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LEAK ADJUSTMENT PROVIDED

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:

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