



East Pasadena Water Company

3725 Mountain View Avenue • Pasadena • California • 91107

August 18, 2021

East Pasadena Water Customers

Re: Sale of East Pasadena Water Company

Dear Friends and Customers,

It has been an honor and a privilege to serve as your water provider for the past 90 years. As many of you may know, the Garnier family has sold East Pasadena Water Company to California American Water. California American Water is the fourth largest water utility company in California and is a subsidiary of American Water, which is the largest investor-owned water utility in the United States. The sale is due to close on September 23rd and California American Water will immediately begin operating the water system on September 24th.

In recent years, the regulatory obligations of running a water utility have become more than our small staff can handle. California American Water has a long history of providing service in communities neighboring us and it brings an additional level of expertise called for in these complex times, along with the technology and wherewithal needed to bring you clean, potable water. They will offer enhanced customer service, conservation programs and payment assistance programs that are currently unavailable to you. After talking to several other companies, we felt California American Water was the best fit for our East Pasadena customers. I am pleased to note that you will continue to see many familiar faces as our employees will be joining the California American Water team.

We expect that you will be receiving information from California American Water in the coming weeks. Our goal is to make the transition as seamless as possible for each of you. East Pasadena Water Company will issue final bills to all customers in September and California American Water will begin monthly billing in October, which may be a change for some customers accustomed to bi-monthly billing. California American Water has a variety of payment and billing options, including in-person, by mail, online and at third party locations.

Thank you again for allowing us to serve you.

Sincerely,

Tony Garnier/Lawrence M. Morales
East Pasadena Water Company