

---

NOTICE OF PERIODIC METER CHANGE

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 \_\_\_\_\_

Date

Customer Name  
Service Address

**For Service To:**  
Account Number:  
Service Address:

### **IMPORTANT NOTICE – REQUIRED METER CHANGE**

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. To help ensure the accuracy of our water meters we must periodically change them, and the meter serving your property is due to be changed.

Because the meter is located indoors, we will need access to the property to perform the required meter change. There is no cost to you to have this work performed. Our customer service representatives are available at the number listed below, Monday to Friday, 7 a.m. to 7 p.m. Please contact our Customer Service Center at 1-888-237-1333 to make an appointment.

To prepare for the meter change we ask that you have cleared access to the water meter and that an adult, at least 18 years of age, be present while we perform the replacement. During the process of the meter change the water service will be interrupted for a short time. The installation typically takes about 30 minutes.

As a reminder, state regulations entitle us access to the meter at all reasonable times. Failure to allow access to perform the needed meter replacement 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.

**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 assistance.

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。

---

NOTICE OF PERIODIC METER CHANGE

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 \_\_\_\_\_

Date

Customer Name  
Service Address

**For Service To:**  
Account Number:  
Service Address:

## **SECOND REQUEST – REQUIRED METER CHANGE - RESPONSE REQUIRED**

Dear California American Water Customer:

American Water recently sent you a letter requesting that you contact us to schedule an appointment to provide access to the water meter so we may perform a meter change. Unfortunately, we have not received a response to this request.

Because the meter is located indoors, we will need access to the property to perform the required meter change. There is no cost to you to have this work performed. Our customer service representatives are available at the number listed below, Monday to Friday, 7 a.m. to 7 p.m. Please contact our Customer Service Center at 1-888-237-1333 to schedule an appointment.

To prepare for the meter change we ask that you have cleared access to the water meter and that an adult, at least 18 years of age, be present while we perform the replacement. During the process of the meter change the water service will be interrupted for a short time. The installation typically takes about 30 minutes.

As a reminder, state regulations entitle us access to the meter at all reasonable times. Failure to allow access to perform the needed meter replacement 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.

**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 assistance. If you have already scheduled a date to have your meter changed, please accept our thanks and disregard this letter.

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。

---

NOTICE OF PERIODIC METER CHANGE

Sheet 3

(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 _____

Date

Customer Name  
Service Address

**For Service To:**  
Account Number:  
Service Address:

### THIRD REQUEST – REQUIRED METER CHANGE - RESPONSE REQUIRED

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. To help ensure the accuracy of our water meters we must periodically change them, and the meter serving your property is due to be changed.

Because the meter is located indoors, we will need access to the property to perform the required meter change. There is no cost to you to have this work performed. Our customer service representatives are available at the number listed below, Monday to Friday, 7 a.m. to 7 p.m. Please contact our Customer Service Center at 1-888-237-1333 to make an appointment.

To prepare for the meter change we ask that you have cleared access to the water meter and that an adult, at least 18 years of age, be present while we perform the replacement. During the process of the meter change the water service will be interrupted for a short time. The installation typically takes about 30 minutes.

As a reminder, state regulations entitle us access to the meter at all reasonable times. Failure to allow access to perform the needed meter replacement 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.

**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 assistance.

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。

---

NOTICE OF PERIODIC METER CHANGE

Sheet 4

(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 \_\_\_\_\_

Date

Customer Name  
Service Address

**For Service To:**  
Account Number:  
Service Address:

**FINAL REQUEST – REQUIRED METER CHANGE - RESPONSE REQUIRED**

Dear California American Water Customer:

American Water has sent three prior letters to you, requesting that you contact us to schedule an appointment to provide access to the water meter so we may perform a meter change. Unfortunately, we have not received a response to this request.

Because the meter is located indoors, we will need access to the property to perform the required meter change. There is no cost to you to have this work performed. Our customer service representatives are available at the number listed below, Monday to Friday, 7 a.m. to 7 p.m. Please contact our Customer Service Center at 1-888-237-1333 to make an appointment.

To prepare for the meter change we ask that you have cleared access to the water meter and that an adult, at least 18 years of age, be present while we perform the replacement. During the process of the meter change the water service will be interrupted for a short time. The installation typically takes about 30 minutes.

As a reminder, state regulations entitle us access to the meter at all reasonable times. Failure to allow access to perform the needed meter replacement 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.

If we do not hear from you within 10 days of the date on this letter, 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. If you have already scheduled an appointment to have your meter changed, please accept our thanks and disregard this letter.

**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.

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。