



Santa Maria

Proposed 2028-30 Infrastructure Investments and Water Rates



Customer Service Drives Every Investment

In July 2026, Golden State Water proposed a General Rate Case (GRC) that outlines the investments and rates needed to support safe, reliable water service from 2028 through 2030. We understand that customers want to know why rates may change and how those dollars would be used. That is why we are committed to explaining the proposal clearly, including the local infrastructure investments that would help treat, store and deliver safe drinking water.

Rate-Making Principles



Strengthening the Reliability of Local Water Systems



Health, Safety and Regulatory Compliance



Reducing Water Waste, Protecting Supplies



Support Safe, Clean and Affordable Water for Every Community

Proposed Santa Maria Water Infrastructure Investments

The rates proposed for 2028-2030 will provide customers in the **Santa Maria Service Area** with long-term value by investing nearly **\$28 million** in local water infrastructure essential to delivering safe, high-quality, and reliable drinking water.

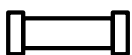
Proposed investments include replacing an aging 85-gallon-per-minute groundwater well in the Sisquoc System, upgrading nitrate, iron, and manganese treatment facilities, replacing a 0.275-million-gallon reservoir in the Cypress Ridge System, drilling a new replacement groundwater well in Orcutt, and modernizing critical pumping and electrical infrastructure across several local water systems. These projects, combined with ongoing pipeline replacements throughout the service area, will improve water quality, strengthen treatment and storage reliability, enhance system resiliency, and help ensure a dependable water supply for local homes and businesses. Together with the company's ongoing investments in water treatment technology and fire hydrants that support public safety, new investments will help maintain safe drinking water standards and reliable service for the community.

To learn more about the proposed infrastructure investments in your neighborhood, visit: gswater.com/santa-maria.



Kelt Reservoir & Pipeline (Orcutt Water System)

Today's Infrastructure Serving Your Community



224

miles of water mains



3,358

valves



38

wells



19

storage tanks/reservoirs



1,695

hydrants

Understanding the Rate-Making Process

Golden State Water does not set final rates. Every three years, Golden State Water submits a General Rate Case to the California Public Utilities Commission (CPUC) describing the investments and operating costs needed to provide safe, reliable water service. The CPUC decides whether to approve, modify or deny the request after a public review process. The Public Advocates Office, an independent consumer advocate within the CPUC, reviews utility requests and advocates for the lowest possible rates consistent with safe and reliable service.



**Customer Rates at Work:
Strengthening Water Reliability & Safety**

Proposed Bill Impacts

Golden State Water understands that any increase in customers' bills matters. When Golden State Water proposes new rates, water affordability and water safety must go hand in hand. **Rates should be no higher than necessary, but they must also support the services and infrastructure needed to treat and deliver safe drinking water 24/7.**



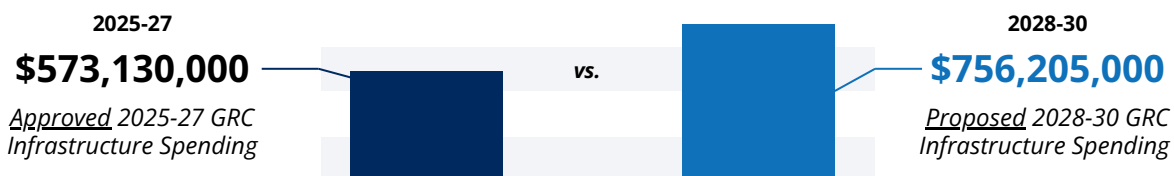
The average **residential customer** in the Santa Maria Customer Service Area with a 5/8 x 3/4" meter using 8,976 gallons (12 Ccf) per month would see their current monthly bill increase from **\$95.25** to **\$114.62** in 2028, at the earliest (excluding any applicable surcharges).



The average **commercial customer** in the Santa Maria Customer Service Area with a 5/8 x 3/4" meter using 36,652 gallons (49 Ccf) per month would see their current monthly bill increase from **\$271.58** to **\$305.31** in 2028, at the earliest (excluding any applicable surcharges).

Investing in Reliable Water Systems Across California

32% investment increase between the 2025-27 GRC and the 2028-30 Proposed GRC



Financial Assistance for Qualified Customers

Golden State Water understands that household budgets can be stretched. Financial assistance is available to eligible customers who need help paying their water bill.

To learn more, visit www.gswater.com/post/customer-assistance-program or call **1-800-360-2279**.



To contact our Customer Service team, call us at **1-800-999-4033** or email customerservice@gswater.com.

   @GoldenStateH2O
 800.999.4033  gswater.com