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ADJUSTMENT DENIAL LETTER

Sheet 1

(See Attachment Form)

(N)

(Continued)

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(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:

Thank you for giving us the opportunity to review your account and the leak information that was supplied to determine if you qualify for a leak adjustment.

Unfortunately, after reviewing your account, we have determined that no credit adjustment can be issued at this time. According to our records, your account <variable data regarding ineligibility>.

We do recognize, however, that your bill was higher than normal. If needed, we may be able to work with you to extend the time you have to pay this larger bill to make it more manageable.

Again, thanks for repairing your leak. Finding and fixing leaks saves water and money. For more tips on how to conserve and save, visit us online at [www.californiaamwater.com](http://www.californiaamwater.com). If you have any questions or would like to discuss the possibility of extending the payment period, please contact our Customer Service Center, Monday through Friday, 7 a.m. to 7 p.m at 1-888-237-1333.

Sincerely,

California American Water Customer Service