



East Pasadena Water Company

3725 Mountain View Avenue • Pasadena • California • 91107

September 15, 2021

Dear Customer:

We are once again reaching out to you to let you know that this is the final water bill you will receive from East Pasadena Water Company. Beginning in October you will receive your water bill from California American Water Company.

You will soon receive a welcome packet from Cal-Am, providing all the information you will need to understand their payment options and programs. In the meantime, we want to alert you to the following items.

1. There will be no automatic bank draft for this bill. You can still send a check if you wish to pay prior to receiving the welcome packet from Cal-Am.
2. You will not be able to pay this water bill on the East Pasadena Water Company website, but again, you may pay by check.
3. If you are paying through your own banking institution, you will not find East Pasadena Water Company listed and you cannot pay California American Water this way until your new account is set up. Again, you may pay by check.

California American Water will be scheduling a virtual Customer Open House event in the coming weeks, please plan on attending and getting to know your new water utility. Until then, you may reach out with any questions to welcome@amwater.com.

It has been our pleasure to serve you.

Sincerely,

Lawrence M. Morales
President
East Pasadena Water Company