	51	\$2.50		unknown	5	unknown	unknown
	458		\$0			0.58	2.89

### CII & Large Landscape Audits

California American Water’s Larkfield District contracted with WaterWise Consulting, Inc to offer free CII and large landscape (“LL”) audits to non-residential customers. CII audits include a detailed onsite audit evaluating the facility, water use patterns, indoor water use, and summary of recommendations specific to the property. LL audits include a detailed outdoor audit and the creation of a site-specific water budget and irrigation schedule. In 2020, no CII or LL audit was completed in Larkfield.

### Leak Detection Pilot Study

#### **Objectives**

The Sonoma County district, as part of a statewide program, began a pilot study of the Flume Leak Detection Device starting June 1, 2020 and continuing through December 31, 2020. The objective was to assess if adding a customer-controlled device, which would alert customers immediately of continuous consumption of water, would decrease the amount of water use throughout the period. The devices were marketed to customers who were the districts highest

water users. An added objective would be to reduce high bill leak adjustments and/or service calls needed to investigate those high bills.

**What it is**

The Flume device, easily strapped to the meter, gives the customers a portal to see what their consumption is in increments as low as hourly. The device will also send an alert to customers directly for usage that shows constant or above customer set margins for daily, weekly, and monthly use.

**Facts**

- 25 devices purchased
- 18 devices installed and active during 6-month trial
- 9 devices showed a decrease in consumption
- 7 devices were purchased and never installed by customers

**Number Analysis of installed devices**

- 7 devices showed an increase in usage of 1053 cgl total from same usage in 2019
- 9 devices showed a decrease in usage of 1271 cgl total from same usage in 2019
- Total usage over the 6-month study was 13034.72 cgl
- Total decrease over the 6-month study was 1697.00 cgl
- Average decrease showing at 169.7 cgl
- There were 5 ILK (Leak investigation) service orders among participants in 2019, however 0 in 2020.

Due to the covid 19 “stay at home” orders in place during the pilot additional residential water usage might have skewed the initial results in this study. Further usage analyses and pilot evaluations will be conducted to monitor the results over a longer period of time and after stay home orders have been lifted

Sonoma County was recovering from the Kincaid Fire which occurred in October of 2019, and the program provided water usage knowledge to our customers as they rebuilt. A survey conducted with the customers that purchased the device showed high praise of the device with a 72% highest rating of satisfaction. They were pleased about leak notifications and related water savings during a leak, the consumption data and graphs it provided, and how it allowed them to monitor their usage, make adjustments and immediately see the effect on their overall consumption. 92% said they would recommend the device to others.

The leak detection pilot program was funded out of the conservation surcharge one-way balancing account.

## Meadowbrook District

The programs funded by California American Water’s conservation surcharge during 2020 are summarized in Table 12 and described in detail in the narrative that follows.

**Table 14. Meadowbrook District: Conservation Programs**

Table 14. Meadowbrook District: Conservation Programs									
Name of measure, as listed in Decision or Settlement	Description of measure	Authorized budget 2020	# of units / activities	\$ per unit, activity, etc.	Total \$ spent	Estimated water savings per unit/year (AF)	Unit lifespan (years)	Estimated Annual measure savings (AFY)	Estimated Lifetime measure savings (AF)
Conservation Staff		\$ -		n/a	\$ -	n/a	n/a	n/a	n/a
Public Information programs		\$ -		n/a	\$ -	n/a	n/a	n/a	n/a
School Education programs		\$ -		n/a	\$ -	n/a	n/a	n/a	n/a
Residential Water Audits		\$ -		n/a	\$ -	n/a	n/a	n/a	n/a
Low Flow Fixtures		\$ -		varies	\$ -	n/a	n/a	n/a	n/a
Low Income Water/Energy Direct Install	new in 2020	\$ -	50	varies	\$ 25,467	0.0425	20	2.125	42.5
<b>Total</b>		\$ -			\$ 25,467			2.13	42.50

### Conservation Initiatives in Meadowbrook 2020

California American Water’s recently acquired Meadowbrook service area will benefit from the Company’s expansive conservation program portfolio starting in 2021 but participated in the Low Income Direct Install Program partnership with PG&E in 2020. A total of 50 homes were served and retrofitted with both water and energy upgrade installs funded through California American Water and PG&E. A variety of cold and hot water measures were installed as listed in the table below as well as meter leak checks and outdoor irrigation checks performed on site.

The program included flange and angle stop replacement where needed for the successful install of the toilet retrofits.

The Meadowbrook service area does not have a dedicated conservation staff person but is assisted through Sacramento’s conservation team.

