

**LEAK ADJUSTMENT DENIED – HIGH VOLUME NOT DUE TO LEAK**

**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. We regret that after reviewing your account, we have determined no credit will be issued.

We provide a one-time only courtesy adjustment if the volume of water is attributable to a leak. In this instance, the recorded usage was not affected by a leak; therefore, we will not be able to issue a leak adjustment at this time.

Because we recognize the added financial burden that may have been imposed on you, we do offer payment arrangements in these circumstances to satisfy any outstanding charges. If you wish to work out a payment plan, please call customer service at 1-800-794-7350. We are available 24 hours a day, 7 days a week.

Sincerely,

Customer Service

(TO BE INSERTED BY UTILITY)

ISSUED BY

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

ADVICE LETTER NO. 566

D. P. STEPHENSON

DATE FILED JUN 18 2002

NAME

EFFECTIVE JUL 22 2002

DECISION NO.

DIRECTOR - RATES & REVENUES

RESOLUTION NO.

TITLE