

# 2025-27 Infrastructure Investments and Water Rates

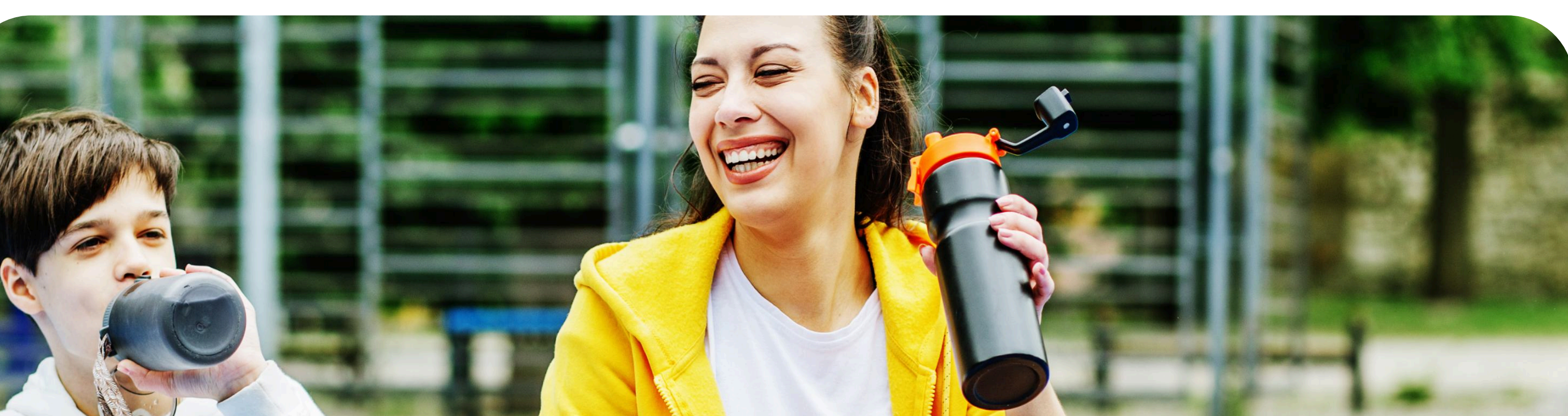
▶ Customer Service Area: Central Basin East

## CUSTOMER SERVICE AREA

Golden State Water is committed to serving nearly 20,000 customers in the Central Basin East Service Area, including portions of Artesia, Cerritos, Downey, Hawaiian Gardens, La Mirada, Lakewood, Long Beach, Los Alamitos, Norwalk, Santa Fe Springs, Whittier and adjacent county territory. We've been serving high-quality, reliable water to the area for more than 80 years.

In January of 2025, the California Public Utilities Commission (CPUC) adopted Golden State Water Company (Golden State Water) 2023 General Rate Case (GRC), **The rate plan includes local infrastructure investments and water rates for the years 2025, 2026 and 2027.**

The rates support our long-term commitment to providing our customers with high-quality water and reliable service, avoiding the costly and sometimes dangerous effects of deferring maintenance or delaying the replacement of aging infrastructure.



**We never want customers to think twice about the quality of the water coming from their taps.**



@GoldenStateH2O

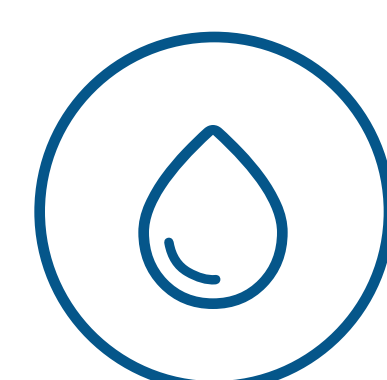
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## LOCAL WATER INFRASTRUCTURE INVESTMENTS

The rates adopted for 2025-2027 will provide customers with long-term value by investing over **\$33.2 million** in needed capital investments and maintenance of local water infrastructure essential to the delivery and treatment of reliable, quality water.

Investments in the Central Basin East Service Area include but are not limited to constructing a new well to improve water supply reliability; upgrading water distribution infrastructure, water treatment facilities, and systemwide technology that monitors and controls the water system; replacing aging water mains, meters, pumps, and water purification equipment, as well as installing backup generators to reduce the dependence on the electrical grid during catastrophic events. As part of our commitment to reliability and public safety, Golden State Water proactively invests in upgrading and maintaining its fire hydrants.

## RATE-MAKING PRINCIPLES



Prioritize the safety and dependability of the local water system.



Protect the environment by reducing the company's carbon footprint and its energy demands.



Mitigate the impact climate change will have on future water supplies by replacing deteriorating water infrastructure and increasing water storage.



Uphold the fundamental right of every Californian to access safe, clean and affordable water.

# Proactive Investments in Water Quality & Reliability Provide Customers Long-Standing Value

Customer Service Area: **Central Basin East**

## 2025 WATER RATES

Customer bills are determined based on the cost-of-service, maintenance, and investments required to maintain a reliable and quality water system. Other factors include but are not limited to, regulatory costs and taxes, inflation, rising energy and fuel costs, and increasing construction costs to replace aging infrastructure. The new rates went into effect February 1, 2025.

The average **residential customer** with a 5/8 X 3/4" meter using 6,732 gallons (900 cubic feet or 9 Ccf) per month will see their 2024 monthly bill increase from **\$76.01** to **\$81.80**, effective Feb. 1, 2025 (excluding any applicable surcharges).

The average **commercial customer** with a 5/8 X 3/4" meter using 26,180 gallons (3,500 cubic feet or 35 Ccf) per month will see their 2024 monthly bill decrease from **\$243.04** to **\$233.00**, effective Feb. 1, 2025 (excluding any applicable surcharges).



To learn more about the rate-making process, visit [www.gswater.com/2025-27rates](http://www.gswater.com/2025-27rates).

## THE RATE MAKING PROCESS

As a state-regulated utility, Golden State Water must submit a General Rate Case (GRC) application every three years, as set forth by the California Public Utilities Commission (CPUC). For example, the 2020 GRC introduced rates for 2022-24, and three years later, the 2023 GRC application introduces rates for 2025-27. The CPUC requires reasonable rates that reflect the total cost of providing water service, maintaining the infrastructure, and making needed system improvements.

The rate-making process is open and transparent, with opportunities for customers to offer public comments. The Commission's Public Advocates Office is charged with ensuring the lowest possible rates without compromising public health and safety. Golden State Water shared a notice of the proposed rates with customers and in local newspapers.

**To learn more about the rate-making process, visit [www.gswater.com/2025-27rates](http://www.gswater.com/2025-27rates).**

## FINANCIAL ASSISTANCE

Golden State Water 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/post/customer-assistance-program](http://gswater.com/post/customer-assistance-program) or call the CAP Hotline at 866.360.2279.

## CONTROLLING WATER BILLS

Golden State Water continues its tiered rate structure by expanding the middle tier to help customers conserve water and control their water bills.