Measure	Merced
Toilet Dye Tab / Assessment	59
Number of Homes Served	50
Outdoor Assessment / Meter Check / Leak Location Test	30
High Efficiency Toilets Installed	50
Distribution of Cal Am Kit	50
Angle Stop Replacement	19
Bathroom Faucet Replacement	4
Flange Repair	3
Hose Bib Replacement	4
Kitchen Faucet Replacement	1
Showerhead Replacement	5

## Schedule E-4 Report on Affiliate Transactions

**Affiliate includes all related companies including but not limited to Parent, Affiliates, and Subsidiaries.**

### INSTRUCTIONS:

\* For those utilities with specifically authorized affiliate transaction rules, provide all information required by those rules.

\* For those utilities with no specifically authorized affiliate transaction rules, or those utilities whose authorized affiliate transaction rules do not provide the following information, provide the following:

1. Summary of all transactions between regulated water utility and its affiliated companies for the previous calendar year. The summary shall include a description of each transaction and an accounting of all dollars associated with each transaction although each transaction need not be separately identified where multiple transactions occur in the same account. These transactions shall include:

- (a) services provided by regulated water utility to any affiliated company;  
 Support Services to Hawaii-American Water Company, a subsidiary of AWW.  
 These services included management, finance, legal, HR, engineering, construction management and environmental \$ 103,118
- (b) services provided by any affiliated company to regulated water utility;  
**Governance & Corporate Activities** (includes finance, HR, admin, audit, legal, business development, investor relations, operations, communications, regulatory and compliance) \$ 7,169,361  
**Other Business Services** (includes call center, lab, supply chain, T&I, facilities, and security) \$ 11,003,021  
 Total \$ 18,172,382
- (c) assets (both tangible and intangible) transferred from regulated water utility to any affiliated company;  
 None
- (d) assets (both tangible and intangible) transferred from any affiliated company to regulated water utility;  
 None
- (e) employees transferred from regulated water utility to any affiliated company;  
 None
- (f) employees transferred from any affiliated company to regulated water utility; and  
 3
- (g) financing arrangements and transactions between regulated water utility and any affiliated company.  
 All financing activities are covered by an agreement between American Water Capital Corporation (AWCC) and California-American Water Company

California-American Water Company - List of Shared Directors and Officers as of June 15, 2021

<b>Personnel Name</b>	<b>Business Entity</b>	<b>Title Role</b>	<b>Title</b>
Bowler, David	California-American Water Company	Officer	Assistant Controller
Bowler, David	Hawaii-American Water Company	Officer	Assistant Controller
Bowler, David	American Lake Water Company	Officer	Assistant Comptroller
Bowler, David	American Water Capital Corp.	Director	Director
Bowler, David	American Water Capital Corp.	Officer	Vice President and Comptroller
Bowler, David	American Water Works Service Company, Inc.	Director	Director
Bowler, David	American Water Works Service Company, Inc.	Officer	President
Bowler, David	AW Insurance, LLC	Officer	Vice President - Finance and Manager
Bowler, David	AWIP Holdings, LLC	Officer	Vice President
Bowler, David	Bluefield Valley Water Works Company	Officer	Assistant Comptroller
Bowler, David	Edison Water Company	Officer	Assistant Comptroller
Bowler, David	Environmental Disposal Corp.	Officer	Assistant Comptroller
Bowler, David	Illinois-American Water Company	Officer	Assistant Comptroller
Bowler, David	Iowa-American Water Company	Officer	Assistant Comptroller
Bowler, David	Kentucky-American Water Company	Officer	Assistant Comptroller
Bowler, David	Laurel Oak Properties Corp.	Director	Director
Bowler, David	Laurel Oak Properties Corp.	Officer	Vice President - Finance
Bowler, David	Maryland-American Water Company	Officer	Assistant Comptroller
Bowler, David	Missouri-American Water Company	Officer	Assistant Comptroller
Bowler, David	Mt. Ebo Sewage Works, Inc,	Officer	Assistant Comptroller
Bowler, David	New Jersey-American Water Company, Inc.	Officer	Assistant Comptroller
Bowler, David	New York American Water Company, Inc.	Officer	Assistant Comptroller
Bowler, David	Pennsylvania-American Water Company	Officer	Assistant Controller
Bowler, David	Tennessee-American Water Company	Officer	Assistant Comptroller
Bowler, David	TWNA, Inc.	Officer	Comptroller
Bowler, David	Virginia-American Water Company	Officer	Assistant Comptroller
Bowler, David	West Virginia-American Water Company	Officer	Assistant Comptroller
Brunet, Thomas	California-American Water Company	Officer	Officer, Business Development and VP
Brunet, Thomas	Hawaii-American Water Company	Officer	Officer, Business Development and VP
Castillo, Kimberly	California-American Water Company	Officer	Officer, Human Resources
Castillo, Kimberly	Hawaii-American Water Company	Officer	Officer, Human Resources
Crooks, Ian	California-American Water Company	Officer	Officer, Engineering and VP
Crooks, Ian	Hawaii-American Water Company	Officer	Officer, Engineering and VP
Dana, Jeffrey	California-American Water Company	Officer	Chief Financial Officer, and Treasurer
Dana, Jeffrey	Hawaii-American Water Company	Officer	Chief Financial Officer, and Treasurer
Fulter, Stacey	California-American Water Company	Officer	Assistant Treasurer
Fulter, Stacey	Hawaii-American Water Company	Officer	Assistant Treasurer
Hodgkinson, Kent	California-American Water Company	Officer	Officer, Business Development and VP
Hodgkinson, Kent	Hawaii-American Water Company	Officer	Officer, Business Development and VP
Hofer, Garry	California-American Water Company	Officer	Vice President, Operations
Hofer, Garry	Hawaii-American Water Company	Officer	Vice President, Operations
Horning, Kathryn	California-American Water Company	Officer	Assistant Secretary
Horning, Kathryn	Hawaii-American Water Company	Officer	Assistant Secretary
Leeper, Sarah	California-American Water Company	Director	Director
Leeper, Sarah	California-American Water Company	Officer	Vice President, General Counsel and Secretary
Leeper, Sarah	Hawaii-American Water Company	Director	Director
Leeper, Sarah	Hawaii-American Water Company	Officer	Vice President and General Counsel

