

2023 General Rate Case A Plan Committed to Water Quality, Reliability

The proposed 2023 General Rate Case (GRC) supports Golden State Water Company's (Golden State Water) long-term commitment to providing customers with high-quality water and reliable service by proactively investing in local water treatment and distribution systems.



 **The plan ensures the safety and dependability of the local water system by protecting the environment and upholding the fundamental right of every Californian to access reliable water, no matter the zip code.**

Are Proactive Investments in Water Infrastructure Important?



To fulfill our commitment to providing high-quality water and reliable service, proactive investments in water treatment, supply, and water distribution systems create sustainable, long-term value for you, our customer. Proactive investments avoid the costly and potentially dangerous effects of deferring maintenance or delaying the replacement of aging infrastructure.

For proposed infrastructure investments by Customer Service Area, visit www.gswater.com/your-service-area, insert the name of your community, and see the Capital Projects tab.

How are new rates determined?



The California Public Utilities Commission (CPUC) requires Golden State Water to ensure reasonable rates that reflect the total cost of providing water service, maintaining the infrastructure, and making needed system improvements. Many factors impact water rates, including rising operation and maintenance costs, regulatory requirements, and capital improvement programs. There are other factors beyond Golden State Water's control, including regulatory costs and taxes, rising energy costs, and increasing construction costs to replace aging infrastructure.

What is the rate-making process?



Every three years, Golden State Water is required to file a General Rate Case (GRC) with the CPUC that proposes a rate structure necessary to meet operating expenses and infrastructure improvements. Accordingly, in August of 2023, Golden State Water filed its 2023 General Rate Case. This rate plan proposes local infrastructure investments and water rates for the years 2025, 2026 and 2027. Any adjustments to current rates will not go into effect until January 2025, at the earliest.



[GSWater.com](https://www.gswater.com)

How are Consumers Protected?



The California Public Utilities Commission (CPUC) sets water rates after an extensive review process by the CPUC Public Advocates Office, considering customer input and evaluating the cost of maintaining the water system and investment required to ensure reliable, quality water. The outcome of this process is the lowest possible customer bills that will allow Golden State Water to provide safe and reliable water services, replace aging infrastructure and comply with the state's mandated water conservation and environmental goals.

How were Customers Notified of the Proposed Rates?



Throughout this rate-making process, Golden State Water was open and transparent with customers. Customer notifications included bill inserts, emails, media releases, and community meetings. The GRC Notices are available at www.gswater.com/2025-27rates.

Does Golden State Water Provide Rate Assistance?



Golden State Water proudly offers a monthly credit for low-income customers who qualify for the Customer Assistance Program (CAP). Customers with questions about the CAP program or eligibility are encouraged to visit [gswater.com](https://www.gswater.com) or call the **CAP Hotline at 866.360.2279**.

What Are the Local Economic Benefits of Golden State Water's Investments?



Capital infrastructure investments and ongoing operations generate significant economic benefits for communities where Golden State Water operates. Our operations help fund critical public services by investing not only in the economy of the areas we serve but also through federal, state, and local taxes. In addition to employing 500 highly skilled employees, the services provided by the company are supported by contractors, consultants, and vendors who are as diverse as Golden State Water's service areas.

