

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



December 10, 2021

Jeffrey T. Linam
Vice President of Rates & Regulatory
California-American Water Company
4701 Beloit Drive
Sacramento, CA 95838-2434

Dear Mr. Linam,

The Water Division of the California Public Utilities Commission has approved California-American Water Company's Advice Letter No. 1349, filed on October 29, 2021, regarding updating form tariffs.

Enclosed are copies of the following revised tariff sheets, effective October 29, 2021, for the utility's files:

| P.U.C. Sheet | |
|---------------------|--|
| No. | Title of Sheet |
| 10121-W | Adjustment Denial Letter, Sheet 1 |
| 10122-W | Leak Adjustment Letter For Manual Bill Adjustment Discount Rate, Sheet 1 |
| 10123-W | Leak Adjustment - Percent Adjustment, Sheet 1 |
| 10124-W | Usage History/Meter History, Sheet 1 |
| 10125-W | Check Meter -Consistent Reading, Sheet 1 |
| 10126-W | Check Meter -Consistent Reading, Sheet 2 |
| 10127-W | Credit Letter, Sheet 1 |
| 10128-W | Service Verification - Customer Notice, Sheet 1 |
| 10129-W | Tampered With Meter Device - Customer Notice, Sheet 1 |
| 10130-W | Inaccessible Meter, Sheet 1 |
| 10131-W | Inaccessible Meter, Sheet 2 |
| 10132-W | Inform Customer - High Consumption, Sheet 1 |
| 10133-W | Inform Customer - High Consumption, Sheet 2 |
| 10134-W | Leak Adjustment Provided, Sheet 1 |
| 10135-W | Leak Adjustment Request - Need Receipts, Sheet 1 |
| 10136-W | Leak Adjustment Request Form, Sheet 1 |
| 10137-W | Leak Found By Company, Sheet 1 |
| 10138-W | Medical Certification Letter, Sheet 1 |
| 10139-W | Need Access To Inside Meter Final Letter - Meter Fix, Sheet 1 |
| 10140-W | Need Access To Inside Meter First Letter - Meter Fix, Sheet 1 |

P.U.C. Sheet

| No. | Title of Sheet |
|------------|--|
| 10141-W | Meter Removed - Property Demolition, Sheet 1 |
| 10142-W | Meter Removed - Property Demolition, Sheet 2 |
| 10143-W | Meter Pit Covered By Pavement - Need Access, Sheet 1 |
| 10144-W | Higher Than Expect Meter Read Need Access, Sheet 1 |
| 10145-W | Notice Of Periodic Meter Change, Sheet 1 |
| 10146-W | Notice Of Periodic Meter Change, Sheet 2 |
| 10147-W | Notice Of Periodic Meter Change, Sheet 3 |
| 10148-W | Notice Of Periodic Meter Change, Sheet 4 |
| 10149-W | Replace Meter Letter 1, Sheet 1 |
| 10150-W | Replace Meter Letter 2, Sheet 1 |
| 10151-W | Property Owner/Rental Agent Agreement, Sheet 1 |
| 10152-W | Property Owner/Rental Agent Agreement, Sheet 2 |
| 10153-W | Water Usage - No Customer, Sheet 1 |
| 10154-W | Table Of Contents (Continued), Sheet 8 |
| 10155-W | Table Of Contents, Sheet 7 |
| 10156-W | Table Of Contents, Sheet 6 |
| 10157-W | Table Of Contents, Sheet 1 |
| Cancel | 8039, 8045, 8048, 8047, 8588, 8589, 8591, 8058, 8054, 8043, 8044, 8059 |

Please contact Bradley Leong at BL4@cpuc.ca.gov or 415-703-2307, if you have any questions.

Thank you.

Enclosures



4701 Beloit Drive
Sacramento, CA 95838
www.amwater.com

P (916) 568-4251
F (916) 568-4260

October 29, 2021

ADVICE LETTER NO. 1349

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

California-American Water Company (California American Water) (U210W) submits for review this advice letter including the following attached tariff sheets and forms applicable to all service areas.

Purpose:

California American Water seeks authorization to revise certain Forms tariffs to provide a better customer experience. At a high-level, the Forms to be modified include:

- 14 Forms related to billing and billing adjustments.
- 2 Forms related to collections and payment processing.
- 4 Forms related to customer notice and responsibility.
- 13 Forms related to meter maintenance and periodic meter changes.
- 11 Forms reflecting an outdated California American Water address.

The modifications provide customers with improved communications and do not impact authorized rates.

Background:

In an effort to maintain accurate tariffs, California American Water will continuously review its tariffs to identify tariffs that need to be added, deleted and modified. As part of that effort, California American Water undertook a review of its forms and submits the following proposed updates to provide clearer and better customer communications. California American Water believes these modified forms will improve its customer service efforts.

Request:

California American Water is requesting authorization to update the Forms tariffs.

Tier Designation:

These tariffs are submitted pursuant to General Order No.96-B and this advice letter is designated as a Tier 1 filing.

Effective Date:

California American Water requests an effective date of October 29, 2021.

Notice

Per guidance from the California Public Utilities Commission's Water Division, during the COVID-19 pandemic advice letters will only be delivered electronically to the service list. Hardcopy advice letters will be mailed as soon as administrative staff are able to return to California American Water offices.

RESPONSE OR PROTEST¹

Anyone may submit a response or protest for this AL. When submitting a response or protest, **please include the utility name and advice letter number in the subject line.**

A **response** supports the filing and may contain information that proves useful to the Commission in evaluating the AL. A **protest** objects to the AL in whole or in part and must set forth the specific grounds on which it is based. These grounds² are:

1. The utility did not properly serve or give notice of the AL;
2. The relief requested in the AL would violate statute or Commission order, or is not authorized by statute or Commission order on which the utility relies;
3. The analysis, calculations, or data in the AL contain material error or omissions;
4. The relief requested in the AL is pending before the Commission in a formal proceeding;
or
5. The relief requested in the AL requires consideration in a formal hearing, or is otherwise inappropriate for the AL process; or
6. The relief requested in the AL is unjust, unreasonable, or discriminatory, provided that such a protest may not be made where it would require relitigating a prior order of the Commission.
7. A protest may not rely on policy objections to an AL where the relief requested in the AL follows rules or directions established by statute or Commission order applicable to the utility. A protest shall provide citations or proofs where available to allow staff to properly consider the protest.

