GENERAL RATE CASE PUBLIC MEETING

October 8, 2026 • Country Estates, Metropolitan & Traver

Del Oro Water Company (DOWC)
Janice Hanna, Director of Accounting & Regulatory Affairs

California Public Utilities Commission (CPUC)
Josefina Montero, Regulatory Analyst, CPUC Division of Water

- All participants will be muted upon joining the meeting
- Once the presentation is complete the meeting host will open up for Public Comment
- Press *9 to raise your hand to enter the queue, Press *6 to unmute the line
- This meeting will be recorded

Public Meeting Overview

1 What is a General Rate Case
2 Why the Rate Case is Needed
3 What it Takes to Deliver Water to the Tap
4 Operating Cost Increases
5 Current Rates vs. Proposed Rates
6 Today's Rates Support Tomorrow's Reliability
7 Customer Protections & Regulatory Oversight
8 How Customers Can Participate
9 Del Oro Water Company's Commitment
10 Common Customer Questions
11 Questions & Public Comment

1. What Is a General Rate Case?

- A General Rate Case (GRC) is the process by which a water utility request a change in rates from the California Public Utilities Commission (CPUC).
- General Rate Case (GRC) workbooks were submitted on June 2, 2026 showing proposed rate increases for each district.
- The Calculations were based on factors such as the number of customers, water consumption, meter sizes, 3 years of historical operating expenses, and actual increases in costs for purchased water, electricity, insurance, employee labor costs, and health benefits.
- The CPUC staff will make a thorough investigation of the utility's request. Following the investigation, the CPUC may grant the utility's request in whole or in part or may deny it.

Review
Cost & Needs

Ensure Fair
& Reasonable Rates

Support Safe,
Reliable Service

2. Why the Rate Case is Needed?

Current rates are based on operating costs from 6 years ago

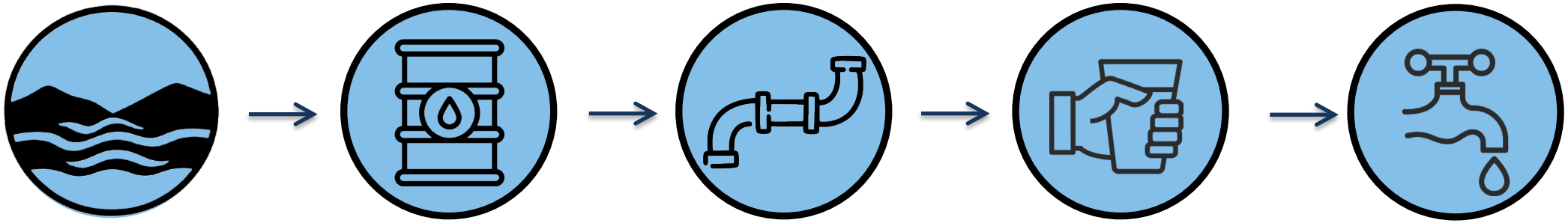
- Our last GRC was completed in 2023, utilizing data from 2020-2022.
- Rising costs for essential goods and services have increased significantly.
- Major cost pressures include electricity, insurance, labor, chemicals, fuel, purchased water, regulatory requirements, and contracted services.
- The General Rate Case ensures that revenues match the costs of operating and improving your water system.
- Del Oro must continue to invest in our infrastructure to maintain reliable service.

Stable Rates Today. Reliable Water Tomorrow.

3. What it Takes to Deliver Water to the Tap

More than just water in the pipes

- Source and purchase water costs, operation of wells & pumps.
- Pumping costs, electricity, and maintenance.
- Maintenance of water mains, valves, meters, hydrants, and service connections.
- Water quality testing and compliance with drinking-water regulations.
- Staff responds to leaks, outages, emergencies, and customer service needs.



