Placentia

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 Placentia Water Infrastructure Investments

The rates proposed for 2028-2030 will provide customers in the **Placentia Service Area** with long-term value by investing **nearly $35 million** in local water infrastructure essential to delivering safe, high-quality, and reliable drinking water.

Proposed investments include upgrading pressure-reducing valves and vaults across the Cowan Heights and Placentia-Yorba Linda systems, improving Fairhaven Wells No. 1 and 3, which have a combined capacity of 2,150 gallons per minute and support PFAS treatment operations, acquiring land for future water supply and storage improvements, replacing the Chapman Booster Pump Station and upgrading its discharge piping to 16 inches, and installing permanent generators at key groundwater facilities. These projects, combined with more than $14.6 million in proposed pipeline replacements throughout the Cowan Heights and the Placentia-Yorba Linda Systems, will improve water quality, strengthen local groundwater reliability, reduce reliance on purchased water, and enhance system resiliency during outages and emergencies. 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.

Ambervale Secondary Feeder Line

To learn more about the proposed infrastructure investments in your neighborhood, visit: [gswater.com/placentia.](gswater.com/placentia)

Today's Infrastructure Serving Your Community

184 miles of water mains	**2,975** valves	**6** wells	**15** storage tanks/reservoirs	**2,043** 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 Orange County-Placentia 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 **$95.81 to $107.87** in 2028, at the earliest (excluding any applicable surcharges).

The average **commercial customer** in the Orange County-Placentia Customer Service Area with a 1" meter using 48,620 gallons (65 Ccf) per month would see their current monthly bill increase from **$475.97 to $532.47** in 2028, at the earliest (excluding any applicable surcharges).

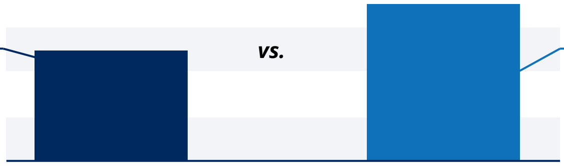
Investing in Reliable Water Systems Across California

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

2025-27

$573,130,000

Approved 2025-27 GRC Infrastructure Spending



2028-30

$756,205,000

Proposed 2028-30 GRC Infrastructure Spending

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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