DWA must receive a response or protest via email (**or** postal mail) within 20 days of the date the AL is filed. When submitting a response or protest, **please include the utility name and advice letter number in the subject line.**

The addresses for submitting a response or protest are:

Email Address:

Water.Division@cpuc.ca.gov

Mailing Address:

CA Public Utilities Commission
Division of Water and Audits
505 Van Ness Avenue
San Francisco, CA 94102

On the same day the response or protest is submitted to DWA, the respondent or protestant shall send a copy of the protest to California American Water at:

Email Address:

kristina.remelius@amwater.com

Mailing Address:

4701 Beloit Drive
Sacramento, CA 95838

¹ G.O. 96-B, General Rule 7.4.1

² G.O. 96-B, General Rule 7.4.2

sarah.leeper@amwater.com

555 Montgomery Street, Ste. 816
San Francisco, CA 94111

Jonathan.Morse@amwater.com

4701 Beloit Drive
Sacramento, CA 95838

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform DWA, within the 20 day protest period, so that a late filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on.

REPLIES³

The utility shall reply to each protest and may reply to any response. Any reply must be received by DWA within five business days after the end of the protest period, and shall be served on the same day on each person who filed the protest or response to the AL.

CALIFORNIA-AMERICAN WATER COMPANY

/s/ Kristina Remelius

Kristina Remelius
Rates and Regulatory Analyst

³ G.O. 96-B, General Rule 7.4.3

| Cal P.U.C. Sheet No. | Title of Sheet | Cancelling Cal P.U.C. Sheet No. |
|-------------------------|---|---------------------------------------|
| 10121-W | ADJUSTMENT DENIAL LETTER Sheet 1 | |
| 10122-W | LEAK ADJUSTMENT LETTER FOR MANUAL BILL ADJUSTMENT DISCOUNT RATE Sheet 1 | |
| 10123-W | LEAK ADJUSTMENT - PERCENT ADJUSTMENT Sheet 1 | |
| 10124-W | USAGE HISTORY/METER HISTORY Sheet 1 | |
| 10125-W | CHECK METER -CONSISTENT READING Sheet 1 | |
| 10126-W | CHECK METER -CONSISTENT READING Sheet 2 | |
| 10127-W | CREDIT LETTER Sheet 1 | |
| 10128-W | SERVICE VERIFICATION - CUSTOMER NOTICE Sheet 1 | |
| 10129-W | TAMPERED WITH METER DEVICE - CUSTOMER NOTICE Sheet 1 | |
| 10130-W | INACCESSIBLE METER Sheet 1 | |
| 10131-W | INACCESSIBLE METER Sheet 2 | |
| 10132-W | INFORM CUSTOMER - HIGH CONSUMPTION Sheet 1 | |
| 10133-W | INFORM CUSTOMER - HIGH CONSUMPTION Sheet 2 | |
| 10134-W | LEAK ADJUSTMENT PROVIDED Sheet 1 | |
| 10135-W | LEAK ADJUSTMENT REQUEST - NEED RECEIPTS Sheet 1 | |
| 10136-W | LEAK ADJUSTMENT REQUEST FORM Sheet 1 | |
| 10137-W | LEAK FOUND BY COMPANY Sheet 1 | |
| 10138-W | MEDICAL CERTIFICATION LETTER Sheet 1 | |
| 10139-W | NEED ACCESS TO INSIDE METER FINAL LETTER - METER FIX Sheet 1 | |

| Cal P.U.C. Sheet No. | Title of Sheet | Cancelling Cal P.U.C. Sheet No. |
|-------------------------|---|---------------------------------------|
| 10140-W | NEED ACCESS TO INSIDE METER FIRST LETTER - METER FIX Sheet 1 | |
| 10141-W | METER REMOVED - PROPERTY DEMOLITION Sheet 1 | |
| 10142-W | METER REMOVED - PROPERTY DEMOLITION Sheet 2 | |
| 10143-W | METER PIT COVERED BY PAVEMENT - NEED ACCESS Sheet 1 | |
| 10144-W | HIGHER THAN EXPECT METER READ NEED ACCESS Sheet 1 | |
| 10145-W | NOTICE OF PERIODIC METER CHANGE Sheet 1 | |
| 10146-W | NOTICE OF PERIODIC METER CHANGE Sheet 2 | |
| 10147-W | NOTICE OF PERIODIC METER CHANGE Sheet 3 | |
| 10148-W | NOTICE OF PERIODIC METER CHANGE Sheet 4 | |
| 10149-W | REPLACE METER LETTER 1 Sheet 1 | |
| 10150-W | REPLACE METER LETTER 2 Sheet 1 | |
| 10151-W | PROPERTY OWNER/RENTAL AGENT AGREEMENT Sheet 1 | |
| 10152-W | PROPERTY OWNER/RENTAL AGENT AGREEMENT Sheet 2 | |
| 10153-W | WATER USAGE - NO CUSTOMER Sheet 1 | |
| 10154-W | Table of Contents (Continued) Sheet 8 | 8593-W |
| 10155-W | TABLE OF CONTENTS Sheet 7 | 9200-W |
| 10156-W | TABLE OF CONTENTS Sheet 6 | 8869-W |
| 10157-W | TABLE OF CONTENTS Sheet 1 | 10120-W |