California-American Water Company - List of Shared Directors and Officers as of June 15, 2021

Personnel Name	Business Entity	Title Role	Title
Linam, Jeffrey	California-American Water Company	Officer	Officer, Rates and Regulatory, and VP
Linam, Jeffrey	Hawaii-American Water Company	Officer	Officer, Rates and Regulatory, and VP
Murray, Kevin	California-American Water Company	Director	Director
Murray, Kevin	Hawaii-American Water Company	Director	Director
Owens, Stephen Wesley	California-American Water Company	Officer	Assistant Treasurer
Owens, Stephen Wesley	Hawaii-American Water Company	Officer	Assistant Treasurer
Simon, Il, Edward A.	California-American Water Company	Officer	Officer, Business Performance, Supplier Diversity and Inclusion and Diversity
Simon, Il, Edward A.	Hawaii-American Water Company	Officer	Officer, Business Performance, Supplier Diversity and Inclusion and Diversity
Svindland, Richard	California-American Water Company	Director	Director
Svindland, Richard	California-American Water Company	Officer	President and Chair of the Board
Svindland, Richard	Hawaii-American Water Company	Director	Director
Svindland, Richard	Hawaii-American Water Company	Officer	President and Chair of the Board
Svindland, Richard	American Water Works Service Company, Inc.	Director	Director
Tilden, Kevin	California-American Water Company	Director	Director
Tilden, Kevin	California-American Water Company	Officer	Officer, Business Development, Communications & External Affairs, and VP
Tilden, Kevin	Hawaii-American Water Company	Officer	Officer, Business Development, Communications & External Affairs, and VP
Vallejo, Edward D.	California-American Water Company	Director	Director
Vallejo, Edward D.	American Water Works Company, Inc.	Officer	Vice President, Investor Relations
Vallejo, Edward D.	American Water Works Service Company, Inc.	Officer	Vice President, Investor Relations

## SCHEDULE E-5 FOR ALL WATER COMPANIES SAFE DRINKING WATER BOND ACT/STATE REVOLVING FUND DATA

Please provide the following information relating to each Safe Drinking Water Bond Act (SDWBA) or Safe Drinking Water State Revolving Fund (SRF) loan surcharge collection for the calendar year. Please use one page per loan.

