

Exhibit D



Cost of Capital

Proposed Customer Notice

(Pending Public Advisor's Office Approval)

California Water Service Company

May 2021

EXHIBIT D

SAMPLE CUSTOMER NOTICE (CONDITIONAL APPROVAL BY PAO)



Notice of California Water Service's Request to Increase Rates in 2022 for the Bakersfield District Cost of Capital Application (A.XX-XX-XXX)

Para más información sobre este aviso, póngase en contacto con su centro local de atención al cliente a (XXX) XXX-XXXX, o visite nuestro sitio de web: <https://es.calwater.com>

Why am I receiving this notice?

On May 3, 2021, California Water Service (Cal Water) filed its Cost of Capital (CoC) Application No. XX-XX-XXX with the California Public Utilities Commission (CPUC). Cal Water's application requests an increase in CoC, which is the rate of return the company is authorized to recover on its investments in critical infrastructure required to deliver safe and reliable water service, by 0.02% to 7.50% from the current rate of 7.48%. Overall, the proposed changes would increase Cal Water's currently authorized earnings by \$XXXXXX (X.X%).

If the CPUC approves this application, Cal Water will begin recovering these costs no sooner than January 1, 2022. This will impact your bill.

Why is Cal Water requesting this increase to its CoC?

- Cal Water is required to file a CoC application every three years.
- This ensures funds are available to make critical infrastructure improvements, so water mains, wells, pumps, tanks, treatment systems, and other parts of the water system continue to provide safe, reliable water service.
- This application includes the funds needed to obtain equity and secure long-term debt (loans and financial obligations longer than one year).

How could this affect my water bill?

If approved by the CPUC, the typical residential customer bill in the Bakersfield District (based on average monthly residential usage of X,XXX gallons, or X Ccf, with a 5/8" x 3/4" meter) would increase as follows. Please note this includes only service and quantity charges; your water bill may vary from this estimate due to credits and surcharges in effect. Customers using less water will see a smaller dollar/cent increase, while customers using more water will see a slightly higher dollar/cent increase. Figures may vary slightly due to rounding.

| Current Bill | Proposed Increase | New Proposed Bill | Proposed Increase |
|---------------------|--------------------------|--------------------------|--------------------------|
| \$XX.XX | \$0.XX | \$XX.XX | 0.X% |

The revenue request for the Bakersfield District is as follows:

| Type of Service Provided | Current Revenue <i>(in thousands)</i> | Proposed Increase <i>(in thousands)</i> | New Proposed Revenue <i>(in thousands)</i> | Proposed Increase <i>(as percent)</i> |
|--|---|---|--|---|
| Residential Metered Service | \$XX,XXX | \$XXX | \$XX,XXX | 0.X% |
| Nonresidential Metered Service* | \$XX,XXX | \$XXX | \$XX,XXX | 0.X% |
| Flat Service (if applicable) | \$XX,XXX | \$XXX | \$XX,XXX | 0.X% |
| Recycled Water Service (if applicable) | \$XX,XXX | \$XXX | \$XX,XXX | 0.X% |

*Nonresidential metered service applies to all customer classes that are not residential (such as business, multi-family, and public authority customers) and do not have a separate tariff.

How does this process work?

This application will be assigned to a CPUC Administrative Law Judge who will consider proposals and evidence presented during the formal hearing process. The Administrative Law Judge will issue a proposed decision that may adopt Cal Water's application, modify it, or deny it. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties to the proceeding are currently reviewing Cal Water's application, including the Public Advocates Office, which is an independent consumer advocate within the CPUC that represents customers to obtain the lowest possible rate for service consistent with reliable and safe service levels. For more information, regarding the Public Advocates Office please call (415) 703-1584, email PublicAdvocatesOffice@cpuc.ca.gov, or visit PublicAdvocates.cpuc.ca.gov.

Where can I get more information?

Contact Cal Water:

Phone: (XXX) XXX-XXXX

Email: infoXX@calwater.com

Mail: 1720 North First Street, San Jose, CA, 95112

A copy of the application and any related documents may also be reviewed at www.calwater.com/XXX.

Contact CPUC:

Please visit cpuc.ca.gov/XXX to submit a comment about this proceeding on the CPUC Docket Card. Here you can also view documents and other public comments related to this proceeding. Your participation by providing your thoughts on Cal Water's request can help the CPUC make an informed decision.

If you have questions about CPUC processes, you may contact the CPUC's Public Advisor's Office at:

Phone: **1-866-849-8390** (toll-free) or **1-415-703-2074**

Email: Public.Advisor@cpuc.ca.gov

Mail: CPUC Public Advisor's Office
505 Van Ness Avenue
San Francisco, CA 94102

Please reference **Cal Water's CoC Application No. XX-XX-XXX** in any communications you have with the CPUC regarding this matter.