| Cal P.U.C. Sheet No. | Title of Sheet | Cancelling Cal P.U.C. Sheet No. |
|-------------------------|---|---------------------------------------|
| DELETE | Check Meter-Consistent Reading California American Water Company P.O. Box 578, Alton IL 62002 Sheet 1 | 8039-W |
| DELETE | Credit Letter California American Water Company P.O. Box 578, Alton IL 62002 Sheet 1 | 8045-W |
| DELETE | Inaccessible Meter California American Water P.O. Box 578, Alton IL 62002 Sheet 1 | 8048-W |
| DELETE | Inform Customer - High Consumption California American Water P.O. Box 578, Alton IL 62002 Sheet 1 | 8047-W |
| DELETE | LEAK ADJUSTMENT PROVIDED Sheet 1 | 8588-W |
| DELETE | LEAK ADJUSTMENT REQUEST - NEED RECEIPTS Sheet 1 | 8589-W |
| DELETE | LEAK FOUND BY COMPANY Sheet 1 | 8591-W |
| DELETE | Meter Removed - Property Demolition California American Water Company P.O. Box 578, Alton IL 62002 Sheet 1 | 8058-W |
| DELETE | Notice of Periodic Meter Change California American Water Company P.O. Box 578, Alton IL 62002 Sheet 1 | 8054-W |
| DELETE | Property Owner/Rental Agent Agreement California American Water Company P.O. Box 578, Alton IL 62002 Sheet 1 | 8043-W |
| DELETE | Property Owner/Rental Agent Agreement California American Water Company P.O. Box 578, Alton IL 62002 Sheet 2 | 8044-W |
| DELETE | Water Usage - No Customer California American Water Company P.O. Box 578, Alton IL 62002 Sheet 1 | 8059-W |

ADJUSTMENT DENIAL LETTER

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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:

Dear California American Water Customer:

Thank you for giving us the opportunity to review your account and the leak information that was supplied to determine if you qualify for a leak adjustment.

Unfortunately, after reviewing your account, we have determined that no credit adjustment can be issued at this time. According to our records, your account <variable data regarding ineligibility>.

We do recognize, however, that your bill was higher than normal. If needed, we may be able to work with you to extend the time you have to pay this larger bill to make it more manageable.

Again, thanks for repairing your leak. Finding and fixing leaks saves water and money. For more tips on how to conserve and save, visit us online at www.californiaamwater.com. If you have any questions or would like to discuss the possibility of extending the payment period, please contact our Customer Service Center, Monday through Friday, 7 a.m. to 7 p.m at 1-888-237-1333.

Sincerely,

California American Water Customer Service

LEAK ADJUSTMENT LETTER FOR MANUAL BILL ADJUSTMENT
DISCOUNT RATE

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:

It is important to us, as we know it is to you, that your concerns with a higher than expected water bill be reviewed as quickly as possible. When you recently asked about a credit adjustment to your account because of a leak, we reviewed your situation and concluded that you are entitled to a credit adjustment. An adjustment in the amount of \$XX.XX which represents XXX gallons of water from XX/XX/XXXX to XX/XX/XXXX was applied to the above referenced account on XX/XX/XXXX.

Leak adjustments are calculated in the following manner. Average water use for your property is determined <variable data>. The average water use is subtracted from the high bill usage to determine the excess water from the leak. The excess water use is charged to you at a discounted rate of XX% of the rate in effect at the time of the leak and applied as a credit adjustment to your account.

We recognize the added financial impact that may result from this higher than expected bill amount. If you would like to discuss a possible payment arrangement or have other questions concerning your account, please contact customer service at the number listed below. Our representatives are available to assist you Monday through Friday from 7 a.m. to 7 p.m.

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

Sincerely,

California American Water Customer Service

LEAK ADJUSTMENT - PERCENT ADJUSTMENT

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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:

Dear California American Water Customer:

It is important to us, as we know it is to you, that your concerns with a higher than expected water bill be reviewed as quickly as possible. When you recently asked about a credit adjustment to your account because of a leak, we reviewed your situation and concluded that you are eligible for an adjustment. A credit adjustment in the amount of \$XX.XX which represents XXX gallons of excess consumption from XX/XX/XXXX to XX/XX/XXXX was applied to the above referenced account on XX/XX/XXXX.

Leak adjustments are calculated in the following manner. Your average water use is established based on <variable data>. The average use for your property is then subtracted from the water use during the eligible time period when the leak was present. The water use in excess of your average is multiplied by xx%. These gallons are multiplied by the rate in effect during the time when the leak occurred and applied to your account as a credit adjustment.

We recognize the added financial impact that may result from this higher than expected bill amount. If you would like to discuss a possible payment arrangement or have other questions concerning your account, please contact our customer service center at the number listed below. Our representatives are available to assist you Monday through Friday from 7 a.m. to 7 p.m.

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

Sincerely,

California American Water Customer Service

USAGE HISTORY/METER HISTORY

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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:

Dear California American Water Customer:

California American Water is proud to be your water provider and appreciates the opportunity to deliver this service. Based on your recent usage history inquiry, we've included a helpful report about your water usage with details below. We hope this information is useful and meets your needs.

Meter (Device) Number: XXXXXXXXX

| <u>Meter Reading Date</u> | <u>Meter Reading</u> | <u>Gallons Used</u> |
|---------------------------|----------------------|---------------------|
| XX/XX/XXXX | XXX | XX Gallons |
| XX/XX/XXXX | XXX | XX Gallons |
| XX/XX/XXXX | XXX | XX Gallons |
| XX/XX/XXXX | XXX | XX Gallons |
| XX/XX/XXXX | XXX | XX Gallons |
| XX/XX/XXXX | XXX | XX Gallons |
| XX/XX/XXXX | XXX | XX Gallons |
| XX/XX/XXXX | XXX | XX Gallons |
| XX/XX/XXXX | XXX | XX Gallons |
| XX/XX/XXXX | XXX | XX Gallons |
| XX/XX/XXXX | XXX | XX Gallons |
| XX/XX/XXXX | XXX | XX Gallons |
| XX/XX/XXXX | XXX | XX Gallons |
| XX/XX/XXXX | XXX | XX Gallons |
| XX/XX/XXXX | XXX | XX Gallons |

You may be able to save time by managing your account with MyWater, the customer self-service section of our website, www.amwater.com/MyAccount. You can check your account balance and usage, pay your bills, schedule select service appointments, or sign up for our free and convenient EFT program.

