



WE KEEP LIFE FLOWING™

Service Address:

LEGENDARY EAST PASADENA LLC
408 S. ROSEMEAD BLVD
PASADENA, CA 91107-4931



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.
- Tired of buying stamps and writing checks? Enroll in Auto Pay and your bill will be paid on time, every time directly from your bank account. To enroll, register or log on to My Account at amwater.com/myaccount.

For more information, visit www.californiaamwater.com

Statement

Account No. **1015-210043832575**

Total Amount Due:	\$183.89
Payment Due By:	March 4, 2022

Billing Date: February 10, 2022
Service Period: Jan 08 to Feb 08 (32 Days)
Total Gallons: 14,960

Account Summary – See page 3 for Account Detail

Prior Billing:		\$64.58
Payments - Thank You!	-	\$64.58
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$149.10
Pass Through Charges:	+	\$32.20
Taxes:	+	\$2.59
Total Amount Due:	=	\$183.89

View your account information or pay your bill anytime at: www.amwater.com/MyAccount

Pay by Phone: Pay anytime at 1-855-748-6066

Customer Service: 1-888-237-1333
M-F 7:00am to 7:00pm – Emergencies 24/7

CALIFORNIA AMERICAN WATER
PO BOX 7150
PASADENA, CA 91109-7150

⤵ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ⤵

Account No. **1015-210043832575**

Total Amount Due:	\$183.89
Payment Due By:	March 4, 2022

If paying after 3/4/22, pay this amount: \$186.61



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 408 S. ROSEMEAD BLVD
PASADENA, CA 91107-4931

Amount Enclosed \$

[Empty box for amount enclosed]

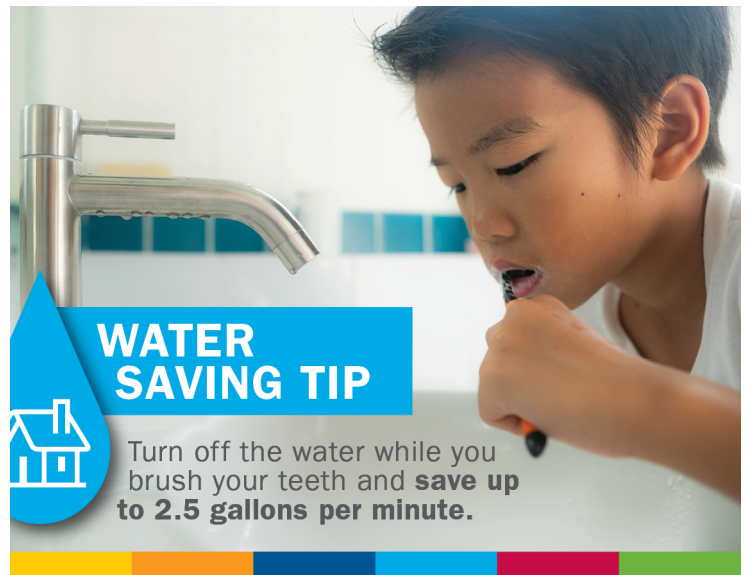
LEGENDARY EAST PASADENA LLC
6405 RANDOLPH ST
COMMERCE, CA 90040-3511

CALIFORNIA AMERICAN WATER
PO BOX 7150
PASADENA, CA 91109-7150

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Messages from California American Water

- Beginning on or after January 1, 2022 you may notice an East Pasadena Power Cost Recovery Surcharge on your bill. The temporary 12-month surcharge covers the cost of historical purchased power under collection and is based on the size of meter at your property. This charge was requested by East Pasadena Water Company prior to its acquisition by California American Water and was approved by the CPUC in East Pasadena's Advice Letter 117-A to be collected for East Pasadena Water Company. The increase in rates for the average former East Pasadena Water Company customer will be \$6.53 or 5.31 percent per month and is being implemented by Advice Letter 1352.







CUSTOMER SERVICE
1-888-237-1333


HOURS: M–F, 7a.m.–7p.m. ▪ Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service number listed above)


SERVICES

 **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.

 **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit californiaamwater.com. Under Water Quality, select Water Quality Reports.

 **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit californiaamwater.com. Under Customer Service & Billing, select Low Income Program.

EXPLANATION OF DISPUTES

 **Disputes:** Should you question this bill, please request an explanation from the company within five (5) days of the receipt of this bill. This bill is due and payable upon date of presentation. It will become past due if not paid within nineteen (19) days from the date of the mailing. If you believe there is an error on your

bill or have a question about your service, please call California American Water Company customer support at 1-888-237-1333. If you are not satisfied with California American Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting 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:

TTY: 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

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 & Spanish	1-800-854-7784

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.

Address Change(s)

Name

Address

City

State Zip Code

() Mobile Number

Phone Number

E-mail Address

Other ways to pay your bill



Auto Pay

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!



Online

With My Account, you can pay your bill free anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay.



In Person

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
57381529	100 CF	1-1/2	01/08/2022	02/08/2022	3,696 (A)	3,716 (A)	20	149.60	14,960

A = Actual E = Estimate

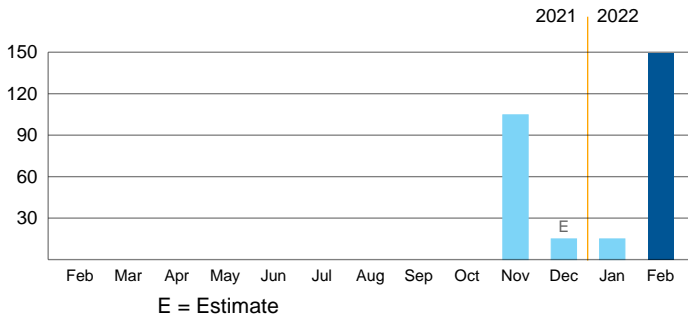
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 14,960

Billed Usage History (graph shown in 100 gallons)

- 14,960 gallons = usage for this period
- 0 gallons = usage for same period last year



Next Scheduled Read Date: on or about March 09, 2022
Account Type: Residential

Average
daily use for
this period is:
(32 days)

**468
gallons**

Year to Date Billed Usage: 16,456 gallons

Account Detail

Account No. 1015-210043832575

Service To: 408 S. ROSEMEAD BLVD PASADENA, CA 91107-4931

Prior Billing **64.58**

Payments **-64.58**

Total payments as of Feb 2. Thank you! -64.58

Balance Forward **0.00**

Service Related Charges - 01/08/22 to 02/08/22

Water Service **148.55**

Water Service Charge 87.21

Water Usage Charge (149.6 x \$0.41) 61.34

Other Charges **0.55**

EP Purchased Power and Pump Srgc 0.55

(149.6 x \$0.0037)

Total Service Related Charges **149.10**

Pass Through Charges **32.20**

East Pasadena Power Cost Recovery 32.20

Taxes **2.59**

Commission Surcharge 2.59

Total Current Period Charges **183.89**

Total Amount Due  **\$183.89**

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

For more information about your charges and rates, please visit:
<https://www.amwater.com/caaw/Customer-Service-Billing/Water-Rates/>

<This page is intentionally left blank and reserved for future messages>

Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OACA22.pdf>