1. Current Fiscal Agent:

Name: See Addendum Reference Schedule E-5 (1) - a, E-5 (1) - b and E-5 (1) - c  
 Address: as multiple loans exist for this schedule  
 Phone Number: \_\_\_\_\_  
 Account Number: \_\_\_\_\_  
 Date Hired: \_\_\_\_\_

2. Total surcharge collected from customers during the 12 month reporting period:

\$ \_\_\_\_\_

Meter Size	No. of Metered Customers	Monthly Surcharge Per Customer
5/8 X 3/4 inch		
3/4 inch		
1 inch		
1 1/2 inch		
2 inch		
3 inch		
4 inch		
6 inch		
Number of Flat Rate Customers		
<b>Total</b>	-	

3. Summary of the bank account activities showing:

Balance at beginning of year	\$ _____
Add: Surcharge collections	_____
Interest earned	_____
Other deposits	_____
Less: Loan payments	_____
Bank charges	_____
Other withdrawals	_____
Balance at end of year	\$ _____ -

4. Reason for other deposits/withdrawals

Loan Payments  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Total Accumulated Reserve: \$ \_\_\_\_\_



**SCHEDULE E-5  
FOR ALL WATER COMPANIES  
SAFE DRINKING WATER BOND ACT/STATE REVOLVING FUND  
DATA Garrapata**

Please provide the following information relating to each Safe Drinking Water Bond Act (SDWBA) or Safe Drinking Water State Revolving Fund (SRF) loan surcharge collection for the calendar year. Please use one page per loan.

1. Current Fiscal Agent:

Name: Wells Fargo Corporate Trust Services  
 Address: 333 Market Street, San Francisco, CA  
 Phone Number: 415-371-3400  
 Account Number: 82295700  
 Date Hired: September 2010

2. Total surcharge collected from customers during the 12 month reporting period:

\$ 9,093

Meter Size	No. of Metered Customers	Monthly Surcharge Per Customer
5/8 X 3/4 inch	4	\$ 16.62
3/4 inch		
1 inch	32	\$ 16.62
1 1/2 inch	2	\$ 16.62
2 inch	10	\$ 16.62
3 inch		
4 inch		
6 inch		
Number of Flat Rate Customers		
<b>Total</b>	<b>48</b>	

3. Summary of the bank account activities showing:

Balance at beginning of year	\$ <u>17,570</u>
Add: Surcharge collections	<u>10,173</u>
Interest earned	<u>60</u>
Other deposits	<u></u>
Less: Loan payments	<u>(9,249)</u>
Bank charges	<u></u>
Other withdrawals	<u></u>
Balance at end of year	<b>\$ <u>18,555</u></b>

4. Reason for other deposits/withdrawals

Loan Payments  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Total Accumulated Reserve: \$ 6,936

**SCHEDULE E-5  
FOR ALL WATER COMPANIES  
SAFE DRINKING WATER BOND ACT/STATE REVOLVING FUND DATA  
Sacramento - Fruitridge**

Please provide the following information relating to each Safe Drinking Water Bond Act (SDWBA) or Safe Drinking Water State Revolving Fund (SRF) loan surcharge collection for the calendar year. Please use one page per loan.

1. Current Fiscal Agent:

Name: US Bank  
 Address: 980 9th Street, Suite 1100, Sacramento, CA 95814  
 Phone Number: 415-273-4547  
 Account Number: 229319000( transferred from 12867000) and 229319001 (transferred from 112867001)  
 Date Hired: June 2020

2. Total surcharge collected from customers during the 12 month reporting period:

\$ 195,644 Post-Acquisition  
 \$ 28,823 Pre-Acquisition  
 \$ 224,468 Total

Meter Size	No. of Metered Customers	Monthly Surcharge Per Customer
5/8 X 3/4 inch		
3/4 inch	123	\$ 2.31
1 inch	1,142	\$ 3.85
1 1/2 inch	169	\$ 7.70
2 inch	162	\$ 12.32
3 inch	23	\$ 23.10
4 inch	6	\$ 38.50
6 inch	4	\$ 77.00
Number of Flat Rate Customers	3,052	\$ 3.05
<b>Total</b>	<b>4,681</b>	

3. Summary of the bank account activities showing:

	US Bank Loan Repayment	US Bank Fiscal Agent	Total
Balance at beginning of year	\$ 85,210	221,194	306,404
Add: Surcharge collections	257,783		257,783
Interest earned	41	99	140
Other deposits			
Less: Loan payments	(219,711)		(219,711)
Bank charges			
Other withdrawals			
Balance at end of year	\$ 123,323	221,293	344,616

4. Reason for other deposits/withdrawals

Loan Payments  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Total Accumulated Reserve: \$ \_\_\_\_\_

**SCHEDULE E-5  
FOR ALL WATER COMPANIES  
SAFE DRINKING WATER BOND ACT/STATE REVOLVING FUND DATA  
Sacramento - Hillview**

Please provide the following information relating to each Safe Drinking Water Bond Act (SDWBA) or Safe Drinking Water State Revolving Fund (SRF) loan surcharge collection for the calendar year. Please use one page per loan.

