
LEAK ADJUSTMENT REQUEST - NEED RECEIPTS

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'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

