

## New Rates Invest in Water Reliability, Quality

The California Public Utilities Commission approved new rates that go into effect on July 31, 2023.

Golden State Water provides reliable, high-quality drinking water to approximately **15,500** customers in the Placentia Customer Service Area, which includes **Placentia and portions of Anaheim, Cowan Heights, Lemon Heights, Orange and Yorba Linda.**



On June 29, 2023, the California Public Utilities Commission (CPUC) approved new water rates to help ensure the safety and dependability of your local water system, create local jobs, and uphold **the fundamental right of every Californian to access to safe, clean, and affordable water, regardless of their zip code.**

In this rate case, **Golden State Water is investing in the Placentia system, avoiding the costly and sometimes dangerous effects of deferring maintenance or delaying the replacement of aging infrastructure.**

**Customers should never have to think twice about the quality of the water coming from their tap.**



### Rate Making Principles:



Ensures the safety and dependability of the local water system



Protects the environment by reducing the company's carbon footprint and its energy demands



Upholds the fundamental right of every Californian to access safe, clean and affordable water

## Proactive Investments in the Safety, Reliability of Your Water System

Rates invest in the treatment and delivery of water to create sustainable, long-term value for customers



### Water Rates

The 2020 General Rate Case (GRC) filing includes over **\$16 million in local infrastructure investments** that ensure the safety and dependability of your local water system, including the construction of three water reservoirs and a well to maximize local water supply, the replacement of hundreds of aged water meters, aging fire hydrants and water mains, the construction of pumping plant equipment, a plant discharge pipeline, and backup power equipment essential to sustaining the treatment and delivery of water during power outages.

Local water infrastructure investments are financed by new rates going into effect July 31, 2023.

The average residential customer in the Placentia Customer Service Area with a 5/8 x 3/4" meter using 10,472 gallons (1,400 cubic feet or 14 Ccf) per month will see their monthly bill increase from **\$66.55 to \$74.10** (excluding any applicable surcharges).



### Rate-Making Process

Golden State Water must file a General Rate Case (GRC) application every three years with the CPUC as a regulated utility. The CPUC sets water rates after an extensive review process by the CPUC Public Advocates Office, only after considering customer input. This process ensures the lowest possible water rates without compromising the safety and reliability of your water service.

**Frequently Asked Questions** on the Rate-Making Process, visit [www.gswater.com/rates](http://www.gswater.com/rates)

### Factors Impacting Customer Bills

Water rates are determined based on several factors necessary to provide reliable service and to maintain and replace aging infrastructure. There are also factors beyond our control, such as rising regulatory, energy and construction costs, and taxes. This year, the CPUC delayed approving 2022 rates until June of 2023, requiring rates for two years to be combined into one year.

### Golden State Water Offers Financial Assistance

While we try to keep costs as low as possible, we recognize that higher water bills can be challenging for some customers. For financial assistance for qualified low-income customers, visit [www.gswater.com](http://www.gswater.com).