

Dear Customer:

Liberty Utilities is proud to serve Apple Valley with safe, reliable water service. We have a great team of experts with a proven track record of providing utility services throughout the country. As your new provider, we look forward to meeting you, investing in the community and ensuring you receive exceptional water service now and for generations to come.

We are writing to let you know about a program we provide to customers who may be having difficulty covering monthly household expenses. A monthly bill credit is available to low-income customers who qualify for the California Alternative Rates for Water (CARW) program, and eligible customers could receive a \$8.38 monthly bill credit (\$16.76 bi-monthly) for their primary residence.

We encourage customers to review the program qualifications on the enclosed application. If you think you may qualify for the CARW program, please complete and submit the application form by mail or at our local office. Discounts will be applied to qualified customers upon verification and approval by Liberty Utilities.

Please don't hesitate to call us at 1.800.481.9190 or 760.247.6484 if you have questions about the CARW program or need assistance completing application. We are honored to be your water provider.

Thank you.

Estimado Cliente:

Liberty Utilities se enorgullece de servir con Apple Valley, servicio de agua seguro y confiable. Tenemos un gran equipo de expertos con un historial probado de proporcionar los servicios públicos en todo el país. A medida que su nuevo proveedor, esperamos contar con su presencia,

la inversión en la comunidad y asegurar que reciba un servicio excepcional de agua y para las generaciones venideras.

Le escribimos para hacerle saber acerca de un programa que proporcionamos a los clientes que pueden estar teniendo dificultades para cubrir los gastos mensuales del hogar. Un crédito de factura mensual está disponible para clientes de bajos ingresos que califican para las tarifas de California alternativo programa de Agua (CARW), y los clientes elegibles podrían recibir un crédito de factura mensual \$8.38 (\$16.76 cada dos meses) para su residencia principal.

Recomendamos a los clientes para revisar los requisitos del programa en la solicitud adjunta. Si usted cree que puede calificar para el programa CARW, por favor completar y enviar el formulario de solicitud por correo o en nuestra oficina local. Los descuentos serán aplicados a los clientes cualificados, previa verificación y aprobación por parte de la Liberty Utilities.

Por favor, no dude en llamarnos al 1.800.481.9190 o 760.247.6484 si tiene preguntas sobre el programa CARW o necesita ayuda para completar la aplicación. Tenemos el honor de ser su proveedor de agua.

Gracias.

Don't Let Our Community Get Tapped Out!

Water is essential to everything that's living, and we must be smart about how we use it. There is no shortage of ways that you can make a difference, and Liberty Utilities is here to help. Please don't use more than you need.

Our Programs Include:

- ◆ **No-cost water audits.** A member of our conservation team will help identify ways you can reduce water use, check for leaks and recommend adjustments to sprinklers and watering schedules. In many cases, we provide no-cost replacement sprinkler devices.
- ◆ **No-cost conservation tools** such as faucet aerators, shut-off nozzles and shower timers.

We're Here to Help

For more information on mandatory water use restrictions, rebates and our conservation programs, visit www.libertyutilities.com or call us at (760) 247-6484. Pick up free water-saving devices by visiting our office at 21760 Ottawa Road, Apple Valley, CA 92308.

Help us meet our state-mandated water use reduction goal of 24% and ensure a reliable water supply for the future.

Please hand deliver your completed application to the office or mail your application to:

Entregue su solicitud completada en, o envíela por correo a:

Liberty Utilities
Customer Service Department
21760 Ottawa Road
P.O. Box 7005
Apple Valley, CA 92307



Liberty Utilities®

CARW

Low Income Rate Ratepayer Assistance

Save \$8.38 /Month

SEE IF YOU QUALIFY TODAY!

**CALIFORNIA
ALTERNATIVE
RATES FOR WATER**
(CARW) - RATE DISCOUNT
APPLICATION INSIDE

**TARIFAS ALTERNAS PARA
AGUA DE CALIFORNIA**
(CARW) - DESCUENTO
ENSU TARIFA DEAGUA
SOLICITUD ADENTRO