



California American Water P 916.568.4251
4701 Beloit Drive F 916.568.4260
Sacramento, CA 95838

www.californiaamwater.com

June 26, 2009

Dear California American Water Customer:

California American Water is in the process of converting flat-rate water customers to metered water service in our Sacramento service areas.

This retrofit is being performed in accordance with Water Code Section 527, which requires the installation and use of water meters throughout the State of California by January 1, 2025.

We plan to install a meter at your home later this year. There is nothing you need to do. Our staff and contractors will handle all aspects of the installation, which will result in a short interruption of your water service. You will be given advance notice of any planned service interruption.

Water meters help customers manage their water use, which benefits those who use water wisely (the less water you use, the less you pay). Your water meter will be activated in the spring or summer of 2010. You will receive two meter reads showing your water consumption before your account is switched from flat to metered rates later in the year.

California American Water will make every effort to minimize inconvenience from this project.

- We will notify you of the actual meter installation 48 hours in advance. Shutdowns should last no more than four hours before water service is re-established.
- Customers on dialysis machines or with special medical needs should contact our construction hotline at (916) 568-4267 for direct coordination.
- We will minimize disturbances to existing landscaping and promptly restore the property after installation.
- Any existing landscape irrigation systems that are encountered will be reconnected, on your side of the meter, in conjunction with the work.

Some properties are served from meter lines in front of the home. If this is the case, your meter will be installed at the back of the sidewalk or curb. Some properties are served from meter lines located in the backyard. If this is the case, your meter will be installed adjacent to the existing water line. Please contact us at (916) 568-4267 if you have concerns about backyard access or pets.

Again, we will make every effort to ensure the smooth and timely completion of this project and encourage you to contact us if you have questions or concerns. Thank you in advance for your help and support and please let us know if we can be of assistance in any way.

Sincerely,

Andy Soule
General Manager
California American Water