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

Sincerely,

California American Water Customer Service

CHECK METER -CONSISTENT READING

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:

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, 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

CHECK METER -CONSISTENT READING

Sheet 2

(See Attachment Form)

(N)

(Continued)

(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:

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, 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

CREDIT LETTER

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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 _____

Date

Customer Address

For Service To:
Account Number:
Service Address:

Re: Letter of Credit
<Service Address Variable Data>

Dear California American Water Customer:

Thank you for your inquiry regarding a Letter of Credit. We're happy to assist and provide the following information from our records regarding your account:

1. Service Address:
2. Length of Service: XX/XX/XXXX to XX/XX/XXXX
3. Final Bill Overdue:
4. Payment History for last 13 months
 - a. Number of Past Due Notices: 000
 - b. Number of Non-Pay Disconnects: 000
 - c. Number of Returned Checks: 000

We hope this addresses your needs. If you have any questions or need additional information, please contact our Customer Service Center at the number provided below. Our representatives are available to assist you Monday through Friday, 7 a.m. to 7 p.m.

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

Sincerely,

California American Water Customer Service

SERVICE VERIFICATION - CUSTOMER NOTICE

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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:

Re: Account Number
Service Address

Dear California American Water Customer:

This letter serves as verification that California American Water provides water service to the above referenced account holder as of XX/XX/XXXX.

Sincerely,

California American Water Customer Service

TAMPERED WITH METER DEVICE - CUSTOMER NOTICE

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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:

Dear California American Water Customer:

California American Water is proud to be your water service provider and thanks you for your business.

Recently, one of our field service representatives visited your property and found that the meter serving your property has been tampered with. When this happens, the total amount of water used is not recorded properly, and you are not being billed correctly for your water service.

This activity is known as “theft of water service” and is prohibited under the law. At this time, instead of taking legal action we prefer to work with you to resolve the matter. We replaced the water meter and sealed the meter lid. Our service representatives and meter readers will continue to check the meter to make sure the seal is not broken, which would indicate to us that further tampering has occurred.

If we find any further occurrence of meter tampering, we will be required to shut off the water service to your property and pursue legal action against you. If we disconnect your service at the water main, you will be required to pay all costs to reconnect your water before service will be restored.

If you have any questions, please contact our Customer Service Center at the number listed below. Our customer service representatives are available Monday through Friday, 7 a.m. to 7 p.m.

Sincerely,

California American Water Customer Service

INACCESSIBLE METER

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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:

REQUESTING ACCESS TO SERVICE INSIDE METER

Dear California American Water Customer:

Providing high-quality, reliable service to our customers is a top priority, and that includes ensuring that we are billing you properly for the services received. Our records indicate your most recent bill may not reflect actual usage since our representative did not have access to the meter.

After a recent attempt to read the water meter at your property, our meter reader reports that the meter is inaccessible due to <variable data>. It is critical for our meter reader to have safe and unobstructed access to the water meter. To accomplish this, we would appreciate your resolving the situation described above by your next reading date.

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 and contractors carry company-issued photo ID badges.

Thank you for your prompt attention and cooperation in providing the needed access to the water meter.

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。

INACCESSIBLE METER

Sheet 2

(See Attachment Form)

(N)

(Continued)

(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:

FINAL NOTICE REGARDING ACCESS TO METER

Dear California American Water Customer:

We previously contacted you with regard to your inaccessible water meter. It is important to us, as we know it is to you, that your bill is accurate and reflects the actual water usage at your property. Our records indicate your most recent bill may not reflect actual water usage since our representative did not have access to the meter.

After a recent attempt to read the water meter at your property, our meter reader reports that the meter is inaccessible due to <variable data>. It is critical for our meter reader to have safe and unobstructed access to the water meter. As a reminder, state regulations entitle us access to the meter at all reasonable times. Failure to allow access to the meter can result in your water service being discontinued. Should your water service be discontinued for non-access, there will be an additional fee to have your water service reconnected.

This is our final request for action. If we do not hear from you within 45 days of the date of this notice, we will begin the process to discontinue your water service. Please call as soon as possible as this is a step we would very much like to avoid. Our customer service representatives are available at the number listed below, Monday to Friday, 7 a.m. to 7 p.m.

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 and contractors carry company-issued photo ID badges.

We appreciate your prompt attention to 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.

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。

INFORM CUSTOMER - HIGH CONSUMPTION

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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:

Dear California American Water Customer:

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

One of our responsibilities as your water service provider is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. When we obtained your most recent meter reading, we noticed that your water use is considerably higher than normal.

There could be many reasons for unusually high water use, including short-term visitors, seasonal usage, or potential leaks. We suggest that you check your property for possible leaks or problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

We offer a Leak Detection Kit and other useful information for identifying high water use on our website, www.amwater.com. Many leaks are not noticeable but can contribute to unexpected water use. If you cannot determine the reason for your higher water use, please call our customer service center between the hours of 7am and 7pm at the number below.

Sincerely,

California American Water Customer Service

INFORM CUSTOMER - HIGH CONSUMPTION

Sheet 2

(See Attachment Form)

(N)

(Continued)

(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:

Dear California American Water Customer:

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

One of our responsibilities as your water service provider is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. We recently saw an increase in water use, which surpassed XX% and \$XX.XX when compared to the prior month. We also identified a similar disparity when compared to the prior year's use for this property. We have also verified the meter reading to confirm the device accurately recorded the registered water usage.

There could be many reasons for an increase in water use, including short-term visitors, seasonal usage, or potential leaks. We suggest that you check your property for possible leaks or problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

We offer a Leak Detection Kit and other useful information for identifying high water use on our website, www.amwater.com. Many leaks are not noticeable but can contribute to unexpected water use. If you cannot determine the reason for your higher water use, please call our customer service center between the hours of 7am and 7pm at the number below.

