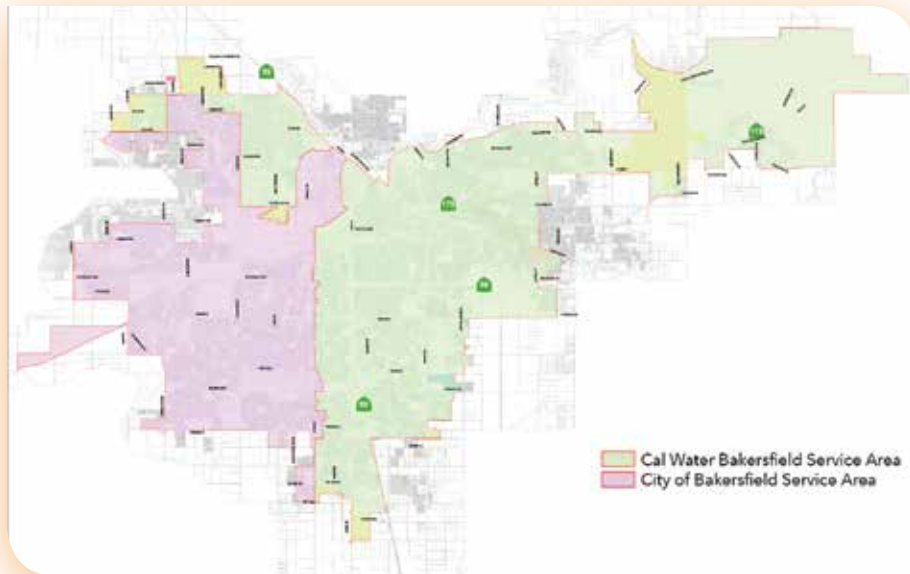


Resources available at calwater.com

- Online account management and bill pay
- Annual water quality reports and other water quality information
- Annual conservation reports and water-saving tips
- Corporate Citizenship Report
- Current rates and tariffs, plus other rate information
- Customer service options

Where We Serve

In addition to the systems we own, we serve the City of Bakersfield's water system through an operations and maintenance contract.



Regulation

Cal Water is regulated by the California Public Utilities Commission. The CPUC oversees our operations and sets our rates every three years after thoroughly auditing our service, books, and needs.

Cal Water is committed to improving the quality of life in the communities we serve.

Part of Our Community

Our employees are active in Rotary to help benefit residents in need and at-risk youth. We also participate in or support organizations including:

- City Police Activities League
- Kern County Boys & Girls Club
- Bakersfield ARC (BARC)
- Other charitable organizations

We are proud to have been part of the Bakersfield community for almost the last century, and we look forward to serving our customers and community for generations to come.



One of our key programs is **Operation Gobble**, in which we partner with local legislators every November to help feed families in need over the holiday season.



Quality. Service. Value.

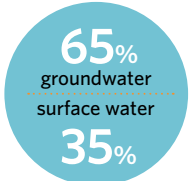


Proudly providing high-quality, reliable, and affordable water service in Bakersfield


About Us

California Water Service Company's (Cal Water) Bakersfield District has been serving our community since 1927, when we purchased Bakersfield Water Works. We provide water service to 65% of the City of Bakersfield, which includes the Rio Bravo and North Garden areas (see service area map inside), and proactively maintain and upgrade our facilities to ensure that our customers always have a reliable, high-quality supply. We operate the City of Bakersfield and Tejon water systems through operations and maintenance contracts. In Tejon, we operate its domestic and wastewater systems.

We meet the needs of our Bakersfield-area customers with water wells that pump about 58.6 million gallons of water per day from deep beneath the ground. We also purchase water from the Kern County Water Agency, which is supplied by the State Water Project in northern California, and the City of Bakersfield, which obtains water from the Kern River. The water from the Kern River is treated at our two state-of-the-art treatment plants.



