

A MESSAGE from your General Manager



Golden State Water Company (Golden State Water) has been serving reliable, quality water to Californians for more than 85 years. Over those eight decades we always put our customers first, because we understand that water is a critical part of our customers' lives. It's our responsibility to ensure every customer has quality water available

from their tap when they need it.

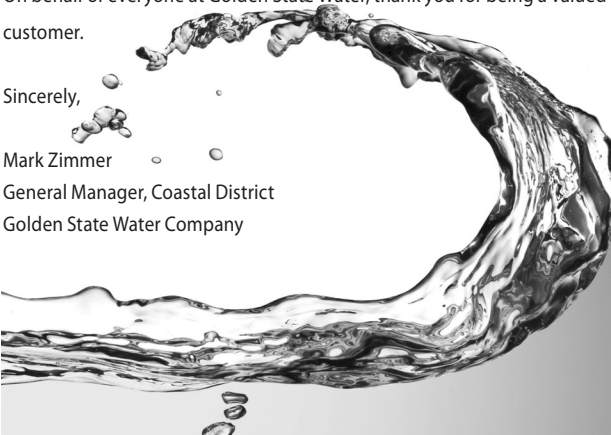
All water providers have a duty to maintain and improve their infrastructure to ensure the safety and reliability of drinking water service. At Golden State Water, we take that responsibility seriously. That's why we employ one of the most-aggressive infrastructure maintenance programs in the industry and plan years ahead to address community needs.

As part of the required rate-setting process with the State of California, we recently filed a General Rate Case application for years 2019, 2020 and 2021. We've detailed the needed infrastructure investments proposed in the General Rate Case, so you are fully informed on the state of your water system and Golden State Water's plans to maintain the system in the future. If you have any questions, please visit our website at gswater.com/Santa-Maria or call us anytime at 800.999.4033.

On behalf of everyone at Golden State Water, thank you for being a valued customer.

Sincerely,

Mark Zimmer
General Manager, Coastal District
Golden State Water Company



Santa Maria Benefit to Customers

Golden State Water Company (Golden State Water) invests to protect the safety and reliability of the local water system. We employ proactive maintenance programs and update our aging pipeline infrastructure on a replacement schedule of approximately 100 years. For comparison, the American Society of Civil Engineers recently published a report on the country's water infrastructure concerns, noting a national average replacement schedule of 200 years on pipes designed to last 75-100 years.¹

In this 2019-21 GRC application, Golden State Water is proposing infrastructure investments totaling approximately \$14,963,000 for the Santa Maria Customer Service Area to address water supply, storage and distribution needs.

¹ <https://www.infrastructurereportcard.org/wp-content/uploads/2017/01/Drinking-Water-Final.pdf>



KEY PROJECTS (proposed)

Following are capsule summaries of key upcoming projects:

- **Pipeline Replacement Program:** An investment of approximately \$5,181,000 proposed to replace aging water pipes to improve water system operation and reliability.
- **Orcutt System Land Acquisition:** More than \$743,000 is proposed to purchase one acre of land for increased storage capacity for the Orcutt system.
- **Orcutt Hill Reservoir Maintenance:** Approximately \$508,000 is proposed to recoat the interior of Orcutt Hill Reservoir No. 2, which will extend the useful life of the reservoir for operational, fire and emergency storage.
- **Well Performance Improvements:** More than \$803,000 is proposed to increase the capacity, improve the performance and extend the useful life of Mira Flores Well No. 7, Crescent Well No. 1, and Oak Well No. 1.
- **Foxen Canyon Plant Upgrades:** More than \$1,082,000 is proposed to construct a new reservoir at the Foxen Canyon Plant, relocate a generator and increase the capacity of Well No. 4.
- **Cypress Ridge System Study:** Approximately \$362,000 is proposed for a study to address water supply reliability for Cypress Ridge customers.
- **System Technology Upgrades:** Approximately \$1,587,000 is proposed to upgrade and install a streamlined system-wide control program for the Cypress Ridge, Nipomo and Orcutt systems. Benefits from this project include improved water quality and data management, as well as the ability to monitor and respond for needed system maintenance.
- **Meters and Services Installation:** More than \$1,126,000 is proposed to install new meters and connections.

