



Los Altos Suburban District
949 B Street
Los Altos, CA 94024

<<Customer Name>>
<<Customer Address>>
<<Customer City, State>>
<<Customer Zipcode>>

Update for Cal Water customers on your water service



Quality. Service. Value.®

Understanding our Infrastructure Improvement Plan

At California Water Service, our highest priority is to provide safe, clean, reliable water. This requires a proactive commitment to infrastructure investment. The California Public Utilities Commission (CPUC) recently approved our 2024 Infrastructure Improvement Plan, which includes rate adjustments as well as \$92,669,530 in planned investments in our Los Altos Suburban communities.

For more information,
please visit calwater.com/iip
or scan the QR code here.



Reliability Runs Deep

A few of the major improvements planned for Los Altos Suburban



Reliability

Replace
45,705
feet of aging
water main



Safety

Upgrade existing
water treatment
facility to deliver
safe, clean
drinking water



Water supply

Upgrade existing
water storage
tanks to keep
supply and service
reliable

Your new CPUC-approved rates for safe, clean, reliable water

Per month	Current	New
5/8" x 3/4" meter	\$41.81	\$47.56
Tier 1 (1-6 Ccf)	\$2.7015	\$2.7706
Tier 2 (7-20 Ccf)	\$10.7870	\$11.0514
Tier 3 (21-30 Ccf)	\$13.4821	\$13.8803
Tier 4 (More than 30 Ccf)	\$20.2202	\$16.5836

Although Cal Water proposed a Low-Use Water Equity Program that would have resulted in lower fixed monthly service charges and placed more of the costs in the higher usage tier rates, the CPUC instead set rates that increased the monthly service charge, offsetting a larger portion of fixed water system costs. These costs include the infrastructure and water quality treatment, testing, and monitoring required to have safe, clean, reliable water at your tap, any time you need it, regardless of when it or how much is used. Conversely, usage tier rate changes are reduced to help balance your bill.

How rates are set

Rate adjustments for 2026-2028 will fund important water infrastructure projects, such as new pipes, treatment facilities, pumps, fire hydrants, and more. Cal Water's rates are set by the CPUC with input from the public, so that rates reflect the current cost of operating and upgrading our water system. Any changes to customer bills as a result of our Infrastructure Improvement Plan are expected to take effect July 1, 2026. The average bill will increase 23 cents per day from current rates.*

Learn more at calwater.com/iip.

**Based on a residential customer with the most common meter size of 5/8" x 3/4" and using the median amount of 6,732 gallons (9 Ccf) of water per month. The standard bill breakdown does not include temporary surcharges or credits.*

Check out our programs to help you save on your water bill

Financial assistance programs

- PromisePay payment arrangements
- Low-income Customer Assistance Program discounts
- Payment extensions
- Alternative payment arrangements

Conservation rebates and programs

- Free Conservation Kit
- Smart Landscape Tune-Up Program
- Lawn-to-Garden rebate
- Toilet rebate
- Clothes washer rebate
- Smart irrigation controller rebate
- Sprinkler nozzle rebate



For most residential customers, water usage is calculated through four tiers, with pricing based on how much water you use. Water usage is measured in units called Ccf, or 100 cubic feet increments, or 748 gallons of water. To learn more about our rate structure and understanding your water bill, visit calwater.com/iip.