

**Para más información sobre este aviso, por favor llame al número (650) 917-0152.**

**Notice of Public Forum (Public Participation Hearing) for California Water Service Company's Request to Adjust Water Rates in its Los Altos District for 2026-2028 (Application 24-07-003)**

**What is this, and how can I participate?**

California Water Service Company (Cal Water) and the California Public Utilities Commission (CPUC) would like to hear from you. You are invited to participate in a Public Forum, also called a Public Participation Hearing (PPH), about Cal Water's 2024 Infrastructure Improvement Plan, also known as a General Rate Case (GRC), application (A.24-07-003).

This Public Forum is part of a formal proceeding that will be documented and placed into the formal record so the CPUC can make a decision about Cal Water's request. You can make comments and raise concerns to the CPUC Administrative Law Judge overseeing this application. You can also provide written public comments at any time during the proceeding at [apps.cpuc.ca.gov/c/A2407003](https://apps.cpuc.ca.gov/c/A2407003).

The Public Forums can be viewed online or listened to via phone with the information below. Your participation by providing your thoughts on Cal Water's request can help the CPUC make an informed decision.

**Where and when will these Public Forums be held?**

Date: January 23, 2025 Time: 1 p.m. & 6 p.m. Location: Virtual	Toll-Free Phone Number: <b>(800) 857-1917</b> Passcode: <b>6032788#</b> To make a public comment: <b>Press *1 to be added to the queue</b>  Webcast link (View Only): <a href="https://www.adminmonitor.com/ca/cpuc">www.adminmonitor.com/ca/cpuc</a>
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**Please note:** If you need a language interpreter, please contact the CPUC's Public Advisor's Office using the contact information at the end of this notice at least five business days before the Public Forums.

**Why am I receiving this notice?**

On July 8, 2024, California Water Service (Cal Water) filed its 2024 Infrastructure Improvement Plan, known as a General Rate Case (GRC), Application (A.24-07-003) with the California Public Utilities Commission (CPUC). As part of the application, Cal Water is requesting to increase rates to fund needed infrastructure improvements, water system maintenance, water quality initiatives, safety measures, and business operations, as well as to adjust for inflation. If the CPUC approves the application, forecasted costs will be recovered over a three-year period, affecting your water bill no sooner than January 2026.

**Why is Cal Water requesting this?**

- Cal Water is required to file an application with the CPUC every three years so that water rates accurately reflect the cost of providing safe, clean, reliable tap water to customers.
- This multi-year plan enables the utility to upgrade and modernize the water system through proactive infrastructure improvements designed to keep water reliable for customers, prevent small problems from getting bigger and more expensive to fix, increase sustainability, and provide high-quality service—both now and in the future.
- Some of the key projects Cal Water proposes in this cycle are: to replace approximately 45,705 feet of aging water mains, install additional water treatment facilities and equipment to benefit safety, and add a new well site to improve supply.

**How could this affect my water bill?**

If Cal Water's proposal is approved by the CPUC as filed, beginning in 2026, the average residential bill in the Los Altos District (with a 5/8"x3/4" meter and using 6,732 gallons, or 9 Ccf\*, per month) would increase by approximately \$3.77, or 4.8%, per month. You may use more or less than the average. These numbers do not include temporary surcharges and credits. More details, including proposed changes for other meter sizes and usage tiers, are available at [calwater.com/iip/resources](https://calwater.com/iip/resources). Over the course of the review process, which could take 18 months or more, some projects may be deferred or costs adjusted. Final rates approved may be lower than what was proposed.

\*1 Ccf = 748 gallons

**Average Residential Customer Bill Increase**

<i>Customer Type</i>	<i>Monthly Usage</i>	<i>Current Bill</i>	<i>Proposed 2026 Bill Change</i>		<i>Proposed 2027 Bill Change</i>		<i>Proposed 2028 Bill Change</i>	
Residential	9 Ccf (6,732 gallons)	\$78.01	\$3.77	4.8%	\$9.26	11.3%	\$9.87	10.8%
Residential Enrolled in Customer Assistance Program	9 Ccf (6,732 gallons)	\$58.98	\$1.38	2.3%	\$6.82	11.3%	\$7.27	10.8%

**How does the rest of 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 may review 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, call (415) 703-1584, email [PublicAdvocatesOffice@cpuc.ca.gov](mailto:PublicAdvocatesOffice@cpuc.ca.gov), or visit [PublicAdvocates.cpuc.ca.gov](http://PublicAdvocates.cpuc.ca.gov).

**Where can I get more information?**

*Contact Cal Water:*

Phone: (650) 917-0152

Email: [InfoLAS@calwater.com](mailto:InfoLAS@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 [calwater.com/iip](http://calwater.com/iip).

*Contact CPUC:*

Please visit [apps.cpuc.ca.gov/c/A2407003](http://apps.cpuc.ca.gov/c/A2407003) 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: (866) 849-8390

Email: [Public.Advisor@cpuc.ca.gov](mailto:Public.Advisor@cpuc.ca.gov)

Mail: CPUC Public Advisor’s Office

505 Van Ness Avenue, San Francisco, CA 94102

Please reference **Cal Water’s Application 24-07-003** in any communications you have with the CPUC regarding this matter.