Sincerely,

California American Water Customer Service

LEAK ADJUSTMENT PROVIDED

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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:

Dear California American Water Customer:

California American Water was recently contacted regarding a possible courtesy adjustment on the above referenced account. As a courtesy to our customers, we have established guidelines to consider accounts for a courtesy adjustment due to unforeseen circumstances.

We have reviewed your account and concluded that you are entitled to a courtesy adjustment in the amount of \$XX.XX for the excess amount billed on your XX/XXXX bill. We have applied the courtesy adjustment to your account.

Please be advised you will not be eligible for another courtesy adjustment for at least 24 months. If you would like to discuss a possible payment arrangement for your account or have other questions, please contact our customer service center.

Thank you for the opportunity to be of assistance. We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

Sincerely,

California American Water Customer Service

LEAK ADJUSTMENT REQUEST - NEED RECEIPTS

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:

We're proud to provide our customers with high-quality, reliable service. Recently, you contacted us to let us know about a water leak at your property, and we were glad to hear that you were able to locate and repair the leak successfully.

Now, we'd like to see if you qualify for a courtesy leak adjustment, however, we'll need a few more details from you. Please complete the enclosed form and return it within 15 days of the date of this letter to the address provided. For details on how we treat the information you have provided to us on this form, and your privacy rights and how to exercise them including how to exercise a "do not sell" opt-out visit our website www.californiaamwater.com or contact us at 1-888-237-1333.

Once we receive your information, we will process the request within 30 business days. If your leak qualifies for a billing adjustment, we will apply a credit to your account. Generally, the adjustment is calculated based on a portion of the excess water used above what's normal for the property. If your leak does not qualify for an adjustment, we'll let you know in writing.

If your wastewater service is provided by another organization: If your wastewater bill is calculated based on your recorded water use with California American Water, please contact your wastewater service provider directly to discuss your request for an adjustment.

Again, thanks for finding and fixing the leak. We always like to hear about our customers' efforts to use water wisely and protect our natural resources. Plus, saving water saves money. Interested in more tips, tools and technologies that can help you conserve and save on your bill, visit us online at www.californiaamwater.com. If you have any questions, please contact our Customer Service Center, Monday through Friday, 7 a.m. to 7 p.m.

Sincerely,

California American Water Customer Service

LOSS OF WATER ADJUSTMENT REQUEST FORM

California American Water offers customers the opportunity to request a one-time billing adjustment due to leaks or other issues that reflect high usage. Please fill out the following form so that we can best address this request.

TODAYS DATE: _____

REASON FOR REQUEST: Leak High Water Use/Cause Known High Water Use/Cause Unknown
Other (please explain in section below)

BEST CONTACT TELEPHONE NUMBER: _____

DATE LEAK DISCOVERED _____

DATE LEAK REPAIRED/CORRECTED _____

PROVIDE DETAIL REASON FOR REQUEST AND SPECIFIC ACTION TAKEN TO REPAIR OR CORRECT THE ISSUE:

DID YOU ATTACH Proof (Receipt) of Leak Repair? Attaching proof with form will speed processing time.

I hereby acknowledge the information submitted is true. I also understand submission of this form does not guarantee adjustment issuance. The company has the right to limit adjustments to one per customer per premise within a 24-month period.

This form should be completed, printed, signed, and submitted to one of the following:

Fax: (618) 433-4569 Email: csc.correspondencebilling@amwater.com

Mail: California American Water, Attention: Leak Adjustment, PO Box 578, Alton, IL 62002

Please allow up to 20 days for processing.

For details on how we treat the information you have provided to us on this form, and your privacy rights and how to exercise them including how to exercise a “do not sell” opt-out visit our website www.californiaamwater.com or contact us at 1-888-237-1333.

LEAK ADJUSTMENT REQUEST FORM

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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 _____

Date _____

LEAK ADJUSTMENT REQUEST FORMCustomer Name _____
Service Address _____**For Service To:**
Account Number: _____
Service Address: _____**LOSS OF WATER ADJUSTMENT REQUEST FORM**

California American Water offers customers the opportunity to request a one-time billing adjustment due to leaks or other issues that reflect high usage. Please fill out the following form so that we can best address this request.

TODAYS DATE: _____

REASON FOR REQUEST: Leak High Water Use/Cause Known High Water Use/Cause Unknown
 Other (please explain in section below)

BEST CONTACT TELEPHONE NUMBER: _____

DATE LEAK DISCOVERED _____

DATE LEAK REPAIRED/CORRECTED _____

PROVIDE DETAIL REASON FOR REQUEST AND SPECIFIC ACTION TAKEN TO REPAIR OR CORRECT THE ISSUE:

DID YOU ATTACH Proof (Receipt) of Leak Repair? Attaching proof with form will speed processing time.

I hereby acknowledge the information submitted is true. I also understand submission of this form does not guarantee adjustment issuance. The company has the right to limit adjustments to one per customer per premise within a 24-month period.

Signature: _____ Date: _____

This form should be completed, printed, signed, and submitted to one of the following:

Fax: (618) 433-4569 Email: csc.correspondencebilling@amwater.com

Mail: California American Water, Attention: Leak Adjustment, PO Box 578, Alton, IL 62002

Please allow up to 20 days for processing.

For details on how we treat the information you have provided to us on this form, and your privacy rights and how to exercise them including how to exercise a “do not sell” opt-out visit our website www.californiaamwater.com or contact us at 1-888-237-1333.

