



# California Water Service

## Investing in our Communities

Sept. 11, 2024

Quality. Service. Value.®

# Cal Water: History, Expertise, Scale



- Formed in 1926, nearly 100 years of experience
- Service areas across CA
- Serve more than two million Californians through almost 500,000 service connections
- More than 80 billion gallons of water annually

# Cal Water: History, Expertise, Scale



Beijing

To



New York

6,500+ miles of water main

# Cal Water in South San Francisco



- Part of this community since 1931
- 68 local employees with 599 years of combined professional experience and 117 professional certifications
- Population served = more than 64,000 people
- 16,484 service connections



# Cal Water in South San Francisco



- 160 miles of main
- 6 ground water wells
- 13 storage tanks
- 1 groundwater treatment plants
- Approximately 1,500 fire hydrants



# Cal Water in South San Francisco



- Local partnership with South San Francisco Chamber of Commerce
  - South San Francisco Chamber of Commerce Education Foundation Scholarship sponsor
  - Annual business awards event sponsor
  - Taste of South San Francisco Sponsor
  - On the Board of Directors



# Infrastructure Improvement Plan



# Where each dollar goes



**California Water Service**  
Quality. Service. Value.®

## Infrastructure Improvement Planning Bayshore

**Where each dollar goes:**

- 39%** Water production
- 36%** Capital improvements
- 12%** Centralized services (Water quality, Engineering, etc.)
- 7%** Local water professionals (Pump operators, Utility workers, etc.)
- 5%** Other operations & maintenance
- 1%** Conservation

To continue providing **safe, clean, reliable water** to our communities, Cal Water has proposed our **Infrastructure Improvement Plan for 2025-2027**.

**Our future upgrades will strengthen:**

- Reliability**
  - Replace 84,932 feet of water main to prevent failure of aging and high-risk pipelines
  - Install new generator to provide reliable water service during a power interruption
- Safety**
  - Harden high-risk wildfire zones to improve resiliency
  - Install new water treatment facility to continue to deliver safe, clean drinking water
- Supply**
  - Enhance reliability with seismic retrofits and upgrade existing water storage
  - Implement advanced metering infrastructure (AMI) to give customers better data to control their water use
  - Conduct aquifer conductivity study to determine brackish desalination supply feasibility to expand water sources

For these important upgrades and costs to maintain and operate this system, under this proposal, the typical customer using 4,488 gallons of water per month would have an **increase of 1.4 cents per day beginning in 2026, followed by 12 cents per day in 2027 and 13 cents per day in 2028.**

**Contact:**  
For more information on the improvements in your district, go to [calwater.com/iip/bay](http://calwater.com/iip/bay), email us at [infobay@calwater.com](mailto:infobay@calwater.com), or call us at (650) 558-7800.

**Reliability Runs Deep**





# Safe, clean, reliable drinking water = our top priority



- 500,000+ water quality tests in CA per year
- 12,684 water quality tests here in 2023
- Monitoring for more than 230 substances
- Among the safest water in the nation
- Our customers pay about a penny per gallon



# Proactive, Ongoing Maintenance and Improvements = Safer Communities



- Cal Water invested \$1.5 billion statewide in infrastructure from 2013 to 2022 to ensure the continued safety and reliability of water systems – more than any water company in the state
- We invested more than \$145 million here in our Bayshore District infrastructure over that same horizon
- We propose to invest an additional \$141 million in this next cycle

# Making Our Communities Safer



Proactive, ongoing maintenance and upgrades, such as:

- Wildfire protection and emergency preparedness (e.g., maintaining fire hydrants and generators)
- Seeking to prevent sinkholes, or hospitals from losing water
- Proactively addressing impacts of climate change (e.g., sustainability, wildfire resilience, flood protection)

# Preventing Small, Manageable Problems from Getting Worse



- Maintenance and upgrades prevent bigger, more expensive problems
- Already delayed some improvements over the last decade to help keep costs affordable and minimize the impact on customers during the pandemic
- Our proposed upgrades now will help keep costs lower in the long run, and help prevent things from becoming more expensive to fix later



# Investing in Our System to Provide Safe, Clean Water



- Storage tank redesign and tank improvements
- Automated Metering Infrastructure
- Brackish water study
- Valve and pump replacements
- Proposed 81,000 feet of main replacement

# Transparent Process



- Committed to being transparent with our customers and providing information in real time
- Proposed Infrastructure Improvement Plan (IIP) will affect customer bills, and we are proactive in our communications with customers regarding the IIP and any bill changes

# Transparent Process



- As submitted, customers will see a +1.4¢ per day increase in 2026
- We'll also continue to promote our existing customer bill assistance programs and conservation programs

# Conservation is a way of life



## • Rebates

- High-efficiency toilet rebate (Up \$50)
- High-efficiency clothes washer rebate (Up to \$150)
- Smart irrigation controller rebate (Up to \$125)
- High-efficiency sprinkler nozzle rebate (up to \$5 per nozzle)
- Lawn-to-garden (turf replacement) rebate (\$3 per sq ft. up 1,500 sq ft.)
- Smart Landscape Tune-up Program (landscape site evaluation)



# Rate structure



## Previous

- Service charge \$26.77
- 1-7 CCF per CCF \$7.2380
- 8-10 CCF per CCF \$9.0458
- >10 CCF per CCF \$13.5652

## Current

- Service charge \$29.09
- 1-6 CCF per CCF \$3.4509
- 7-9 CCF per CCF \$13.7316
- 10-13 CCF per CCF \$17.1585
- >13 per CCF \$25.7257

# Transparent Process



- Rates are set by independent experts every three years, not by Cal Water
- All proposed infrastructure improvements and other costs are thoroughly vetted by the California Public Advocates Office
- The Public Advocate’s mission is to “obtain the lowest possible rate for service consistent with reliable and safe service levels”
- And that is our goal, too



# Here for You



There are multiple ways for Cal Water customers to reach out to us:

- 24/7 emergency support
- At-home service, 5 days per week
- Connect with your local team 7am-7pm by phone
- *Calwater.com/IIP for more info on our proposed Infrastructure Improvement Plan*