

September 14, 2023



Cal Water Enters Groundbreaking Partnership With State of California to Help Low-Income Customers Pay Water Bills

SAN JOSE, Calif., Sept. 14, 2023 (GLOBE NEWSWIRE)—NYSE: CWT—As part of its ongoing effort to support its low-income customers, California Water Service (Cal Water) has entered a first-of-its-kind agreement with the California Department of Community Services & Development (CSD) to make it easier for customers to access funds through the Low Income Household Water Assistance Program (LIHWAP).

LIHWAP, a federally funded program that offers a one-time benefit of up to \$15,000 per household for past-due or current water or wastewater bills, is designed to assist low-income residents who need help paying their bills. To make the application process easier and faster for income-eligible customers, Cal Water and CSD will jointly identify customers who previously received support through the State’s Low Income Household Energy Assistance Program (LIHEAP); these customers will automatically be enrolled to receive LIHWAP assistance, unless they opt out upon notification.

“We are not only focused on providing a reliable supply of safe, clean water to our customers, but also on the affordability of that water,” said Martin A. Kropelnicki, Cal Water Chairman and CEO. “Together, we can accomplish more, and this partnership with the Department of Community Services & Development is a groundbreaking effort for us to help our customers who are most in need.”

Eligible customers who have not participated in LIHEAP may still submit applications through their local community-based organizations, which can be found at www.calwater.com/lihwap. Since LIHWAP began, Cal Water customers have received more than \$1.6 million to pay down their water bills.

For more information on LIHWAP, visit www.calwater.com/lihwap. For information on Cal Water's other customer assistance programs, visit www.calwater.com/assistance. LIHWAP also helps pay down wastewater bills; customers should inquire with their wastewater provider to see if it participates in the program.

About California Water Service

California Water Service provides high-quality, reliable water utility services to about 2 million people statewide through 496,400 service connections. What sets Cal Water apart is its commitment to enhancing the quality of life for its customers and communities. Guided daily by their promise to provide quality, service, and value, the utility’s employees lead the way in working to protect the planet, care for people, and operate with the utmost integrity. Integral to Cal Water’s strategy is investing responsibly in infrastructure, sustainability initiatives, and community well-being. The utility has also been named one of “America’s Most Responsible Companies” and the “World’s Most Trustworthy Companies”

by *Newsweek* and a Great Place to Work[®], and is No. 1 in Customer Satisfaction Among Large Water Utilities in the West Region* by J.D. Power. More information is available at www.calwater.com.

*California Water Service received the highest score in the West Large segment of the J.D. Power 2023 U.S. Water Utility Residential Customer Satisfaction Study of customers' satisfaction nationally among water customers in the US. Visit jdpower.com/awards for more details.