

**LEAK ADJUSTMENT DENIED – LOW VOLUME**

**California-American Water Company**

P.O. Box 578, Alton IL 62002  
1-800-794-7350

05/13/2002

Dear Customer:

We have received your request for a courtesy adjustment on your account due to a leak at your property. We regret that after reviewing your account, we have determined no credit will be issued.

We provide an adjustment only if the volume of water attributable to the leak is two times higher than the customer's average usage. In this instance, the recorded usage affected by the leak was not two times higher than the average usage at this property.

Because we recognize the added financial burden that may have been imposed on you due to your leak, we do offer payment arrangements in these circumstances to satisfy any outstanding charges. If you wish to work out a payment plan, please call our office and speak with a customer service representative.

If you would like to discuss your account further, please call our customer service representatives at 1-800-794-7350.

Sincerely,

Customer Service

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 566

ISSUED BY

D. P. STEPHENSON

NAME

(TO BE INSERTED BY C.P.U.C.)

DATE FILED JUN 18 2002

EFFECTIVE JUL 22 2002

DECISION NO. \_\_\_\_\_

DIRECTOR - RATES & REVENUES

TITLE

RESOLUTION NO. \_\_\_\_\_