Source & Treatment → Pumping & Storage → Treatment & Distribution → Testing & Compliance → To Your Tap

4. Operating Cost Increases

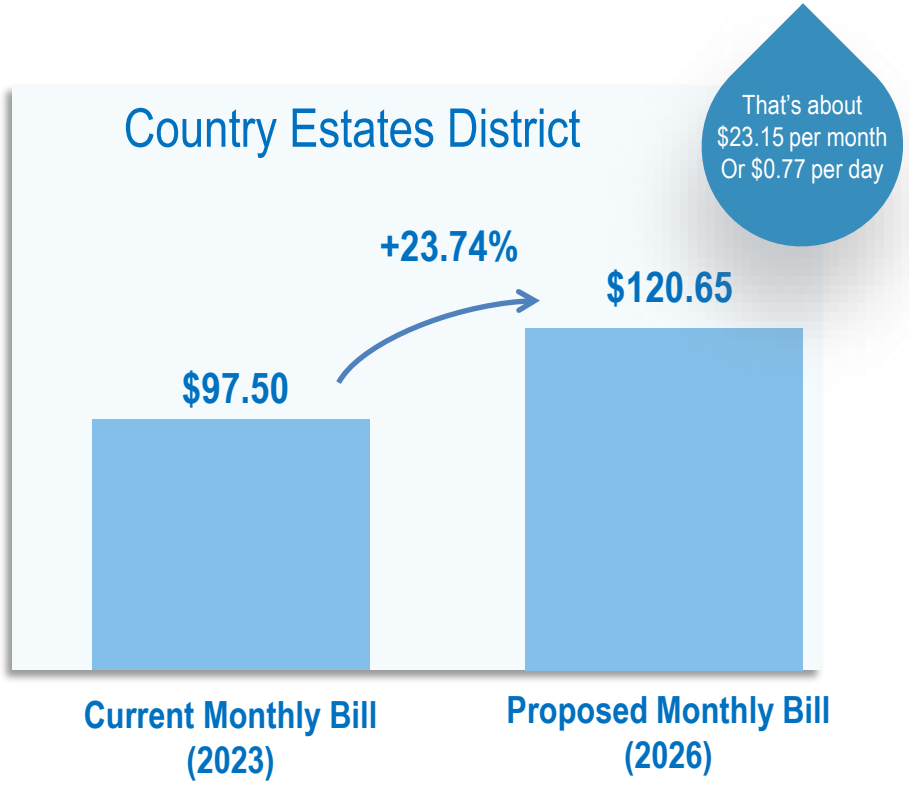
Over the 3 years, the cost of key items have risen significantly across the company

Chemicals	+57%	+$ 2,752
Electricity	+28%	+$ 17,900
Labor	+47%	+$102,000
Insurance	+68%	+$ 14,170
Office Supplies	+24%	+$ 5,700
Transportation/Fuel	+30%	+$ 8,600
Materials / Contract Work	+65%	+$ 6,000

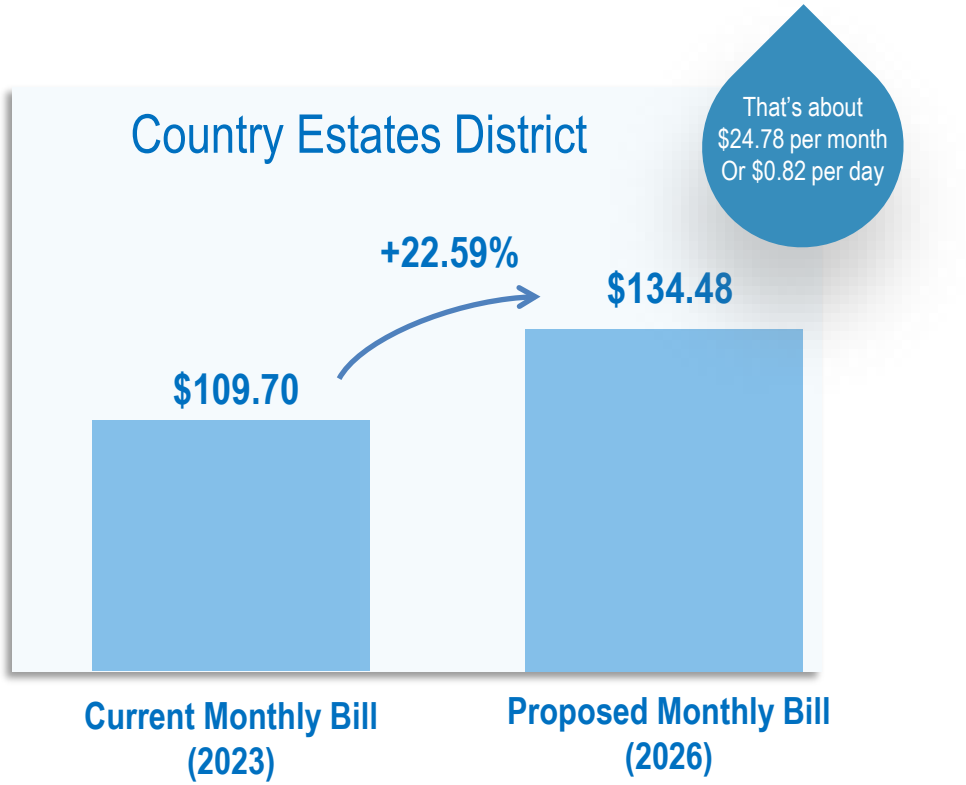
These figures reflect the average increases and associated costs across all three (3) districts from our last General Rate Case.