1. Current Fiscal Agent:

Name: US Bank  
 Address: 980 9th Street, Suite 1100, Sacramento, CA 95814  
 Phone Number: 415-273-4547  
 Account Number: 220960001 (transferred from California Bank & Trus 1030222319)  
 Date Hired: June 2020

2. Total surcharge collected from customers during the 12 month reporting period:

\$ 63,462 Post-Acquisition  
 \$ 65,418 Pre-Acquisition  
 \$ 128,879

Meter Size	No. of Metered Customers	Monthly Surcharge Per Customer
5/8 X 3/4 inch		
3/4 inch	879	\$ 7.56
1 inch	65	\$ 12.60
1 1/2 inch	34	\$ 25.20
2 inch	36	\$ 40.32
3 inch	10	\$ 75.60
4 inch	1	\$ 126.00
6 inch		\$ 252.00
Number of Flat Rate Customers		
<b>Total</b>	<b>1,025</b>	

3. Summary of the bank account activities showing:

	US Bank Surcharge Savings	US Bank Surcharge Trust	Totals
Balance at beginning of year	\$ 12,871	171,364	184,235
Add: Surcharge collections	68,784	68,579	137,362
Interest earned	1	109	110
Other deposits		12,408	12,408
Less: Loan payments		(117,989)	(117,989)
Bank charges		(90)	(90)
Other withdrawals	(81,656)		(81,656)
Balance at end of year	\$ -	134,381	134,381

4. Reason for other deposits/withdrawals

Other Deposits and other withdrawals is transfer of the balance in savings to the trust account  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Total Accumulated Reserve: \$ \_\_\_\_\_

**SCHEDULE E-5  
FOR ALL WATER COMPANIES  
SAFE DRINKING WATER BOND ACT/STATE REVOLVING FUND DATA (Continued)  
Account 100.1 - Utility Plant in Service (funded by SDWBA/SRF)**

Line No.	Acct	Title of Account (a)	Balance Beg of Year (b)	Additions During Year (c)	(Retirements) During Year (d)	Other Debits or (Credits) (e)	Balance End of Year (f)
1		<b>I. INTANGIBLE PLANT</b>					
2	301	Organization				2,847,907	\$ 2,847,907
3	302	Franchises and Consents					\$ -
4	303	Other Intangible Plant					\$ -
5		Total Intangible Plant	\$ -	\$ -	\$ -	\$ 2,847,907	\$ 2,847,907
6							
7		<b>II. LANDED CAPITAL</b>					
8	306	Land and Land Rights				\$ 15,000	\$ 15,000
9							
10		<b>III. SOURCE OF SUPPLY PLANT</b>					
11	311	Structures and Improvements	21,303			509,507	\$ 530,810
12	312	Collecting and Impounding Reservoirs	185,070				\$ 185,070
13	313	Lake, River and Other Intakes					\$ -
14	314	Springs and Tunnels					\$ -
15	315	Wells				336,408	\$ 336,408
16	316	Supply Mains					\$ -
17	317	Other Source of Supply Plant				205,441	\$ 205,441
18		Total Source of Supply Plant	\$ 206,373	\$ -	\$ -	\$ 1,051,356	\$ 1,257,729
19							
20		<b>IV. PUMPING PLANT</b>					
21	321	Structures and Improvements					\$ -
22	322	Boiler Plant Equipment					\$ -
23	323	Other Power Production Equipment					\$ -
24	324	Pumping Equipment	16,502			829,854	\$ 846,356
25	325	Other Pumping Plant					\$ -
26		Total Pumping Plant	\$ 16,502	\$ -	\$ -	\$ 829,854	\$ 846,356
27							
28		<b>V. WATER TREATMENT PLANT</b>					
29	331	Structures and Improvements					\$ -
30	332	Water Treatment Equipment	124,714			84,085	\$ 208,799
31		Total Water Treatment Plant	\$ 124,714	\$ -	\$ -	\$ 84,085	\$ 208,799
32							
33		<b>VI. TRANSMISSION AND DIST. PLANT</b>					
34	341	Structures and Improvements					\$ -
35	342	Reservoirs and Tanks				97,512	\$ 97,512
36	343	Transmission and Distribution Mains	352,211			4,236,747	\$ 4,588,958
37	344	Fire Mains					\$ -
38	345	Services	75,400			10,910	\$ 86,310
39	346	Meters					\$ -
40	347	Meter Installations					\$ -
41	348	Hydrants	4,800				\$ 4,800
42	349	Other Transmission and Distribution Plant					\$ -
43		Total Transmission and Distribution Plant	\$ 432,411	\$ -	\$ -	\$ 4,345,169	\$ 4,777,580

