

WATER LINE BREAK APOLOGY

California-American Water Company

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

05/13/2002

Dear Customer

We are very concerned about the water break that affected your neighborhood on Sunday, May 5, 2002 and want to apologize for any inconvenience you experienced. Through the work of our crews we were able to limit the interruption in water service and had all service promptly restored within a minimal amount of time.

At California-American Water Company, we strive to be as sensitive as possible to our customers' needs every day, but especially when an emergency arises. In the near future, we will be able to provide immediate information to our customers, over the phone, for work involving a main break or other distribution projects that affect our customers.

If you find that your water bill increased above normal levels as a result of this water main break, please call our customer service representatives at 1-800-794-7350 and one of our representatives will be able to adjust your bill.

Thank you for your patience.

Sincerely,

(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. _____