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REPLACE METER LETTER 1

Sheet 1

(See Attachment Form)

(N)

(Continued)

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(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 \_\_\_\_\_



P.O. Box 578 Alton, IL 62002

Date

Customer Name  
Service Address

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

### NEED ACCESS TO CHANGE INSIDE METER – FIRST LETTER

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. It is important to us, as we know it is to you, that your bill is accurate and reflects the actual water usage at your property. We have determined that your meter needs to be repaired or replaced due to <variable data>.

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

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.

We appreciate your business and look forward to your call.

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。