\*Note - 2020 Other Debits and Credits represents acquisition of Hillview and Fruitridge. The amounts reported were obtained from the 2019 Class B & C Schedule A-1b CPUC Reports for Hillview and Fruitridge

**SCHEDULE E-5\***  
**FOR ALL WATER COMPANIES**  
**SAFE DRINKING WATER BOND ACT/STATE REVOLVING FUND DATA (Continued)**  
**Account 100.1 - Utility Plant in Service (funded by SDWBA/SRF)\***

Line No.	Acct	Title of Account (a)	Balance Beg of Year (b)	Additions During Year (c)	(Retirements) During Year (d)	Other Debits or (Credits) (e)	Balance End of Year (f)
44		<b>VII. GENERAL PLANT</b>					
45	371	Structures and Improvements					\$ -
46	372	Office Furniture and Equipment					\$ -
47	373	Transportation Equipment					\$ -
48	374	Stores Equipment					\$ -
49	375	Laboratory Equipment					\$ -
50	376	Communication Equipment					\$ -
51	377	Power Operated Equipment					\$ -
52	378	Tools, Shop and Garage Equipment					\$ -
53	379	Other General Plant					\$ -
54		Total General Plant	\$ -	\$ -	\$ -	\$ -	\$ -
55							
56		<b>VIII. UNDISTRIBUTED ITEMS</b>					
57	390	Other Tangible Property					\$ -
58	391	Utility Plant Purchased					\$ -
59	392	Utility Plant Sold					\$ -
60		Total Undistributed Items	\$ -	\$ -	\$ -	\$ -	\$ -
61		Total Utility Plant in Service	\$ 780,000	\$ -	\$ -	\$ 9,173,371	\$ 9,953,371

**Account 101 - Recycled Water Utility Plant (funded by SDWBA/SRF)**

Line No.	Acct	Title of Account (a)	Balance Beg of Year (b)	Additions During Year (c)	(Retirements) During Year (d)	Other Debits or (Credits) (e)	Balance End of Year (f)
1	393	Recycled Water Intangible Plant					\$ -
2	394	Recycled Water Land and Land Rights					\$ -
3	395	Recycled Water Depreciable Plant					\$ -
4		Total Recycled Water Utility Plant	\$ -	\$ -	\$ -	\$ -	\$ -

\*Note - the total reported above is a combination of Garrapata, Rio Plaza, Hillview and Fruitridge acquisitions. The information reported on schedule E-5(2) and E-5(3) was obtained from the 2013 (Garrapata), 2018 (Rio Plaza) and 2019 (Hillview and Fruitridge) Class B & C CPUC Annual Reports Schedule A-1b as reported by Garrapata, Rio Plaza, Hillview and Fruitridge.

## SCHEDULE E-6 FACILITIES FEES DATA

Please provide the following information relating to Facilities Fees for districts or subsidiaries servicing 2,000 or fewer connections for the calendar year. (Per D.91-04-068)

1. Trust Account Information:

Bank Name: N/A  
 Address: \_\_\_\_\_  
 Account Number: \_\_\_\_\_  
 Date Opened: \_\_\_\_\_

2. Facilities Fees collected for new connections during the calendar year:

**A. Commercial**

NAME	AMOUNT
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

**B. Residential**

NAME	AMOUNT
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

3. Summary of the bank account activities showing:

	AMOUNT
Balance at beginning of year	\$ _____
Deposits during the year	\$ _____
Interest earned for calendar year	\$ _____
Withdrawals from this account	\$ _____
Balance at end of year	\$ _____

4. Reason or Purpose of Withdrawal from this bank account:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**DECLARATION**

**(PLEASE VERIFY THAT ALL SCHEDULES ARE ACCURATE AND COMPLETE BEFORE SIGNING)**

I, the undersigned \_\_\_\_\_ Garry Hofer  
Officer, Partner, or Owner (Please Print)

of \_\_\_\_\_ California-American Water Company  
Name of Utility

under penalty of perjury do declare that this report has been prepared by me, or under my direction, from the books, papers and records of the respondent; that I have carefully examined the same, and declare the same to be a complete and correct statement of the business and affairs of the above-named respondent and the operations of its property for the period of January 1, 2020, through December 31, 2020.

