

Why is there a water allocation?

Golden State Water Company's (GSWC) wholesale water supplier for Bay Point, the Contra Costa Water District (CCWD), announced a water allocation for its residential customers beginning May 1, 2010. While there is no reduced allocation for GSWC, the company wants to keep GSWC customers on notice about the need to conserve.



The water was shortage caused by recent dry years and court-ordered pumping restrictions that limit the flow of water through the Delta to protect the environment.

How does this affect me?

We're urging all Bay Point customers to voluntarily keep their water usage at or below historical averages.

There currently is no penalty for Bay Point customers who exceed their allocations.



If needed, GSWC may implement mandatory allocations for customers with penalties for exceeding their target. Customers would be notified before mandatory rationing went into effect.

The penalties are designed to be revenue neutral and only cover additional costs GSWC would incur from exceeding its reduced allocation from its wholesale water suppliers.

How do I know my monthly allotment?

In the "Usage History" section of your bill, the "Current Allocation" refers to the amount of water you are budgeted for the current billing period to stay at your historical average use. You also will see information about your "Next Allocation," which is your voluntary target for the next billing period.

Your allocation is based on your property's average usage for the years 2005, 2006 and 2007 (2008 was not included because it was a dry year.)

We also will provide you the historical average usage for each of the 12 months of the year.



Examples of Non-essential Use

Customers who repeatedly violate a list of non-essential water use restrictions may receive fines and suspension of service.



Some examples include:

- Use of water resulting in excessive run-off in gutters, waterways, patios, driveways or streets.
- Use of water through broken or defective plumbing, sprinkler, watering or irrigation systems.
- Use of water for washing vehicles without a shut-off nozzle.

Where can I learn more?

To request a complete listing of unauthorized water use, visit our Bay Point Customer Service Area office at 53-B Manor Drive in Bay Point or contact our 24 hour customer service center at 1-800-999-4033.



What can I do?

We want to help you by giving you tools and information you need to reduce your water usage and save money. We offer many services and incentives including rebates on high-efficiency toilets and clothes washers, and free conservation devices, water-saving tips and home visits by water conservation experts. Visit www.gswater.com for more information.



Eliminate Water Waste

We're also responding to complaints about water waste in our Bay Point Customer Service Area. Typical examples of water waste include using broken sprinklers or overwatering that results in runoff. Customers who continue to waste water will receive a written warning and may have their service suspended.



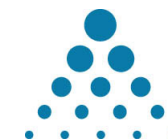
Water Use Efficiency Tips

- Water your yard before 8 a.m. to reduce evaporation and wind interference. This will save you 25 gallons per day.
- Wash only full loads of dishes and laundry and save up to 15 to 50 gallons per load.
- Shorten your shower by one or two minutes and save up to 5 gallons per day.
- Fix leaky faucets. A constant faucet leak wastes up to 20 gallons per day.
- If your showerhead can fill a one-gallon bucket in less than 20 seconds, replace it with a high-efficiency showerhead.
- Use California native plants in your landscape. California native plants require less care and water.
- Hosing down your driveway for five minutes wastes 50 gallons of water. Clean it with a broom or blower instead.

For more information, visit www.gswater.com or call 1-800-999-4033.

¿Preguntas? Llame al Centro de Servicio al Consumidor al 1-800-999-4033.

Bay Point's Water Allocation Plan



Golden State
Water Company
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