This was not reviewed or approved by the CPUC. It is meant solely as supplemental information, from Golden State Water, to the official notice.

Why Water Rates Are Increasing



Water system improvements



Taxes



Supply and operating costs

2019-21: PROPOSED WATER RATES

Golden State Water Company (Golden State Water) delivers quality drinking water and reliable service 24 hours a day, 7 days a week, to approximately 13,400 customers in the Santa Maria service area, which includes portions of Santa Maria, Lake Marie, Nipomo, Orcutt, Sisquoc, Tanglewood, Cypress Ridge and surrounding areas.

The rate adjustments and infrastructure investments proposed for 2019-2021 are pending approval through the General Rate Case (GRC) process. Any adjustment to current rates would not be implemented until Jan. 1, 2019 at the earliest.

If the GRC is approved as filed, local customers would see the following rate impact:

- An average residential customer in the Santa Maria Customer Service Area with a 5/8 x 3/4" meter, using 10,472 gallons (1,400 cubic feet or 14 Ccf) of water per month, would see a monthly bill increase of \$10.45 from \$56.66 to \$67.11 compared to 2017 (excluding any applicable surcharges).

HOW WATER RATES Are Set

Golden State Water Company (Golden State Water) is regulated by the State of California to ensure rates are reasonable and reflect the full cost to provide water service, maintain the infrastructure and make needed system improvements.

Every three years, Golden State Water is required to file a General Rate Case (GRC) with the state to propose a rate structure that recovers the revenue needed to meet operating expenses and necessary infrastructure improvements over a three year period. Golden State Water filed its GRC application for the years 2019, 2020 and 2021 on July 19, 2017.

The GRC process is thorough and includes several layers of check and balances over an 18 month period to ensure customers receive a fair rate for reliable, quality water service. Customers have an opportunity to participate in the ratemaking proceedings, and their interests are protected throughout the process by the state's Office of Ratepayer Advocates.



EXPENSES

Approximately 76% of the costs to operate, maintain and improve the water system don't change when customers use less/more water.

REVENUE

Approximately 70% of the revenue collected from water bills is variable. When usage decreases, rates must eventually increase to cover fixed costs.



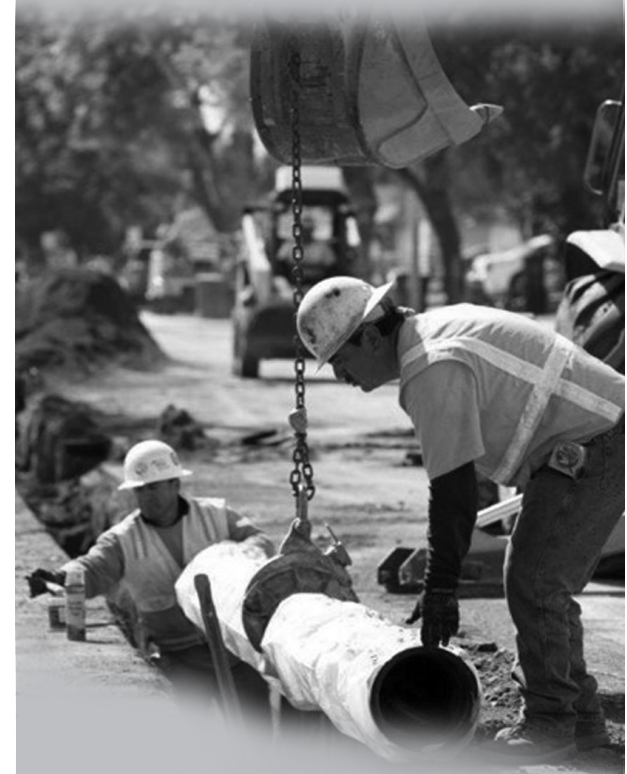
TO LEARN MORE about local infrastructure investments, water rates or conservation programs/rebates available in your area, please visit gswater.com/Santa-Maria, follow us on Twitter @GoldenStateH2O or call us anytime at 800.999.4033.

RATES



Golden State
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Proposed Infrastructure Investments and Water Rates for 2019, 2020 & 2021



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*Figures shown represent companywide average and vary by ratemaking area