\_\_\_\_\_ Vice President  
Title (Please Print)

\_\_\_\_\_ /s/ Garry Hofer  
Signature

\_\_\_\_\_ 626-614-2510  
Telephone Number

\_\_\_\_\_ 06/30/2021  
Date

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California American Water  
**GO 103A Customer Service Performance Measures**  
 Companywide Information 2020

Performance Standards	Performance Measure	2020
<b>Telephone Performance</b>		
Total Calls Received		114,822
Total Calls Answered in 30 seconds		95,302
<b>% of Calls Answered in 30 seconds</b>	<b>≥ 80%</b>	<b>83%</b>
Total Abandoned Calls		18,870
<b>% Abandoned Call Rate</b>	<b>≤ 5%</b>	<b>16%</b>
<b>Billing</b>		
Total Bills Rendered		2,238,070
Total Bills Rendered in 7 days		2,178,699
<b>% Bills Rendered in 7 days</b>	<b>≥ 99%</b>	<b>97%</b>
Total Inaccurate Bills		17,406
<b>% of Inaccurate Bills</b>	<b>≤ 3%</b>	<b>0.78%</b>
Total Payments Posted		1,958,859
Total Errored Payments		5,215
<b>% Payment Posting Error</b>	<b>≤ 1%</b>	<b>0.27%</b>
Total Number of Final Bills		20,350
Final Bills Issued after 14 days		1,991
<b>% Final Read and Final Bill Issued after 14 days</b>	<b>≤ 14 Days</b>	<b>10%</b>
<b>Meter Reading</b>		
Total Scheduled Actual Meter Reads		2,175,447
Total Estimated Meter Reads		31,687
<b>% Scheduled Meters not Read</b>	<b>≤ 3%</b>	<b>1%</b>
<b>Work Order Completion</b>		
<b>% Total Customer Met Appointments</b>	<b>≥ 95%</b>	<b>99.20%</b>
<b>% Total Missed Customer Appointments</b>	<b>≤ 5%</b>	<b>1%</b>
Total Scheduled Work Orders Customer Requested		62,135
Total Completed Work Orders as Scheduled		71,705
Total Incomplete /Canceled Work Orders		1,781
<b>% Customer Work Orders not Completed</b>	<b>≤ 5%</b>	<b>2%</b>
<b>Customer/Regulatory Complaints</b>		
Total Number of Customers		186,167
# of CAB Formal and Informal Complaints		53
<b>% Rate of Complaints to CAB</b>	<b>≤ .1%</b>	<b>0.03%</b>

## 2020 California American Water Non-Revenue Water Update

The following provides California American Water's update on the many efforts completed or underway to reduce non-revenue water (NRW). This document reflects updates to the previously submitted Accomplishments / Planned Activities Document and the 2019 Non-Revenue Water Update. This update provided in writing and is consistent with last year's update.

### Reduction Efforts / Activities as of December 2020:

#### State

- Start of training in, and wide adoption of the new American Water Works Association (AWWA) Water Audit Software Version 6.0. Although reporting is not required in this new model until 2022 for the year ending 2021, California American Water will be using Version 6.0 for all reporting forward as it is the adopted model per M36 standards, and retroactively reporting in Version 5.0 in 2021 for the year ending 2020. This effort is in recognition that water conservation and loss control needs constant fine-tuning, expanding, and prioritizing as a vital component of the company's water management strategy.
- Water audits will also be completed for previous years (2018, 2019) for those systems that fall under current guidelines for reporting that previously did not and submitted when due as determined by the Department of Water Resources.
- Water audits are validated by an authorized third-party validator in compliance with California SB 555.
- On-going investigation of active zero consumption accounts (apparent losses), as well as "inactive with consumption" accounts (real losses).
- Testing or replacement of production and customer meters on a schedule based on meter size (apparent losses).
- Prompt, yet prudent, repair of identified leaks, i.e. severity measured against the need to repair during regular vs. overtime hours (real losses).
- Continuation of valve and fire hydrant maintenance programs to assist in identifying leaks (real losses).

#### Southern Division

- The Ventura County District tracks all leaks and these records become a part of the Conditional Based Assessment (CBA). Based on this information, the CBA can then identify frequent leak areas within the system. This information will assist in determining future replacement projects within the district. The district also maintains an aggressive valve and hydrant inspection program, as well as a length of service meter program. In 2020, the District replaced 169 "stuck" meters that were not registering water usage.

