



Los Osos

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 Los Osos CSA Water Infrastructure Investments

The rates proposed for 2028-2030 will provide customers in the **Los Osos Service Area** with long-term value by investing over **\$8 million** in local water infrastructure essential to delivering safe, high-quality, and reliable drinking water.

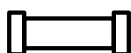
Proposed investments include evaluating a future interconnection to the State Water Project's Coastal Branch and partnering with Los Osos Community Service District, and San Luis Obispo County to assess the feasibility of bringing an additional water supply source to the community, and drilling a new replacement groundwater well. These projects, combined with ongoing pipeline replacements throughout the service area, will help diversify local water supplies, reduce reliance on groundwater, improve long-term water supply resiliency, and support sustainable management of the Los Osos and San Luis Obispo Valley Groundwater basins. 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/los-osos.



Jack Ranch Reservoir

Today's Infrastructure Serving Your Community



45

miles of water mains



718

valves



9

wells



7

storage tanks/reservoirs



331

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.**

Consolidation

If the proposed consolidation of the Los Osos and Santa Maria ratemaking areas is *approved* by the California Public Utilities Commission, **residential** and **commercial** customers in the Los Osos Customer Service Area would see **no change** to their current monthly bill from 2028 through 2030.

Non-Consolidation

If the proposed consolidation of the Los Osos and Santa Maria ratemaking areas is *not approved* by the California Public Utilities Commission:



The average **residential customer** in the Los Osos Customer Service Area with a 5/8 x 3/4" meter using 3,740 gallons (5 Ccf) per month would see their current monthly bill increase from **\$116.40** to **\$148.25** in 2028, at the earliest (excluding any applicable surcharges).



The average **commercial customer** in the Los Osos Customer Service Area with a 5/8 x 3/4" meter using 14,960 gallons (20 Ccf) per month would see their current monthly bill increase from **\$331.16** to **\$409.12** in 2028, at the earliest (excluding any applicable surcharges).

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.

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