
METER PIT COVERED BY PAVEMENT - NEED ACCESS

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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:

During a recent visit to read the meter located on your property, we observed that the meter pit is covered by concrete or blacktop. As a result, we do not have access to the water meter and have estimated your bill.

Our goal is to provide accurate water bills based on your actual usage instead of estimated bills based on history. We are asking for your assistance in removing the obstruction to restore access to the water meter. As outlined in California American Water's tariff, we are entitled to access the water meter, service connections, and other company property at all reasonable times. Please be aware that this matter is considered important enough under state utility commission regulations to warrant the eventual discontinuance of service, including restoration fees, if left unresolved. Once the necessary work has been completed to provide access to the meter, we will be able to provide actual vs. estimated readings for billing purposes.

Please contact our Customer Service Center if you have any questions. We are available to take your call Monday - Friday from 7 am to 7 pm, and emergency calls 24 hours a day, every day.

Thank you for your immediate attention and cooperation in this matter.

Sincerely,

California American Water Customer Service

At California American Water we speak your language. For assistance, call (888) 237-1333.

SPANISH/ESPAÑOL

En California American Water hablamos su idioma. Para asistencia, llame al (888) 237-1333.

ARABIC/عربي

إننا في California American Water نتحدث بلغتك. للمساعدة، اتصل برقم (888) 237-1333.

FARSI/فارسی

ما در California American Water به زبان شما صحبت می کنیم. برای دریافت کمک با شماره (888) 237-1333 تماس بگیرید.

FRENCH/FRANÇAIS

Chez California American Water, nous parlons votre langue. Pour obtenir de l'aide, appelez le (888) 237-1333.

HMONG/HMOOB

Nyob tom California American Water peb hais tau koj hom lus. Xav tau kev pab, hu (888) 237-1333.

SIMPLIFIED CHINESE / 简体中文

California American Water 的员工能说您的语言。要寻求帮助，请致电：(888) 237-1333。

TRADITIONAL CHINESE / 繁體中文

California American Water 的員工會說您的語言。如需協助，請致電 (888) 237-1333。