
LEAK ADJUSTMENT - PERCENT ADJUSTMENT

Sheet 1

(See Attachment Form)

(N)

(Continued)

(TO BE INSERTED BY UTILITY)

Advice 1349

Decision

ISSUED BY

J. T. LINAM

DIRECTOR - Rates & Regulatory

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

Date Filed 10/29/2021

Effective 10/29/2021

Resolution _____



P.O. Box 578 Alton, IL 62002

Date

Customer Name
Service Address

For Service To:
Account Number:
Service Address:

Dear California American Water Customer:

It is important to us, as we know it is to you, that your concerns with a higher than expected water bill be reviewed as quickly as possible. When you recently asked about a credit adjustment to your account because of a leak, we reviewed your situation and concluded that you are eligible for an adjustment. A credit adjustment in the amount of \$XX.XX which represents XXX gallons of excess consumption from XX/XX/XXXX to XX/XX/XXXX was applied to the above referenced account on XX/XX/XXXX.

Leak adjustments are calculated in the following manner. Your average water use is established based on <variable data>. The average use for your property is then subtracted from the water use during the eligible time period when the leak was present. The water use in excess of your average is multiplied by xx%. These gallons are multiplied by the rate in effect during the time when the leak occurred and applied to your account as a credit adjustment.

We recognize the added financial impact that may result from this higher than expected bill amount. If you would like to discuss a possible payment arrangement or have other questions concerning your account, please contact our customer service center at the number listed below. Our representatives are available to assist you Monday through Friday from 7 a.m. to 7 p.m.

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

Sincerely,

California American Water Customer Service