

LEAK ADJUSTMENT DENIED – HIGH VOLUME NOT DUE TO LEAK

California American Water Company

P.O. Box 578, Alton IL 62002

12/01/2015

Customer Name	Account Number
Customer Mailing Address 1	Premise Number
Customer Mailing Address 2	Service Address

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 1-888-237-1333 during California American Water's business hours.

Sincerely,

Customer Service

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 1173

ISSUED BY

J. T. LINAM

NAME

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

DATE FILED 7-27-2017

EFFECTIVE 1-1-2018

DECISION NO.

DIRECTOR – Rates & Regulatory

TITLE

RESOLUTION