



## **WRAM/MCBA Update for Customers in Ojai**

The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) are tools that benefit customers because they ensure that Golden State Water Company (Golden State Water) recovers only the actual cost to operate the system. These are costs that providers must recover to ensure reliable water service, including costs for improvements to pipes and mains, supply costs, energy costs, and items like meter readers, inspectors, billing and maintenance crews.

Water use was less than projected for Ojai in 2013, so revenue collected did not cover the state-approved cost to operate the system. An 18-month temporary charge of approximately 50 cents per 748 gallons (1 CCF) was implemented on March 8.

At the same time, a temporary charge from the 2010 WRAM expired on March 7, reducing residential customer bills by 19 cents per 748 gallons (1 CCF).

The monthly bill of a residential customer with a 5/8" x 3/4" meter using 8,976 gallons (12 CCF) will increase by \$3.68 to \$78.14.

The WRAM and MCBA serve as transparent auditing mechanisms and offer the highest degree of protection for customers. Golden State Water rates are determined by the California Public Utilities Commission (CPUC) and reflect the cost to provide water service, maintain the infrastructure and improve the water system.

Customers with specific questions about their bill or water service are encouraged to contact our 24-hour Customer Service Center at 1-800-999-4033 or [customerservice@gswater.com](mailto:customerservice@gswater.com).