

**From:** Lindy Levin [<mailto:lindylevin@gmail.com>]  
**Sent:** Tuesday, July 05, 2016 4:32 PM  
**To:** Quint, Matthew@Waterboards  
**Subject:** CDO WR 2009-0060 CalAm Water in Monterey County, CA

Dear Mr. Quint

My husband and I have lived in Pacific Grove for over 20 years, and have grown increasingly unhappy with the treatment we have received by CalAm Water.

During the recent mandated cut back due to the drought, our community achieved water usage reduction goals and did an exemplary job at water conservation.

In return for this, CalAm went to the CPUC to collect \$50 Million Dollars precisely because the ratepayers cut water usage, and CalAm failed to anticipate this

loss of income. So, once again, the ratepayers were saddled with remedying CalAm's mistakes.

Now we are facing another issue of possible penalties if CalAm fails to meet the milestones for water set out by the state board. I believe that if CalAm misses

a milestone, the penalty will be a reduction of 1,000 acre feet of water. My concern is that the ratepayers will be left with paying this penalty, not CalAm.

The commercial industry, mostly consisting of hotels, has benefited from a deal with CalAm. While ratepayers are on a strict tier system, the commercial

customers pay a flat fee. The tier system is supposed to operate as an incentive to save water, but the commercial customers are exempt. The commercial customers

use 24% of the water in Monterey. If as a result of a missed milestone, Calam must reduce its allocation by 1,000 feet, who do you think that burden will fall to?

While visitors to Monterey can soak in spa tubs and take unlimited showers, the ratepayers are asked to take a "marine shower": turn off the water while you suds up and

then turn it on again to rinse. We have to make up for Calam's reduction of revenue due to our water conservation, and any future failures will fall on the shoulders of the ratepayers. Again.

George Riley of Public Water Now (PWN) has proposed an alternate solution. Instead of making ratepayers pay for CalAm's mistakes, why not make CalAm pay by having them

reduce the cost of water to the ratepayers. If they have to pay a cent more and experience a cut in profits, I suspect they will be more compliant.

Please give consideration to the long suffering ratepayers.

Thank you for your time.

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