



At California American Water, the health and safety of our customers, communities and employees is our top priority. Our focus continues to be providing high-quality, reliable service to customers for health and sanitation purposes during the emergency.

WATER QUALITY

California American Water's drinking water treatment barriers provide protection that includes filtration and disinfection of our surface water supplies (e.g., those from lakes, reservoirs, or rivers) and disinfection of our groundwater sources (e.g., underground wells). These treatments are effective in removing and/or inactivating viruses. **Our water meets all current federal and state drinking water requirements.**

WATER SYSTEM EMERGENCIES

In the event of an emergency, please contact us immediately at **888-237-1333** to report the problem and have local staff dispatched.

CUSTOMER SERVICE AND BILLING

To protect our employees and customers, our customer payment centers will be closed from Monday, March 16, until at least Monday, May 4. California American Water will also suspend non-essential field appointments and in-person conservation services during the emergency.

Customers may visit our website, www.californiaamwater.com, and use the MyWater portal to view bills and pay online.

Customers may also pay by mail, by phone at **888-237-1333** or visit [local third-party payment centers](#).

In an effort to keep our customers safe during the coronavirus pandemic, **California American Water will be placing a moratorium and discontinuing service shutoffs for nonpayment at this time.** We will continue to evaluate this moratorium as more information becomes available. Additionally, California American Water will begin the restoration of service to previously shutoff customers. The restoration may take some time, but we will work as quickly and safely as possible. If your service has been turned off prior to March 12, 2020, we will restart your service if it is safe to do so.



WE KEEP LIFE FLOWING™

californiaamwater.com
(888) 237-1333