LEAK FOUND BY COMPANY

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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:

NOTICE OF LEAKING SERVICE LINE

On <Date>, XX/XX/XXXX our service representative visited your home and located a leak on your water service pipe between the curb box and your foundation. This water service pipe is part of your household plumbing and must be maintained by the homeowner. Water is a valuable resource that should not be wasted. Leaks waste water and may lead to property damage above and below the ground. If your water meter is set outside your location, leaks will contribute to unnecessarily high bills. **IF YOU ARE NOT THE HOMEOWNER, PLEASE GIVE THIS LETTER TO YOUR LANDLORD TO HAVE THE SERVICE LINE REPAIRED.**

Due to the importance of this matter, repairs must be made within 10 days of the date of this letter. In the event the leak on your service pipe worsens, or should the condition pose a threat to property and/or public safety, American Water reserves the right to discontinue water service immediately. Once the service has been terminated, it will not be reinstated until necessary repairs have been completed.

Please call our Customer Service Representatives at 1-800-565-7292, Monday to Friday, 7:00 am to 7:00 pm, to notify us if time beyond the 10 days is needed to complete repairs or if repairs have been completed.

MEDICAL CERTIFICATION LETTER

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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 _____

Date

Customer Name
Service Address

For Service To:
Account Number:
Service Address:

Re: Medical Emergency Certificate
Service Address

MEDICAL EMERGENCY CERTIFICATE

This form must be completed by a licensed physician or nurse practitioner to validate the medical necessity for water service for individual(s) residing within the property of the account referenced below. A response is required within seven (7) days of letter date.

Account holder name: _____

Account holder address: _____

Date Completed: _____

I certify that the individual listed below is seriously ill or has a medical condition which may be aggravated without access to water service within their home/property.

1. Required patient information:

a. First and last name of affected individual: _____

b. Address on file: _____

c. Relationship to water account holder: _____

2. Required condition details

a. Nature of the medical condition:

b. Anticipated length of condition:

Physician or Nurse Practitioner Signature: _____

Physician's Office Address: _____

Physician's Office Telephone: _____

IMPORTANT NOTE: Once approved, the certification will remain active for 30 days. Certification may be renewed for an additional 30 days, if needed. The account holder will remain responsible for the account balance due. Please fax the signed and completed certificate to (618) 433-4499.

For details on how we treat the information you have provided to us on this form, and your privacy rights and how to exercise them [including how to exercise a "do not sell" opt-out] visit our website <https://amwater.com/corp/privacy-policy> or contact us at 1-844-297-5952.

NEED ACCESS TO INSIDE METER FINAL LETTER - METER FIX

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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:

FINAL NOTICE TO ACCESS THE WATER METER
Please respond within 10 days.

Dear California American Water Customer:

At California American Water, we work hard to make sure that you not only receive excellent water service, but that you are also billed correctly for these services. A key part of this is making sure the water meter is working properly so that the amount of water you use is measured accurately.

Recently, we reached out to you, because we need to access the meter located inside the above-listed property. To date, we have not heard back from you, so we thought we'd make one final attempt. Please contact us to arrange a convenient time for us to perform this necessary work. It typically takes about 30 minutes. We do ask that an adult, 18 years or older, be present at the time of the inspection. There is no charge for this service.

It is important that you contact us within 10 days of the date of this letter to avoid any service disruptions. If we do not hear from you in this timeframe, we will unfortunately have to begin the shut off process for this account for non-access to the meter, which is a step we would like to avoid.

To schedule an appointment, or if you have any questions, our customer service representatives are available Monday through Friday, 7 a.m. to 7 p.m., at 1-888-237-1333.

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

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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。

NEED ACCESS TO INSIDE METER FIRST LETTER - METER FIX

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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

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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

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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。

METER REMOVED - PROPERTY DEMOLITION

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:

Per your request, on we completed work to deactivate your account, remove the water meter, and disconnect water service at Service Address for the purpose of demolition.

If you have additional questions about this matter or would like to speak with a service representative, please contact our customer service center at 1-888-237-1333.

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

Sincerely,

California American Water Customer Service

METER REMOVED - PROPERTY DEMOLITION

Sheet 2

(See Attachment Form)

(N)

(Continued)

(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 _____

Date

Customer Name
Service Address

For Service To:
Account Number:
Service Address:

Dear California American Water Customer:

California American Water is proud to be your water and/or wastewater provider and thanks you for your business.

We recently received a request to deactivate the account, remove the water meter, and disconnect water service at Service Address for the purpose of demolition. It is important to us, as we know it is to you, that requests affecting your account are made by an authorized person. Therefore, if this request is not valid, please immediately contact our customer service center at 1-888-237-1333.

Unless we hear from you, we will proceed with the deactivation of the account.

Again, thank you for the opportunity to provide quality, reliable water and/or wastewater service in your community.

Sincerely,

California American Water Customer Service

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

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FARSI/فارسی

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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。

HIGHER THAN EXPECT METER READ
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:

Thank you for your recent inquiry regarding your water bill. It is important to us, as we know it is to you, that your concerns with a higher-than-expected water bill be reviewed as quickly as possible.

In response to your inquiry we issued an investigative service order to verify the actual meter reading. However, during our inspection we were unable to read your meter or check for leaks because we could not gain access to your water meter.

If you would like to reschedule a time when access to the meter can be provided, please contact us at the number listed below. We are available to assist you Monday through Friday, from 7 a.m. to 7 p.m.

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.

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。

NOTICE OF PERIODIC METER CHANGE

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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 _____

Date

Customer Name
Service Address

For Service To:
Account Number:
Service Address:

IMPORTANT NOTICE – REQUIRED METER CHANGE

Dear California American Water Customer:

Providing high-quality, reliable service to our customers is a top priority, and that includes ensuring that we are billing you properly for the services received. To help ensure the accuracy of our water meters we must periodically change them, and the meter serving your property is due to be changed.

Because the meter is located indoors, we will need access to the property to perform the required meter change. There is no cost to you to have this work performed. Our customer service representatives are available at the number listed below, Monday to Friday, 7 a.m. to 7 p.m. Please contact our Customer Service Center at 1-888-237-1333 to make an appointment.

To prepare for the meter change we ask that you have cleared access to the water meter and that an adult, at least 18 years of age, be present while we perform the replacement. During the process of the meter change the water service will be interrupted for a short time. The installation typically takes about 30 minutes.

