
LEAK ADJUSTMENT LETTER FOR MANUAL BILL ADJUSTMENT
DISCOUNT RATE

Sheet 1

(See Attachment Form)

(N)

(Continued)

(TO BE INSERTED BY UTILITY)	ISSUED BY	(TO BE INSERTED BY C.P.U.C.)
Advice 1349	J. T. LINAM	Date Filed <u>10/29/2021</u>
Decision	DIRECTOR - Rates & Regulatory	Effective <u>10/29/2021</u>
		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 entitled to a credit adjustment. An adjustment in the amount of \$XX.XX which represents XXX gallons of water 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. Average water use for your property is determined <variable data>. The average water use is subtracted from the high bill usage to determine the excess water from the leak. The excess water use is charged to you at a discounted rate of XX% of the rate in effect at the time of the leak and applied as a credit adjustment to your account.

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 customer service 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