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California Water Service Company Launches Online Customer Contact Update System

System Designed to Enable Company to Better Reach Customers in Emergencies

SAN JOSE, CA -- (Marketwired) -- 03/09/15 -- California Water Service Company (Cal Water), the largest subsidiary of California Water Service Group (NYSE: CWT), announced today the launch of its new, online Customer Contact Update (CCU) system, through which customers can quickly and easily update their contact information and ensure they are reached in the event of a water-related emergency and with other important water service information.

The CCU system, accessible at ccu.calwater.com, enables customers to update the phone numbers and an email address for their account, and also set preferences for how they are notified in non-emergency situations.

"We strive to deliver quality, service, and value to customers in all aspects of our business, and enabling customers to select how they receive important water information from us is one way we do that," said Michael Luu, Vice President, Information Technology and Customer Service.

"In order to communicate effectively, however, especially in emergencies, we must have up-to-date contact information for our customers. This system allows customers to update their information quickly and easily."

California Water Service Group is the parent company of California Water Service Company, Washington Water Service Company, New Mexico Water Service Company, Hawaii Water Service Company, Inc., CWS Utility Services, and HWS Utility Services. Together, these companies provide regulated and non-regulated water service to approximately 2 million people in more than 100 California, Washington, New Mexico, and Hawaii communities. Group's common stock trades on the New York Stock Exchange under the symbol "CWT." Additional information is available at our web site at www.calwatergroup.com.