

Form No. 3

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**Bill For Service**

(C)



SERVICE FOR  
 [REDACTED]  
 BARSTOW CA 92311-2946

ACCOUNT NUMBER  
 [REDACTED]  
 BILL DATE  
 October 09, 2018

DUE DATE  
 October 30, 2018  
 AMOUNT DUE  
 \$142.11

Page 1 of 2

Customer Service - 24 Hours: (800) 999-4033 www.gswater.com  
 Hearing Impaired TTY: (877) 933-9533  
 Preguntas? Llame al Centro de Servicio al Consumidor al (800) 999-4033

Visit gswater.com to enroll for service updates via e-newsletter.  
 Your local office: 1521 E Main Street Barstow, CA 92311

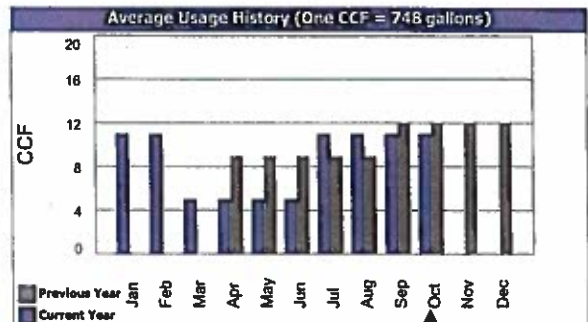
Please see back of bill or visit gswater.com for more information on the 2017 WRAM/MCBA surcharge.

Account Summary	
Previous Balance	\$143.76
Payments	9-11-18 Thank You -143.76
Current Charges	Due On October 30, 2018 \$142.11
<b>Total Amount Due</b>	<b>\$142.11</b>

**Current Activity**  
 Rate Schedule R3-1-NR (R31NRB)

Service Charge	5/8" meter	
Service Charge		\$43.28
Water Usage		
Water Usage - 23.00 CCF at \$3.764		\$86.57
<b>Surcharges, Fees, &amp; Credits</b>		
CARW Prog Adm Surcharge - 23.00 CCF at \$0.166		\$3.82
WRAM/MCBA Surcharge/credit		\$0.55
Other Surcharges/credits		\$5.93
CPUC Fee - 1.4% of \$140.15		\$1.96
<b>Total New Charges</b>		<b>\$142.11</b>

Your opinion is very important to us. Please rate our job performance by calling 1-888-933-8648. Enter code 101 when prompted.



The graph displays approximated monthly usage and is not exact for customers billed bi-monthly. The average monthly usage is 9.42 CCF.

**Read and Usage Information**

Meter	Service Period	Days	Previous Reading	Current Reading	CCF Usage
MM6879415	Aug 03 - Oct 08	66	981	1004	23

Your next scheduled meter read date is approximately December 10, 2018

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.

**POSTAL**

If you have changed your address or are moving, please call (800) 999-4033 or fill out form on back.



PO BOX 9016  
 SAN DIMAS CA 91773-9016

ACCOUNT NUMBER: [REDACTED]

Current Charges Due On October 30, 2018  
 Total Amount Due \$142.11

Amount Enclosed

[REDACTED]  
 Barstow, CA 92311

GOLDEN STATE WATER COMPANY  
 PO BOX 9016  
 SAN DIMAS CA 91773-9016

(C)

Advice Letter No. 1755-W  
 Decision No. \_\_\_\_\_

ISSUED BY  
**R. J. SPROWLS**  
 President

Date Filed: October 11, 2018  
 Effective Date: October 11, 2018  
 Resolution No. \_\_\_\_\_

Form No. 3

Bill For Service

Message Center

Local water-use and outdoor irrigation restrictions have been lifted. See below or visit gswater.com for more information.

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**PAYMENT OPTIONS:** Go to [www.gswater.com/payment-options](http://www.gswater.com/payment-options) for payment options, authorized locations, and application forms.

- **Auto Pay (Electronic Funds Transfer):** Submit an application to pay your bill automatically from a checking or savings account.
- **Online:** Receive bills online and pay electronically by using "MyGSWater". Go to: [www.gswater.com/payment-options](http://www.gswater.com/payment-options) or call (800) 999-4033.
- **Phone:** Call KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check. A service fee applies.
- **Mail:** Send bill stub and payment in enclosed envelope.
- **In Person:** Visit [www.gswater.com/payment-options](http://www.gswater.com/payment-options) to find a KUBRA EZ-PAY agent (service fee applies) or go to your local GSWC Office.

**DISPUTING YOUR BILL:** If you believe there is an error on your bill or have a question about your service, please call Golden State Water Company customer support at (800) 999-4033. We welcome the opportunity to assist you. If after contacting us, you are still not satisfied with Golden State Water Company's response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

**Telephone:** 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)  
**Mail:** California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

**UNPAID BILL:** Your service may be discontinued. A cash deposit and reconnection charge may be required to re-establish credit and service.

**BILL TERMS AND OTHER USEFUL INFORMATION:**

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing.

**WRAM/MCBA SURCHARGE/SURCREDIT.** The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) were adopted by the CPUC in 2008 to help ensure revenue recovered from rates balances with expenses to operate, maintain and improve the water system. A large portion of these costs are fixed, meaning that they don't change as usage changes. These tools ensure under-collected revenue is recovered with a temporary surcharge, and revenue that exceeds the authorized amount is returned to customers in the form of a temporary surcredit. For additional information on the WRAM/MCBA, please visit [gswater.com](http://gswater.com).

**DROUGHT INFORMATION/RESTRICTIONS:** Golden State Water has implemented local conservation standards for its water systems, reflecting the State Water Board's revised emergency regulations that were issued on May 18, 2016 then extended on Feb. 8, 2017. Many of Golden State Water's systems now have voluntary conservation goals, while others (Edna Road, Cypress Ridge, Nipomo) remain in mandatory conservation under Staged Mandatory Water Conservation and Rationing (Schedule 14.1) due to local water supply conditions. Please visit [gswater.com/drought](http://gswater.com/drought) for additional information and to review the water-use restrictions, conservation goals and reduction mandates for your community. **Please check the "Message Center" at the top of this bill for irrigation restrictions in your area.**

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English	1-800-854-7784
	Spanish	

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of the utility's service, general level or rates, pending rate applications and sources of fuel or power.

PLEASE INDICATE ANY CHANGES

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Email: \_\_\_\_\_

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