



California American Water P 916.568.4251  
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[www.californiaamwater.com](http://www.californiaamwater.com)

February 4, 2009

Dear California American Water Customer:

This letter is to inform you that due to unexpected delays, we are revising the completion date of the system upgrade we are conducting in your area. For some customers receiving this letter, the work to relocate and replace your water main is complete. For other customers in the area, the work is still in progress.

In June of 2008, we sent you a letter notifying you of a main replacement project in your area. For the past several months, our contractors have been upgrading and relocating more than 16,000 feet of water mains in your neighborhood and installing new service lines to homes. This extensive project is necessary to increase the reliability of the water system in your area as well as to make it easier for our crews to access residential mains for operational and maintenance activities.

We originally estimated the project would be completed by the end of **December 2008**. However, unforeseen difficulties associated with the replacement have caused us to push that date back. At our present pace, we estimate this project to be completed by **June 30, 2009**.

We apologize for any inconvenience this delay may have caused.

The project will maintain the same daily schedule, which is between the hours of 8 a.m. to 3 p.m. on weekdays.

Currently, many of the water mains in the Lincoln Oaks area run through backyards. We have been replacing those mains in the street right of way and disconnecting the old backyard mains and service lines.

To complete the main replacement, contractors working for California American Water may have to enter your property to conduct this work. California American Water holds an easement across your property that permits access for the purposes of maintaining or improving water service. This easement includes the secondary right to enter your property for purposes related to the easement.

As a result of construction, your water service may be temporarily disconnected and some roads in the neighborhood may have traffic restrictions while work is being performed.

California American Water will make every effort to keep inconvenience from this project to a minimum.

- We will inform homeowners of water disconnections 24 to 48 hours in advance. Shutdowns should last no more than four hours before inside water service is re-established.
- We will inform homeowners before we begin work on their property.
- We will be sensitive of and minimize disturbances to existing landscaping and promptly repair any damage.
- Any existing landscape irrigation system will be connected to the new service within one day of the installation.
- Customers can call our on-site project inspector, Mark Duchesne, at (916) 317-4128 with any questions about the project. Additionally, customers can call our Customer Service Center at 1-888-237-1333 to report emergencies.
- Customers can also call our on-site project inspector to discuss special circumstances that we should consider before your service is interrupted, such as use of a dialysis machine.

Customer satisfaction is a core value at California American Water, and we are sensitive to the inconveniences this work may pose. We encourage you to contact us with any questions or problems you may encounter during this project.

Sincerely,

A handwritten signature in black ink, appearing to read "Steve Seidl". The signature is fluid and cursive, with the first name "Steve" being more prominent than the last name "Seidl".

Steve Seidl  
Interim General Manager  
California American Water