These “non-controllable” costs are outside of our control, but they are essential to providing safe, reliable water.

5. Current Rates vs. Proposed Rates



For the average residential customer in the Country Estates District using 1000 cu. ft. or 7,430 gallons per month

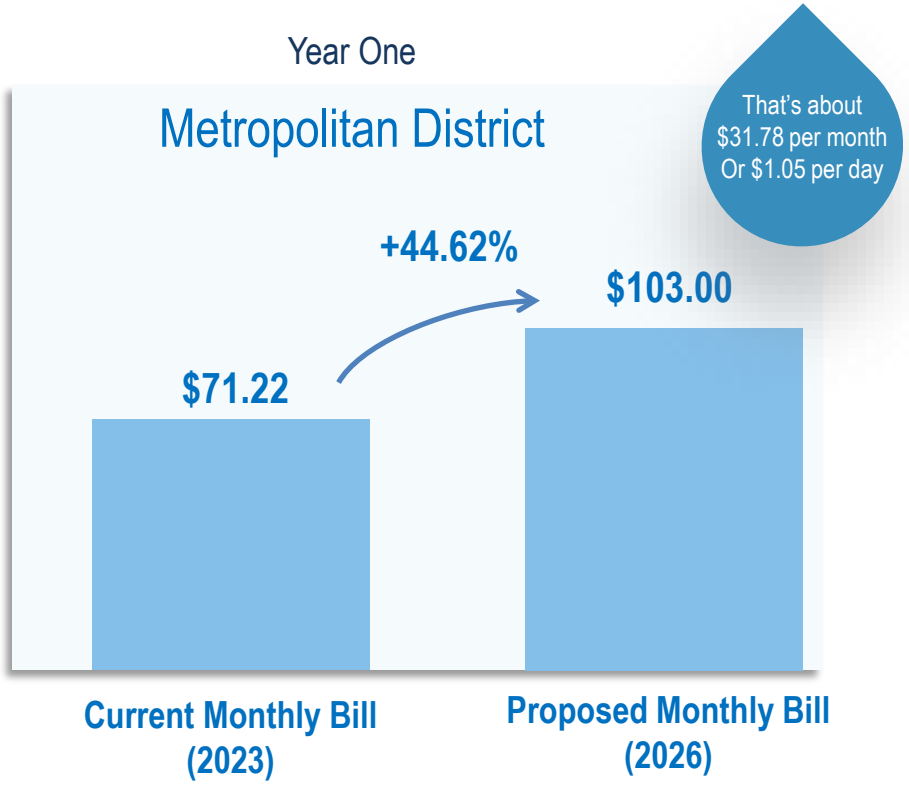


For the average residential customer in the Country Estates District using 1500 cu. ft. or 11,115 gallons per month

Proposed Rate increases are based on the number of customers, water consumption & meter size. These along with operating costs and water sources make each district's rates vary.

