



**CALIFORNIA**  
**AMERICAN WATER**

California American Water P 916.568.4251  
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Sacramento, CA 95838

[www.californiaamwater.com](http://www.californiaamwater.com)

April 17, 2009

Dear California American Water Customer:

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

This letter is to notify you that we will begin installing water meters in your neighborhood soon. Many of the existing water service lines in your area are located along a public utility easement that runs through the back of your property. California American Water technicians will access this easement area to retrofit your service line and install your meter.

The installation consists of installing the water metering device and, if needed, replacing some or all of the existing service line connecting the residence to the water main. The meter and meter box will be installed and connected to the residence along the same alignment and at the same location as the original hose bib at the back of the house. Any improvements to the service line will be made at no charge.

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 2010 and you will receive two meter reads showing your water consumption before your account is switched from flat to metered rates.

Contractors working for California American Water will be entering 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. Our Contractors will communicate with property owners to coordinate safe and convenient access to utility easements that may be obstructed by fencing or pets, and which may hinder work on the site.

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

- We will notify residents of meter installation a minimum of 72 hours in advance. Shutdowns should last no more than four hours before inside water service is re-established.
- Customers on dialysis machine or with special medical needs should contact our construction hotline at (916) 568-4267.
- 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.

Please contact us at (916) 568-4267 if you have questions about the projects or concerns about medical needs or backyard work related to pets or access.

Again, we will make every effort to ensure the smooth and timely completion of this project and encourage you to contact us at (916) 568-4267 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,

A handwritten signature in black ink, appearing to read "Steve Seidl". The signature is written in a cursive style with a large initial "S".

Steve Seidl  
Interim General Manager  
California American Water