

LEAK FOUND BY COMPANY

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 10/29/2021

Decision

DIRECTOR - Rates & Regulatory

Effective 10/29/2021

Resolution _____



P.O. Box 578 Alton, IL 62002

Date

Customer Name
Service Address

For Service To:
Account Number:
Service Address:

NOTICE OF LEAKING SERVICE LINE

On <Date>, XX/XX/XXXX our service representative visited your home and located a leak on your water service pipe between the curb box and your foundation. This water service pipe is part of your household plumbing and must be maintained by the homeowner. Water is a valuable resource that should not be wasted. Leaks waste water and may lead to property damage above and below the ground. If your water meter is set outside your location, leaks will contribute to unnecessarily high bills. **IF YOU ARE NOT THE HOMEOWNER, PLEASE GIVE THIS LETTER TO YOUR LANDLORD TO HAVE THE SERVICE LINE REPAIRED.**

Due to the importance of this matter, repairs must be made within 10 days of the date of this letter. In the event the leak on your service pipe worsens, or should the condition pose a threat to property and/or public safety, American Water reserves the right to discontinue water service immediately. Once the service has been terminated, it will not be reinstated until necessary repairs have been completed.

Please call our Customer Service Representatives at 1-800-565-7292, Monday to Friday, 7:00 am to 7:00 pm, to notify us if time beyond the 10 days is needed to complete repairs or if repairs have been completed.