California Water Service

Overview

California Water Service (Cal Water) serves about 2 million Californians in more than 110 communities, from Chico in the north to the Palos Verdes Peninsula in the south, including residents and businesses in the Chico District. We are the second largest retail water provider in the state, and the largest regulated by the California Public Utilities Commission.

We believe everyone should have access to water that is safe, clean, reliable, and affordable. Providing this for our customers requires a proactive commitment to infrastructure investment, water quality, conservation, community safety, and equity.

We are Industry Leaders in:

- **Water Quality:** Our drinking water is among the safest in the nation

- **Proactive Investment in Infrastructure:** We prioritize upgrades to keep water safe and reliable

- **Conservation & Sustainability:** We help customers save water while securing new supplies for the future

- **Low-Income Assistance:** We were among the first to provide bill assistance for low-income customers

- **Community Safety & Partnerships:** Our partnerships improve community safety and quality of life

Cal Water Infrastructure by the Numbers

7,900 miles of water mains

1,135 wells

681 storage tanks

155,000+ valves

50,000+ hydrants

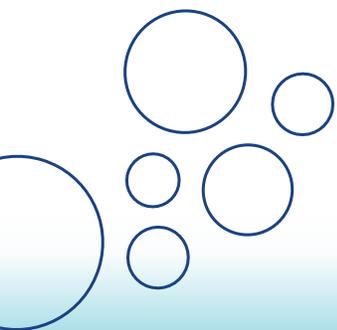**2,010+** sampling stations

6 surface water treatment plants

12 wastewater treatment plants

$719.7 million invested in infrastructure projects over the past three years to ensure the continued safety and reliability of your water system

Service Areas

We provide more than 80 billion gallons of water annually to 110+ communities across California

Willows
Chico
Oroville
Marysville
Redwood Valley
Dixon
Travis Air Force Base
Stockton
Bayshore
Livermore
Bear Gulch
Los Altos
Customer Support Services (San Jose)
Salinas
Selma
Visalia
King City
Kern River Valley
Bakersfield
Antelope Valley
Westlake
East Los Angeles
Rancho Dominguez

Chico District

Local Service with Statewide Support

Cal Water's Chico District was formed in 1926 with the purchase of the Chico Water Supply Company, Chico-Vecino Water Company, and the C.C. White Water Company. We began serving Hamilton City in 1962. Our company-wide water quality assurance program includes vigilant monitoring throughout our systems and testing at our state-of-the-art laboratory.

Infrastructure Investments in Chico

We know that building and maintaining infrastructure are critical to delivering safe, reliable water service to the Chico District.

Over the last decade, **Cal Water has invested $57,335,696** locally, including installing new pipes, treatment facilities, pumps, and fire hydrants, along with upgrading or retrofitting storage tanks and wells. This includes:

- 409 miles of main
- 68 wells
- 4,233 hydrants
- 12 booster pumps
- **Total storage: 5.8 million gallons**

Cal Water has invested more in infrastructure maintenance and upgrades in the last decade than any other regulated water provider in California.

Community Safety & Partnerships

We are passionate about investing in the communities we serve and improving the quality of life for our customers. We are proud to provide volunteer hours and financial support to local organizations, including, among others: **Salvation Army, Chico Rescue Mission, and Vietnam Veterans of America**.

Contact Us

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Service Area
Population Served: 109,700
Communities Served: Chico and Hamilton City

Water Supply (Annual Production):
7,233 million gallons

Water Use
Active connections: **30,800**
Average daily demand per capita per day: **184 gallons**
Average gallons per service per day: **669 gallons**

Local Infrastructure Improvement Projects
Cal Water plans to invest more than $36 million in the Chico District from 2022-2024 to:

- Improve water systems in preparation for wildfire events to ensure a reliable source of water is available to customers and adequate fire protection is consistently available throughout the district
- Develop new water supplies and improve treatment of existing supplies to provide high quality safe water
- Replace approximately 38,700 feet of aging and less reliable mains