

NOTICE OF COMPANY POSTING ERROR TO YOUR ACCOUNT

California-American Water Company

P.O.Box 578, Alton, IL 62002
1-800-794-7350

05/13/2002

Dear Customer:

Due to a posting error we made on the above account for water service a \$250.00 check we received from the above party(ies) in payment on a water bill was recorded as \$265.00 payment instead. This depleted the balance of the checking account involved and caused several checks - - yours among them - - to be returned to the bank unpaid.

We want to make it clear that the checks were returned unpaid because of our posting error and the above payer(s) were in no way responsible. We apologize to you and all concerned for the inconvenience that our error may have caused. If there is any other information you need from us in this matter, please let us know. We will be glad to hear from you if we can help you further.

Thank you, and, again, our apologies.

Sincerely,

Customer Service

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 566

ISSUED BY

D. P. STEPHENSON
NAME

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

DATE FILED JUN 18 2002

EFFECTIVE JUL 22 2002

DECISION NO. _____

DIRECTOR - RATES & REVENUES
TITLE

RESOLUTION NO. _____