As a reminder, state regulations entitle us access to the meter at all reasonable times. Failure to allow access to perform the needed meter replacement can result in your water service being discontinued. Should your water service be discontinued for non-access, there will be an additional fee to have your water service reconnected.

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 and contractors carry company-issued photo ID badges.

Thank you for your assistance.

Sincerely,

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ARABIC/عربي

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FARSI/فارسی

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SIMPLIFIED CHINESE / 简体中文

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TRADITIONAL CHINESE / 繁體中文

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NOTICE OF PERIODIC METER CHANGE

Sheet 2

(See Attachment Form)

(N)

(Continued)

(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 _____

Date

Customer Name
Service Address

For Service To:
Account Number:
Service Address:

SECOND REQUEST – REQUIRED METER CHANGE - RESPONSE REQUIRED

Dear California American Water Customer:

American Water recently sent you a letter requesting that you contact us to schedule an appointment to provide access to the water meter so we may perform a meter change. Unfortunately, we have not received a response to this request.

Because the meter is located indoors, we will need access to the property to perform the required meter change. There is no cost to you to have this work performed. Our customer service representatives are available at the number listed below, Monday to Friday, 7 a.m. to 7 p.m. Please contact our Customer Service Center at 1-888-237-1333 to schedule an appointment.

To prepare for the meter change we ask that you have cleared access to the water meter and that an adult, at least 18 years of age, be present while we perform the replacement. During the process of the meter change the water service will be interrupted for a short time. The installation typically takes about 30 minutes.

As a reminder, state regulations entitle us access to the meter at all reasonable times. Failure to allow access to perform the needed meter replacement can result in your water service being discontinued. Should your water service be discontinued for non-access, there will be an additional fee to have your water service reconnected.

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 and contractors carry company-issued photo ID badges.

Thank you for your assistance. If you have already scheduled a date to have your meter changed, please accept our thanks and disregard this letter.

Sincerely,

California American Water Customer Service

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

SPANISH/ESPAÑOL

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FRENCH/FRANÇAIS

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HMONG/HMOOB

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ARABIC/عربي

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FARSI/فارسی

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SIMPLIFIED CHINESE / 简体中文

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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。

NOTICE OF PERIODIC METER CHANGE

Sheet 3

(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 _____ |

Date

Customer Name
Service Address

For Service To:
Account Number:
Service Address:

THIRD REQUEST – REQUIRED METER CHANGE - RESPONSE REQUIRED

Dear California American Water Customer:

Providing high-quality, reliable service to our customers is a top priority, and that includes ensuring that we are billing you properly for the services received. To help ensure the accuracy of our water meters we must periodically change them, and the meter serving your property is due to be changed.

Because the meter is located indoors, we will need access to the property to perform the required meter change. There is no cost to you to have this work performed. Our customer service representatives are available at the number listed below, Monday to Friday, 7 a.m. to 7 p.m. Please contact our Customer Service Center at 1-888-237-1333 to make an appointment.

To prepare for the meter change we ask that you have cleared access to the water meter and that an adult, at least 18 years of age, be present while we perform the replacement. During the process of the meter change the water service will be interrupted for a short time. The installation typically takes about 30 minutes.

As a reminder, state regulations entitle us access to the meter at all reasonable times. Failure to allow access to perform the needed meter replacement can result in your water service being discontinued. Should your water service be discontinued for non-access, there will be an additional fee to have your water service reconnected.

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 and contractors carry company-issued photo ID badges.

Thank you for your assistance.

Sincerely,

California American Water Customer Service

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

SPANISH/ESPAÑOL

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FRENCH/FRANÇAIS

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HMONG/HMOOB

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ARABIC/عربي

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FARSI/فارسی

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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。

NOTICE OF PERIODIC METER CHANGE

Sheet 4

(See Attachment Form)

(N)

(Continued)

(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 _____

Date

Customer Name
Service Address

For Service To:
Account Number:
Service Address:

FINAL REQUEST – REQUIRED METER CHANGE - RESPONSE REQUIRED

Dear California American Water Customer:

American Water has sent three prior letters to you, requesting that you contact us to schedule an appointment to provide access to the water meter so we may perform a meter change. Unfortunately, we have not received a response to this request.

Because the meter is located indoors, we will need access to the property to perform the required meter change. There is no cost to you to have this work performed. Our customer service representatives are available at the number listed below, Monday to Friday, 7 a.m. to 7 p.m. Please contact our Customer Service Center at 1-888-237-1333 to make an appointment.

To prepare for the meter change we ask that you have cleared access to the water meter and that an adult, at least 18 years of age, be present while we perform the replacement. During the process of the meter change the water service will be interrupted for a short time. The installation typically takes about 30 minutes.

As a reminder, state regulations entitle us access to the meter at all reasonable times. Failure to allow access to perform the needed meter replacement can result in your water service being discontinued. Should your water service be discontinued for non-access, there will be an additional fee to have your water service reconnected.

If we do not hear from you within 10 days of the date on this letter, we will begin the process to discontinue your water service. Please call as soon as possible as this is a step we would very much like to avoid. If you have already scheduled an appointment to have your meter changed, please accept our thanks and disregard this letter.

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 and contractors carry company-issued photo ID badges.

Sincerely,

California American Water Customer Service

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SPANISH/ESPAÑOL

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FRENCH/FRANÇAIS

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HMONG/HMOOB

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ARABIC/عربي

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FARSI/فارسی

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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。

REPLACE METER LETTER 1

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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 CHANGE INSIDE METER – FIRST LETTER

Dear California American Water Customer:

Providing high-quality, reliable service to our customers is a top priority, and that includes ensuring that we are billing you properly for the services received. It is important to us, as we know it is to you, that your bill is accurate and reflects the actual water usage at your property. We have determined that your meter needs to be repaired or replaced due to <variable data>.

