



June 9, 2021

Subject: Notice of Corrections to Water Commodity Delivery Charges

Dear Water Customer:

The City of Garden Grove values customer service first and foremost by keeping our customers well-informed. The City is committed to providing sufficient and safe water at the lowest possible cost to the City's residents.

The current water rate was adjusted on January 1, 2021 to reflect a pass-through commodity delivery charge. The pass-through adjustment was correctly calculated, yet the base rate used in establishing the new water rate for calendar year 2021 was incorrect. Instead of using the Fiscal Year 2020-21 Commodity Delivery Charge listed in Section 14.12.010 B. of the Municipal Code, Fiscal Year 2019-20 rate was applied, causing a difference of \$0.03 per HCF for Tier 1 usage and \$(0.13) per HCF for Tier 2 usage.

The revised water rates for calendar year 2021 will become effective on July 8, 2021. Tier 1 users will see a decrease in their water bill for \$0.03 per HCF, and Tier 2 users will see an increase of \$0.13 per HCF.

The City sincerely apologizes for the oversight and deeply appreciates your understanding and support. If you have any questions regarding this notice, please call the Water Billing Division at (714) 741-5078.