Acquiring Small and Distressed Systems LESSONS LEARNED



CONSOLIDATION

FURTHER CONSIDERATIONS

TYPES OF CONSOLIDATIONS

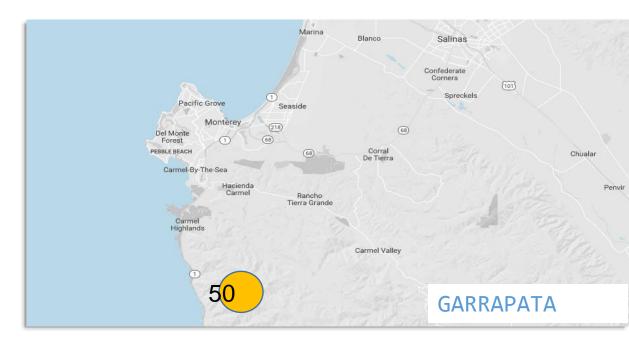
- PHYSICAL
- RATES
- MANAGERIAL/LABOR

the Pines Graino Horstville Arbuckle Wheatland Meadow Vista Sheridan Kilaga Springs 49 80 Rio Oso North Auburn Subaco (45) Lake Trails Georgetov Nicolaus Auburn Rumsey Lincoln (16) Garden Valley Guinda Pleasant Grove Knights Landing Coloma 65 Rocklin Tancred Roseville Counsman Brooks King Farms Cadenasso Capay Citrus Heights Esparto Rio Linda El Dorado Folsom (16) Cameron Park Cottonwood Fair Oaks G Carmichael Rancho Norton Sacramento Cordova Davis **DUNNIGAN** (16) Winters 99 Florin

Sierra Madre (134) Pasadena STUDIO CITY (101) Monrovia Glendale Glendo Azusa EAGLE ROCK 210 LOS FELIZ (39) BEL AIR Alhambra HOLLYWOOD Covina Baldwin Park T CENTRAL LA El Monte West Covina 405 KOREATOWN South El Monte Los Angeles BRENTWOOD DOWNTOWN PACIFIC PALISADES 60 60 East Los Angeles City of Industry Santa Monica Walnu Montebello (187) Hacienda Heights Ladera Heights Huntington Park Marina Del Rey Pico Rivera Rowland Los Angeles International Bell Gardens La Habra Heights Inglewood South Gate Airport Downey 105 El Segundo Hawthorne Brea 90

CALIFORNIA AMERICAN WATER CASE STUDIES

LOCATIONS



- WATER QUALITY
- RATES
- SOURCE OF SUPPLY

COMMONLY ANTICIPATED ISSUES: LESS COMMONLY ANTICIPATED ISSUES:

- OPERATIONAL ISSUES
- DATA INTEGRATION
- CUSTOMER RELATIONS



CHALLENGES

- CHROMIUM 6
- OPERATIONAL ISSUES
- RATE IMPACT

SOLUTIONS

- TREATMENT
- TECHNICAL EXPERTISE
- RATE CONSOLIDATION



CHALLENGES

- WATER QUALITY
- WATER SUPPLY
- AGING WORKFORCE

SOLUTIONS

- INTERCONNECTION
- MANAGERIAL EXPERTISE

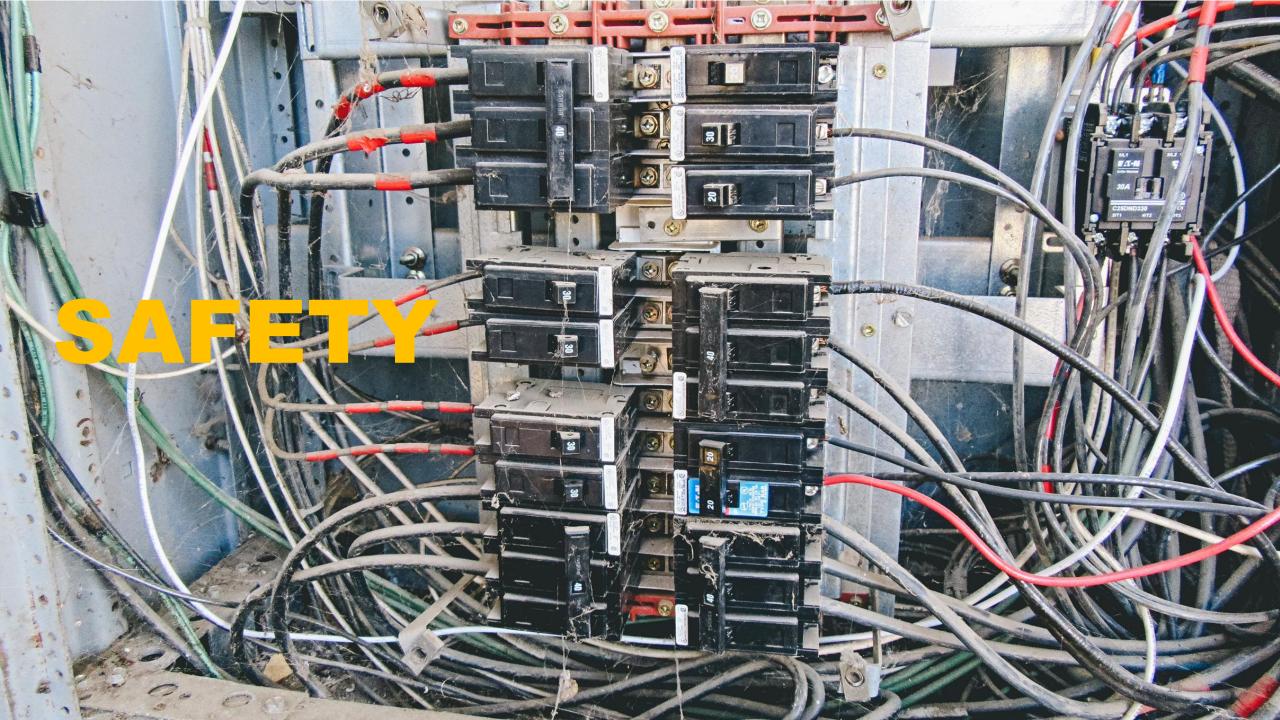


CHALLENGES

- WATER QUALITY
- WATER SUPPLY
- RETIRING WORKFORCE

SOLUTIONS

- GRANT FUNDING
- PLANNING
- MANAGERIAL EXPERTISE



CONSOLIDATION

LESSONS LEARNED

- CUSTOMER COMMUNICATIONS
- CUSTOMER DATA
- OPERATIONAL ISSUES

CONSOLIDATION

CUSTOMER BENEFITS

- CONSERVATION PROGRAMS
- LOW-INCOME ASSISTANCE
- CUSTOMER SERVICE

QUESTIONS

EVAN JACOBS

External Affairs Manager Northern District

TIM MILLER

Director of Water Quality & Environmental Compliance