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# Cal Water Launches Customer Hardship Grant Program

## Eligible Customers Can Receive Grants of Up to \$200 per Year to Offset Water Bills

SAN JOSE, CA -- (Marketwired) -- 09/29/14 -- California Water Service Group's (NYSE: CWT) largest subsidiary, California Water Service Company (Cal Water), has launched a new grant program to assist customers facing unique hardships.

Through the Cal Water Cares Grant Program, eligible customers can receive a grant of up to \$200 to assist in paying their water utility bill. Customers may apply for a new grant once every 12 months.

The Cal Water Cares grant program is being funded by Cal Water's shareholders, who are contributing \$100,000 to eligible customers in 2014. The program is administered by Dollar Energy Fund, Inc., a 501(c)(3) non-profit organization and one of the largest hardship funds in the United States. Cal Water will partner with local community-based organizations to assist customers in applying for grants.

To be eligible for a hardship grant, a customer's gross household income cannot be higher than the income limits set for the company's Low-Income Ratepayer Assistance program. Customers who are facing economic hardship, such as loss of a job or a medical emergency, but do not meet the income guidelines may apply, and decisions will be made on a case-by-case basis.

The program is currently limited to residential customers who are at risk of having their service disconnected or have already had service terminated, and who have a balance of at least \$100 on their water utility bill. Customers must have also shown effort toward paying their water bill over the previous three months.

"We work hard to operate efficiently to keep rates as affordable as possible, but we also recognize that some of our customers may need extra assistance from time to time," said President and CEO Martin A. Kropelnicki. "Programs like this one help demonstrate our commitment to enhancing the quality of life in the communities we serve."

For more information about the Cal Water Cares Customer Grant Program or to apply, customers should contact their local Cal Water Customer Center.

Cal Water serves about 2 million people through 473,100 service connections in California. The company has provided water service in the state since 1926. Additional information may be obtained online at [www.calwater.com](http://www.calwater.com).