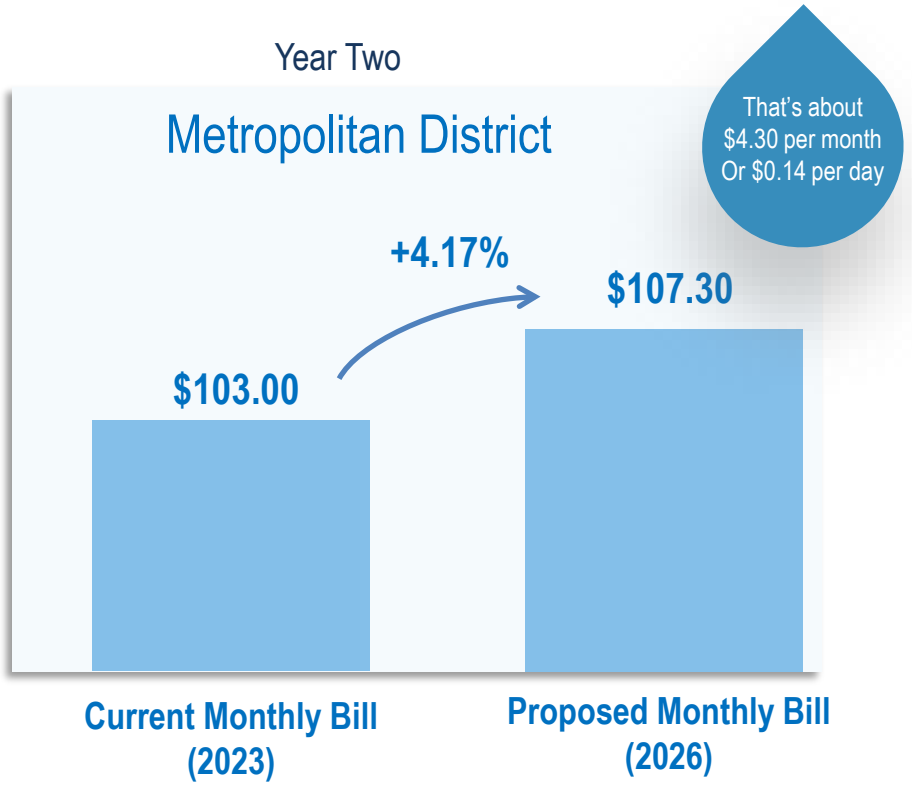
5. Current Rates vs. Proposed Rates

Year One



For the average residential customer in the Metropolitan District using 1000 cu. ft. or 7,430 gallons per month

