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INFORM CUSTOMER - HIGH CONSUMPTION

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:

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](http://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

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INFORM CUSTOMER - HIGH CONSUMPTION

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>
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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](http://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