

INVESTING IN RELIABLE WATER SERVICE



DEPENDABLE, HIGH-QUALITY WATER SERVICE DEPENDS ON YOU

Every day, around the clock, water agencies deliver safe, clean, high-quality water through extensive infrastructure systems to their customers. This is water for homes, businesses, industry, agriculture and firefighting. Our lives and economy rely on 'tap' water.

Public water systems move millions of gallons of water each day, often for hundreds of miles. Every drop must travel through pipelines, tunnels, pump stations, treatment plants, storage facilities and distribution pipes to reach your tap.

To stay in top condition and meet changing needs, these systems require ongoing maintenance and upgrades. Water customers invest in these services through payment of their water bills.



CUWA Member Agencies

TOTAL POPULATION SERVED
(2010): 24 MILLION

RETAIL AGENCIES:

Alameda County Water District (ACWD)
East Bay Municipal Utility District (EBMUD)

Los Angeles Department of
Water and Power (LADWP)

RETAIL/WHOLESALE AGENCIES:

Contra Costa Water District (CCWD)
City of San Diego (San Diego)

San Francisco Public Utilities Commission
(SFPUC)

WHOLESALE AGENCIES:

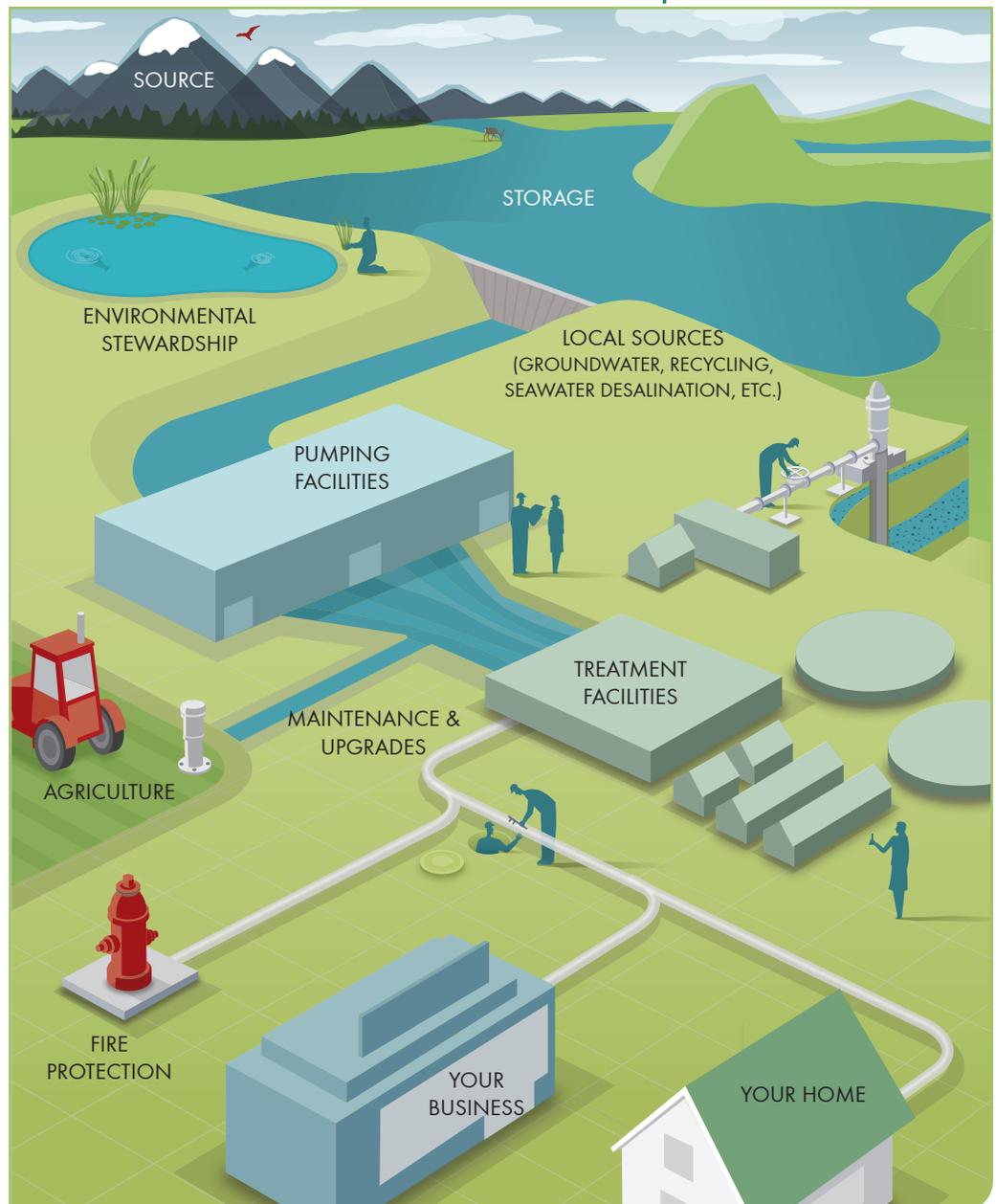
Metropolitan Water District of
Southern California (MWDSC)

Santa Clara Valley Water District (SCWWD)

San Diego County Water Authority (SDCWA)

Zone 7 Water Agency (Zone 7)

From Source to Tap



EVERY DOLLAR GOES TO WORK



Public water agencies don't make a profit. Every dollar from customers' water bills is invested back into important components of the water system to help ensure reliable water availability 24 hours a day, seven days a week.

■ Securing water supplies:

Developing local water supplies, such as groundwater, recycled water and water conservation programs, or purchasing water from non-local sources

■ Pumping and moving water:

Energy, supplies and facilities to move water where it's needed

■ Testing and treating water:

Chemicals, energy and equipment to ensure safe, clean water

■ Upgrading systems:

Replacing or improving equipment and facilities to meet growing demand and keep systems up-to-date and in good working order

■ Operating and maintaining systems:

Operators, engineers, technicians, plumbers, inspectors, accountants, managers and others ensure smooth operations and fiscal stability

■ Protecting the environment:

Maintaining and managing watersheds and water quality

TAP WATER IS A GREAT VALUE



On average statewide customers pay

**less than
a penny
per gallon
for TAP WATER**

Water is essential. As a ratepayer, you – through payment of your bills – ensure our water systems remain reliable today and into the future.

On average statewide, customers pay less than one penny per gallon of drinking water – significantly less than the cost of soda or bottled water. It's a tremendous value, considering the extensive systems needed to provide

safe, clean, reliable water for our communities and economy. Water rates recover the costs of these systems to ensure they operate to serve you and generations to come.



CALIFORNIA URBAN WATER AGENCIES