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NEED ACCESS TO INSIDE METER FIRST LETTER - METER FIX

Sheet 1

(See Attachment Form)

(N)

(Continued)

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(TO BE INSERTED BY UTILITY)

Advice 1349

Decision

ISSUED BY

J. T. LINAM

DIRECTOR - Rates & Regulatory

(TO BE INSERTED BY C.P.U.C.)

Date Filed 10/29/2021

Effective 10/29/2021

Resolution \_\_\_\_\_



P.O. Box 578 Alton, IL 62002

Date

Customer Name  
Service Address

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

### NEED ACCESS TO INSIDE METER - FIRST LETTER

Dear California American Water Customer:

As part of American Waters' continuing commitment to provide safe, clean, reliable, efficient water services to our customers we must sometimes make requests to access meters located inside of our customer's properties. This will help ensure that the amount of water you use is measured correctly and billed accurately. We need your help to confirm that your meter is working properly by making an appointment to provide access to the meter at the above listed property. There is no charge to you for this inspection, but we ask that an adult 18 years or older be home at the time of the inspection.

We apologize for the inconvenience this may cause. The successful completion of this inspection will ensure we continue to provide service to this location, and we look forward to your call. Please call our Customer Service Center at the number listed below to schedule a mutually convenient time for us to visit your property.

**Safety tip:** We care about the safety of our customers. Any time a service person comes to your door, always ask for proper photo ID before letting them into your home. Our employees carry company-issued photo ID badges. Also, look for the logo. All California American Water service personnel wear uniforms and drive company-branded vehicles with the logo.

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

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.

**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

**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.

**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。