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HIGHER THAN EXPECT METER READ  
NEED ACCESS

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:

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。