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CHECK METER -CONSISTENT READING

Sheet 1

(See Attachment Form)

(N)

(Continued)

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(TO BE INSERTED BY UTILITY)	ISSUED BY	(TO BE INSERTED BY C.P.U.C.)
Advice 1349	J. T. LINAM	Date Filed <u>10/29/2021</u>
Decision	DIRECTOR - Rates & Regulatory	Effective <u>10/29/2021</u>
		Resolution _____



P.O. Box 578 Alton, IL 62002

Date

Customer Name  
Service Address

**For Service To:**  
Account Number:  
Service Address:

Dear California American Water Customer:

Thank you for your request to investigate your higher than expected water bill. Your feedback is important to us and we appreciate your bringing this issue to our attention.

We have reviewed the bill in question and conducted a visit to verify the accuracy of the meter reading used to calculate the bill. Based on our research, the amount of water billed for XX/XX/XXXX to XX/XX/XXXX is correct. Here is a summary of our findings:

<Variable data>

Many leaks are not noticeable but can still contribute to unexpected water use. Our website, [www.amwater.com](http://www.amwater.com), includes water saving ideas and a downloadable leak detection kit to help you check for leaks.

We understand the inconvenience that can occur when you receive a higher than expected bill. If you have additional questions or would like to discuss a possible payment arrangement for your account, please contact our customer service center.

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

Sincerely,

California American Water Customer Service

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CHECK METER -CONSISTENT READING

Sheet 2

(See Attachment Form)

(N)

(Continued)

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(TO BE INSERTED BY UTILITY)	ISSUED BY	(TO BE INSERTED BY C.P.U.C.)
Advice 1349	J. T. LINAM	Date Filed <u>10/29/2021</u>
Decision	DIRECTOR - Rates & Regulatory	Effective <u>10/29/2021</u>
		Resolution _____

Date

Customer Name  
Service Address

**For Service To:**  
Account Number:  
Service Address:

Dear California American Water Customer:

Thank you for your request to investigate your higher than expected water bill. Your feedback is important to us and we appreciate your bringing this issue to our attention.

After reviewing your account and billing history information, we issued a field service order to verify the meter reading used to calculate the bill in question. We verified a meter reading of XXX as of XX/XX/XXXX.

The results of the field investigation align with the original meter reading. The usage was accurately reflected, and your water bill is correct.

We understand the inconvenience that can occur when you receive a higher than expected bill. If you have additional questions or would like to discuss a possible payment arrangement for your account, please contact our customer service center.

Also, many leaks are not noticeable but can still contribute to unexpected water use. Our website, [www.amwater.com](http://www.amwater.com), includes water saving ideas and a downloadable leak detection kit to help you check for leaks.

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

Sincerely,

California American Water Customer Service