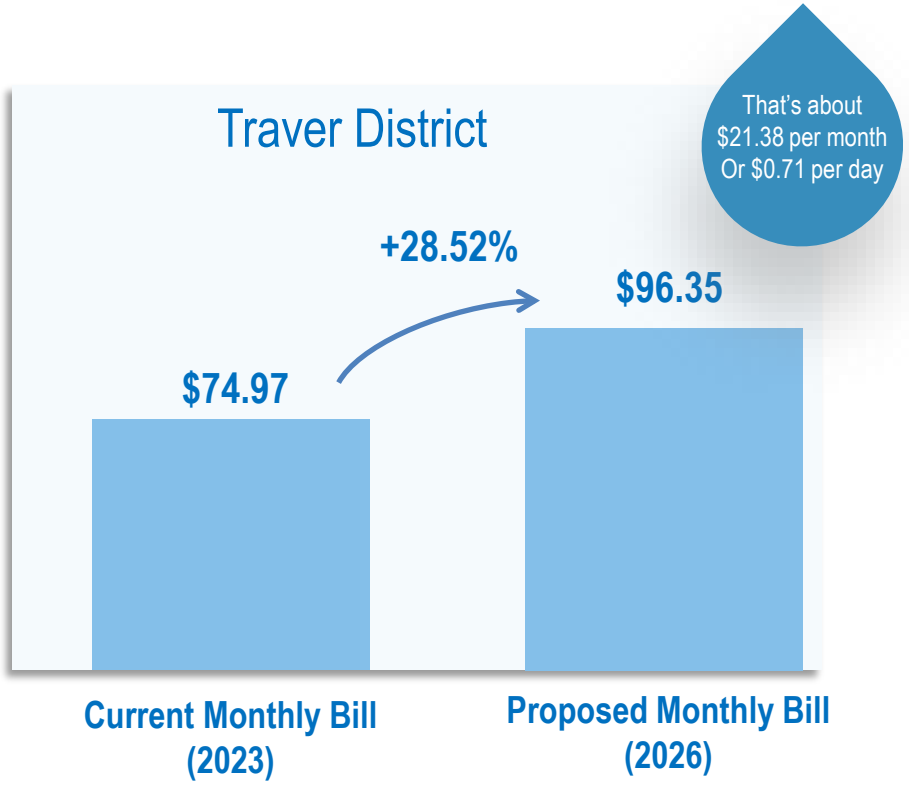
Year Two



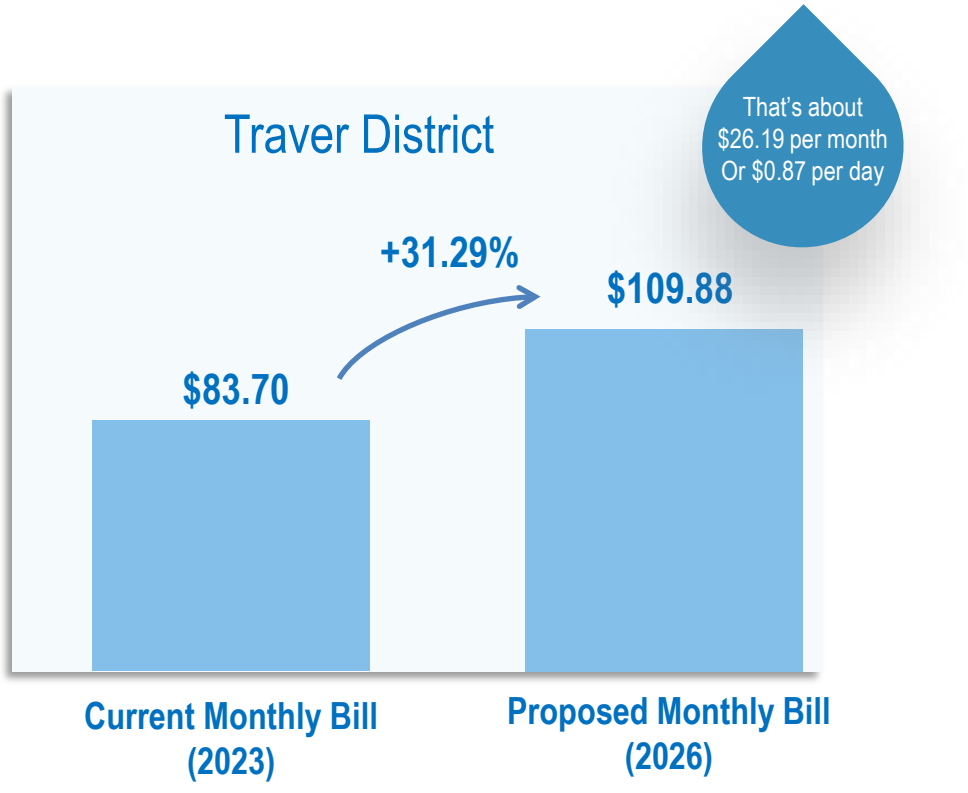
For the average residential customer in the Metropolitan District using 1000 cu. ft. or 7,430 gallons per month

Proposed Rate increases are based on the number of customers, water consumption & meter size. These along with operating costs and water sources make each district's rates vary.

5. Current Rates vs. Proposed Rates



For the average residential customer in the Traver District using 1000 cu. ft. or 7,430 gallons per month



For the average residential customer in the Traver District using 1500 cu. ft. or 11,115 gallons per month

Proposed Rate increases are based on the number of customers, water consumption & meter size. These along with operating costs and water sources make each district's rates vary.

6. Today's Rates Support Tomorrow's Reliability

Reliability of Water Service

- Water mains, wells, pumps, storage tanks, treatment equipment, and other facilities must work when customers turn on the tap. Investing before equipment fails helps reduce outage and emergency repairs.

Water Quality & Public Heath

- Infrastructure plays a critical role in maintaining water quality.

Meeting Changing Regulatory Requirements

- Del Oro operates under extensive state and federal requirements. Infrastructure investment may be necessary to meet updated water-quality, treatment, monitoring, conservation, and reliability standards.

7. Customer Protections & Regulatory Oversight

Customer Protections

- Rate increases are carefully reviewed and limited by the CPUC
- We are required to demonstrate costs are prudent and necessary
- The CPUC can modify our request before final approval

Regulatory Oversight

- Independent review and audit by the CPUC
- Public participation process
- Final rates are set by the California Public Utilities Commission - not the utility

8. How Customers Can Participate

- Attend public meetings and hearings
- Visit the CPUC website (www.cpuc.ca.gov)
- Submit written comments or questions
- Stay informed through our website and bill notifications

Your voice matters

We encourage you to be part of the process

9. Del Oro Water Company's Commitment

- Safe Drinking Water
- Accountability to Customer & Regulators
- Reliable Customer Service
- Transparent Communication
- Long-Term Water System Investment

10. Common Customer Questions

Why do we need a rate increase?
A: To cover rising costs and invest in our system.