- The Los Angeles County District tracks all leaks and these records become a part of the Conditional Based Assessment (CBA). Based on this information, the CBA can then identify frequent leak areas within the system. This information will assist in determining future replacement projects within the district. The district also maintains an aggressive valve and hydrant inspection program, and length of service meter program. In 2020 the District replaced 550 “stuck” meters that were not registering water usage. Also, production meters are tested annually and repaired or replaced as needed. In 2020, the Los Angeles County District has replaced 4,160 feet of 4-inch and 5,142 feet of 12-inch steel water main. This water main was installed prior to 1960 and was replaced due to leak history.
- The San Diego County District tracks all leaks and these records become a part of the Conditional Based Assessment (CBA). Based on this information, the CBA can then identify frequent leak areas within the system. This information will assist in determining future replacement projects within the district. The district also maintains an aggressive valve and hydrant inspection program, and length of service meter program. In 2020, the District replaced 66 “stuck” meters that were not registering water usage. Also, production meters are tested annually. The results are shared with the City of San Diego which owns the meters. If needed, repairs or replacement of the meters is performed by the City. In 2020, because of leak history, the District replaced 6,000 feet of 16-inch cast iron water main originally installed in 1912. In addition, the District also replaced 1,250 feet of 4-inch asbestos cement water main due to leak history. This water main was originally installed in the 1950’s.

### Coastal Division

- Main Line Replacement – California American Water continued its main replacement project with an average of approximately one mile of mains replaced every year. California American Water continues an aggressive main replacement program using its comprehensive planning study documents to target leak prone areas across the service territory.
- Soft Start magnetic starters and Variable Frequency Drives have continued to be installed at wells sites and booster stations, in order to minimize starting surges, which can cause leaks throughout the distribution system.
- Production Meter Testing - Production meters are verified through their regular reads and confirmation of usage volumes when irregular reads are noted. Verification of source meters allows for accurate calculations of NRW in our systems.
- Meter Replacement Program - Meters are replaced on length of service timeframes and if missed reads are noted by field staff. Over 2,500 meters were replaced in the Monterey County District due to length of service or trouble in 2020.
- Unauthorized Consumption – California American Water, in cooperation with the Monterey Peninsula Water Management District (“MPWMD”), implemented an

aggressive program to reduce unauthorized consumption. Aspects of the program require all contractors to provide a MPWMD permit prior to receiving a temporary construction meter.

### Northern Division

- Our Operations team continues to identify suspected leak areas for investigation. We use a third party to conduct leak surveys. The survey identifies leaks on both the company's mains and on the customers' side of the system. Identified leaks on company pipes are repaired as soon as possible while customers are notified of identified leaks on their service lines. Production meters are regularly verified at all production sites and are replaced where needed to assure continued accuracy.
- Conversion of flat rate customers in the Fruitridge Vista service area, acquired from Fruitridge Vista Water Co. in early 2020, is allowing contractors to view company and customer owned service lines during this work and address leaks through replacement or repair.

### **Planned 2021-2022**

- All Districts: Continuation of all the above activities.
- All Districts: Continuation of all IPs listed in the original document as approved in the GRC.
- LA: Continuation of the "System Improvements" IP in the Duarte System to allow for the eventual retirement of the Duarte/Bradbury Irrigation System. All customers have been transferred over to the potable system. Woodlyn Lane irrigation reservoir has been backfilled and retired. Fair Oaks irrigation reservoir retirement is underway. Lemon irrigation reservoir retirement is in the permitting stage.
- LA: Proposed in 2021 (Test Year), the Los Angeles County District has planned to replace 2,500 feet of pipe due to leak history.
- SD: Proposed in 2021 (Test Year), the San Diego County District has planned to replace 5,300 feet of pipe primarily due to leak history.
- Monterey: Continued work on meter testing/replacement, along with main replacements at locations prone to leaks.
- Monterey: Continued SCADA/Electrical Improvements – The Monterey SCADA system improvement project improves communication with remote site(s) and allows better control of facilities via cellular modems. This in turns allows operators to react quicker if tank levels start dropping due to a major main break. Soft starts and Variable Frequency Drives are also actively being installed where appropriate in the systems to soften or reduce water surges in the distribution systems.

## Long Term Plans

- LA: The eventual retirement of Duarte/Bradbury Irrigation System, within the 2018-2020 rate case cycle, will reduce undetected non-surfacing leakage and evaporation from open reservoirs.
- LA: Continued systematic replacement of aged mainlines per the Company's Comprehensive Planning Study and Condition Based Assessment, notably in the division's Los Angeles County District.
- SD: Replacement of the 16" Silver Strand water main and continued systematic replacement of aged mainlines per the Company's Comprehensive Planning Study and Condition Based Assessment, notably in the division's San Diego County District.
- Monterey: Commencement of full AMI implementation, if authorized in the 2021-2023 GRC.
- Sacramento: Reduced System Operating Pressures: We will consider installing VFD's and complete enhancements to our SCADA systems with the goal to reduce pressures. Sacramento will continue to look for places to insert VFDs into our systems where they make sense for the business and the ratepayers. We will consider purchasing leak detection equipment and train staff to use this in conjunction with hydrant and valve inspections.