Contact Us

 (661) 837-7200

 infoBK@calwater.com

 www.calwater.com

 3725 South H St.
Bakersfield, CA 93304

Connect with Us

 facebook.com/calwater

 twitter.com/calwaterservice

District Manager: Rudy Valles
Direct: (661) 837-7240 Mobile: (661) 979-9540 Email: rvalles@calwater.com

Water Quality

Here in Bakersfield, we process water for our customers through two treatment plants that utilize advanced micro-filtration membranes.

Our Northwest Bakersfield Treatment Plant can process 8 million gallons of water per day for our customers; and our Northeast Treatment Plant can process 20 million gallons per day. We take 200 samples per month to test for 146 constituents regulated by the California Department of Public Health.

Low-Income Rate Assistance

Cal Water offers a low-income rate assistance (LIRA) program for customers who meet income guidelines. The discount provides 50% off of the monthly service charge for a 5/8"x3/4" meter, up to \$12. Income limits can change from year to year. Through May 31, 2016 gross maximum income limits per household are:

Total # of people in household	1	2	3	4	5	6	7	8
Total combined annual income*	\$31,860	\$31,860	\$40,180	\$48,500	\$56,820	\$65,140	\$73,460	\$81,780

*Add \$8,320 for each additional household member

Qualifying customers can apply for LIRA online at www.calwater.com/LIRA. Or, customers can request a copy from our Customer Center or print a copy from the web site and return it to our Customer Center at 3725 South H St., Bakersfield, CA 93304, or by email to lira@calwater.com.

Conservation

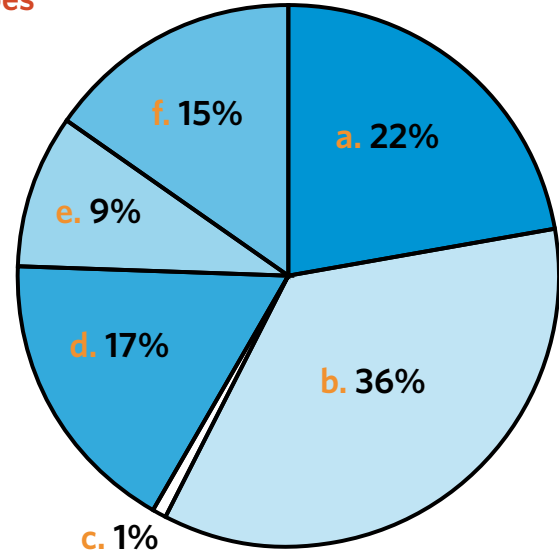
Cal Water is committed to helping our customers and communities save water to ensure a reliable supply for the future. We have a robust program to help our customers reach their conservation goals, including:

- Residential plumbing retrofit device kits
- High-efficiency toilet and clothes washer rebates
- Rebates for Smart Irrigation Controllers
- Free sprinkler nozzles
- Commercial irrigation device rebates

Please visit www.calwater.com/rebates to see what is currently available to Bakersfield customers.

Where Each Water Dollar Goes

- a. Supply (pumping/purchased water costs)
- b. Capital improvement program
- c. Conservation
- d. District payroll and benefits
- e. Other district expenses
- f. Centralized services (water quality, engineering, administrative)



Centralized Administrative Support

Our San Jose headquarters provides support for water quality, engineering, accounting, billing, and other administrative services.

By sharing these centralized services with 20 other local Cal Water districts, we benefit from the expertise of water quality scientists who test and analyze the water for compliance with standards, professionally licensed engineers

who design the pipelines and other infrastructure, and other subject matter experts while lowering the costs for our own customers.

Additionally, we benefit from the technological capabilities of our state-certified water quality lab, billing and publishing center, and information technology resources.

Statewide, Cal Water is the largest subsidiary of California Water Service Group, which also has operations in Hawaii, New Mexico, and Washington. Together, the four subsidiaries provide utility services to about two million people in more than 100 communities.





annual production
24,605
billion gallons



69,828
customer connections
275,282
population served



983
gallons
average daily demand per connection



951
miles of main



5,778
hydrants



135
wells



46.2
million gallons
total storage



95
booster pumps

*Data as of June 2014