Because the meter is located indoors, we will need to request access to the property to perform the required meter change. There is no cost to you to have this work performed. Please contact our Customer Service Center at the number listed below to make an appointment. Our customer service representatives are available Monday through Friday, 7 a.m. to 7 p.m.

To prepare for the meter change we ask that you have cleared access to the water meter and that an adult, at least 18 years of age, be present while we perform the replacement. During the process of the meter change the water service will be interrupted for a short time. The installation typically takes about 30 minutes.

As a reminder, state regulations entitle us access to the meter at all reasonable times. Failure to allow access to perform the needed meter replacement can result in your water service being discontinued. Should your water service be discontinued for non-access, there will be an additional fee to have your water service reconnected.

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 and contractors carry company-issued photo ID badges.

We appreciate your business and look forward to your call.

Sincerely,

California American Water Customer Service

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

SPANISH/ESPAÑOL

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FRENCH/FRANÇAIS

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HMONG/HMOOB

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ARABIC/عربي

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FARSI/فارسی

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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

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REPLACE METER LETTER 2

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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 CHANGE INSIDE METER – FINAL LETTER

Dear California American Water Customer:

We previously contacted you with regard to changing the water meter inside your home. It is important to us, as we know it is to you, that your bill is accurate and reflects the actual water usage at your property. We have determined that your meter needs to be repaired or replaced due to <variable data>. Unfortunately, we have not received a response to this request.

Because the meter is located indoors, we will need access to the property to perform the required meter change. There is no cost to you to have this work performed. Please contact our Customer Service Center at the number listed below to make an appointment. Our customer service representatives are available Monday through Friday, 7 a.m. to 7 p.m.

To prepare for the meter change we ask that you have cleared access to the water meter and that an adult, at least 18 years of age, be present while we perform the replacement. During the process of the meter change the water service will be interrupted for a short time. The installation typically takes about 30 minutes.

As a reminder, state regulations entitle us access to the meter at all reasonable times. Failure to allow access to perform the needed meter replacement can result in your water service being discontinued. Should your water service be discontinued for non-access, there will be an additional fee to have your water service reconnected.

If we do not hear from you within 10 days of the date of this notice, we will begin the process to discontinue your water service. Please call as soon as possible as this is a step we would very much like to avoid. If you have already scheduled an appointment to have your meter changed, please accept our thanks and disregard this letter.

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 and contractors carry company-issued photo ID badges.

We appreciate your prompt attention to this matter.

Sincerely,

California American Water Customer Service

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SPANISH/ESPAÑOL

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PROPERTY OWNER/RENTAL AGENT AGREEMENT

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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 _____

Date

Customer Name
Service Address

For Service To:
Account Number:
Service Address:

Re: Owner Allocation with Automatic Move-in Program

Dear California American Water Customer:

Thank you for enrolling in our Owner Allocation with Automatic Move-in Program. This letter serves as confirmation of your enrollment. As a participant, you will enjoy the convenience of having services automatically revert into your name once a final bill is generated for your previous tenant's account. This benefit ensures that services are not interrupted prior to a new tenant taking occupancy of the property and beginning service in their name. Below are the terms and conditions and the associated property addresses enrolled in the program.

Terms and Conditions:

By requesting enrollment, you, the "Owner", agree to the following:

1. Owner agrees to pay all applicable service activation/establishment fees (per premise) each time the water service billing becomes the responsibility of the Owner.
2. Service will not automatically revert into the Owner's name if the tenant's account is final billed due to non-payment.
3. Owner is responsible for ensuring that the tenant contacts American Water and assumes responsibility for services once the premise is occupied.
4. Owner is responsible for advising each of their new tenants of all local or municipal requirements prior to them (tenants) requesting water service.
5. Owner understands that until a new tenant has arranged for water service in accordance with local, municipal, and American Water requirements; the Owner will continue to be responsible for water service billing to the property.
6. Owner understands that the service provider (California American Water) will automatically remove the Owner from the program if full payment of the final invoice is not satisfied within 18 days of the due date.
7. Owner understands that they can exit the program and terminate the agreement at any time by contacting the service provider. By terminating the Agreement, the water service to the property will not automatically revert to the Owner, and the water service will be discontinued upon final bill.

| Service Address | Contract Account Number |
|-----------------|-------------------------|
| | |

If you any have questions, please do not hesitate to contact us at the number listed below.

American Water appreciates your business and the opportunity to continue serving you, your neighbors and our local communities.

Sincerely,

California American Water Customer Service

PROPERTY OWNER/RENTAL AGENT AGREEMENT

Sheet 2

(See Attachment Form)

(N)

(Continued)

(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

Re: Owner Allocation Landlord Revert Program

For Service To:
Account Number:
Service Address:

Dear California American Water Customer:

Thank you for your participation in our Owner Allocation Landlord Revert Program. This serves as confirmation that the below property(s) have been removed from the program per your request.

| Service Address | Contract Account Number |
|-----------------|-------------------------|
| | |

If you any have questions, please do not hesitate to contact us at the number listed below.

American Water appreciates your business and the opportunity to continue serving you, your neighbors and our local communities.

Sincerely,

California American Water Customer Service

WATER USAGE - NO CUSTOMER

Sheet 1

(See Attachment Form)

(N)

(Continued)

(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

Current Occupant
Service Address

For Service To:
Account Number:
Service Address:

IMPORTANT NOTICE

Dear Occupant:

California American Water provides water service to <Service Address Variable Data>. During a routine inspection, we noticed there is water usage at the property, even though the company has no customer of record for the account.

We are proud to deliver quality water service at a great value to our customers. Therefore, it is imperative that we know who is responsible for the water charges at this property.

Please contact our customer service center immediately at 1-888-237-1333 by XX/XX/XXXX to apply for water service. Our representatives are available to assist you with setting up an account and scheduling an initial meter reading.

If an account for this address is not established by XX/XX/XXXX, we will begin to discontinue the water service for this property.

Thank you for your cooperation. 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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Sheet 8

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