How often do you request a GRC?
A: Typically every 3 years to balance keeping utility rates current with the cost and time required for regulatory review.

Will my bill go up a lot?
A: Impacts vary by customer and usage.

Can the CPUC modify the GRC request?
A: Yes, the CPCU will review and may modify the request.

How can I learn more or get involved?
A: Visit our website or contact our customer service team.

11. Questions & Public Comment

To provide public comment:

- From your computer select the raise hand feature
- From your phone dial *9 to raise/lower hand
- Host will request you to unmute your line use *6 from your phone

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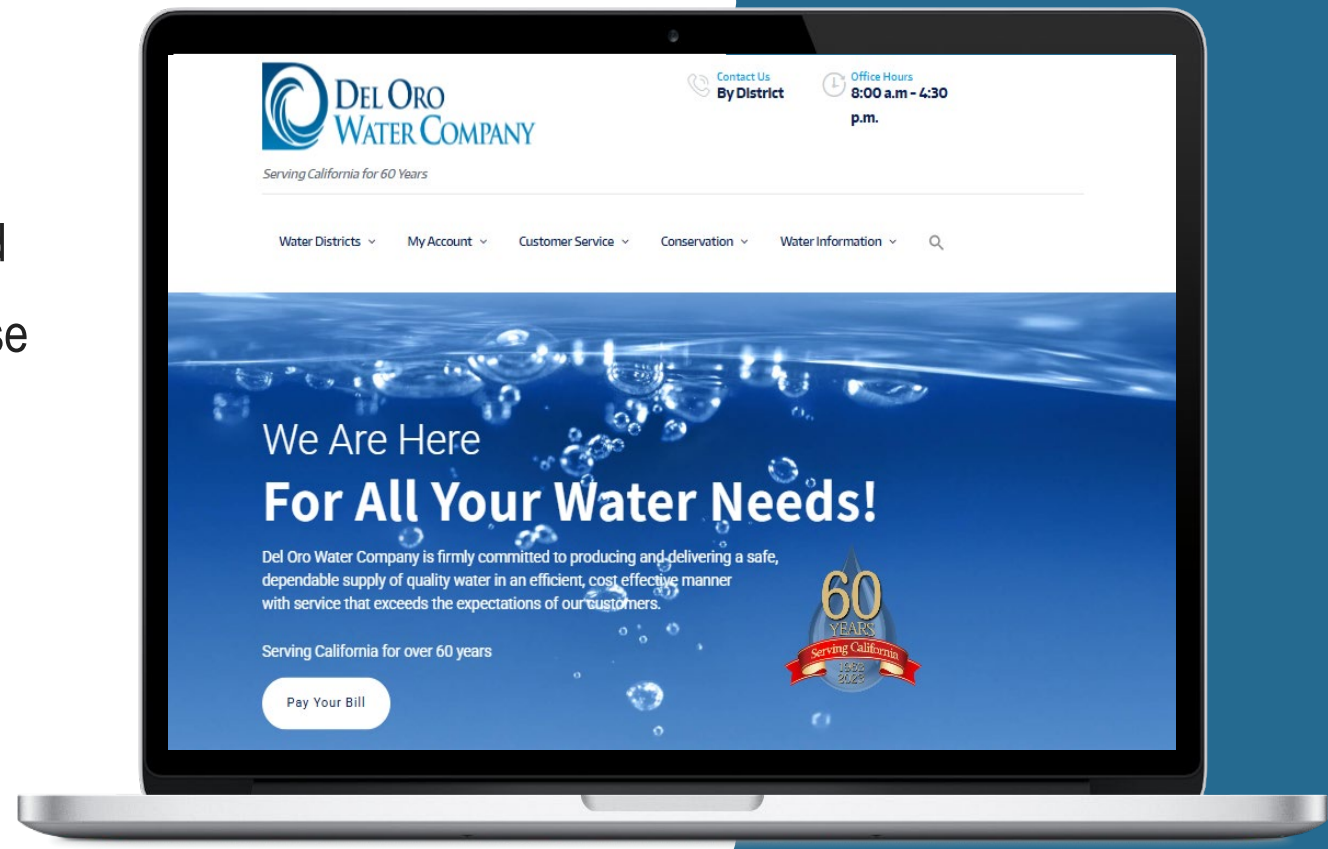

Thank you for participating in the GRC Process