
INACCESSIBLE METER

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:

REQUESTING ACCESS TO SERVICE INSIDE METER

Dear California American Water Customer:

Providing high-quality, reliable service to our customers is a top priority, and that includes ensuring that we are billing you properly for the services received. Our records indicate your most recent bill may not reflect actual usage since our representative did not have access to the meter.

After a recent attempt to read the water meter at your property, our meter reader reports that the meter is inaccessible due to <variable data>. It is critical for our meter reader to have safe and unobstructed access to the water meter. To accomplish this, we would appreciate your resolving the situation described above by your next reading date.

Safety tip: We care about the safety of our customers. Any time a service person comes to your door, always ask for proper photo ID before letting them into your home. Our employees and contractors carry company-issued photo ID badges.

Thank you for your prompt attention and cooperation in providing the needed access to the water meter.

Sincerely,

California American Water Customer Service

At California American water we speak your language. For assistance, call (888)237-1333.

SPANISH/ESPAÑOL

En California American Water hablamos su idioma. Para asistencia, llame al (888)237-1333.

FRENCH/FRANÇAIS

Chez California American Water, nous parlons votre langue. Pour obtenir de l'aide, appelez le (888)237-1333.

HMONG/HMOOB

Nyob tom California American Water peb hais tau koj hom lus. Xav tau Kev pab, hu (888)237-1333

ARABIC/عربي

إننا في California American Water نتحدث بلغتك. للمساعدة، اتصل برقم (888) 237-1333.

FARSI/فارسی

ما در California American Water به زبان شما صحبت می کنیم. برای دریافت کمک با شماره (888) 237-1333 تماس بگیرید.

SIMPLIFIED CHINESE / 简体中文

California American Water 的员工能说您的语言。要寻求帮助，请致电：(888) 237-1333。

TRADITIONAL CHINESE / 繁體中文

California American Water 的員工會說您的語言。如需協助，請致電 (888) 237-1333。

INACCESSIBLE METER

Sheet 2

(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:

FINAL NOTICE REGARDING ACCESS TO METER

Dear California American Water Customer:

We previously contacted you with regard to your inaccessible water meter. It is important to us, as we know it is to you, that your bill is accurate and reflects the actual water usage at your property. Our records indicate your most recent bill may not reflect actual water usage since our representative did not have access to the meter.

After a recent attempt to read the water meter at your property, our meter reader reports that the meter is inaccessible due to <variable data>. It is critical for our meter reader to have safe and unobstructed access to the water meter. As a reminder, state regulations entitle us access to the meter at all reasonable times. Failure to allow access to the meter can result in your water service being discontinued. Should your water service be discontinued for non-access, there will be an additional fee to have your water service reconnected.

This is our final request for action. If we do not hear from you within 45 days of the date of this notice, we will begin the process to discontinue your water service. Please call as soon as possible as this is a step we would very much like to avoid. Our customer service representatives are available at the number listed below, Monday to Friday, 7 a.m. to 7 p.m.

Safety tip: We care about the safety of our customers. Any time a service person comes to your door, always ask for proper photo ID before letting them into your home. Our employees and contractors carry company-issued photo ID badges.

We appreciate your prompt attention to this matter.

Sincerely,

California American Water Customer Service

At California American water we speak your language. For assistance, call (888)237-1333.

SPANISH/ESPAÑOL

En California American Water hablamos su idioma. Para asistencia, llame al (888)237-1333.

FRENCH/FRANÇAIS

Chez California American Water, nous parlons votre langue. Pour obtenir de l'aide, appelez le (888)237-1333.

HMONG/HMOOB

Nyob tom California American Water peb hais tau koj hom lus. Xav tau Kev pab, hu (888)237-1333

ARABIC/عربي

إننا في California American Water نتحدث بلغتك. للمساعدة، اتصل برقم (888) 237-1333.

FARSI/فارسی

ما در California American Water به زبان شما صحبت می کنیم. برای دریافت کمک با شماره (888) 237-1333 تماس بگیرید.

SIMPLIFIED CHINESE / 简体中文

California American Water 的员工能说您的语言。要寻求帮助，请致电：(888) 237-1333。

TRADITIONAL CHINESE / 繁體中文

California American Water 的員工會說您的語言。如需協助，請致電 (888) 237-1333。