
TAMPERED WITH METER DEVICE - CUSTOMER NOTICE

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 _____



P.O. Box 578 Alton, IL 62002

Date

Customer Name
Service Address

For Service To:
Account Number:
Service Address:

Dear California American Water Customer:

California American Water is proud to be your water service provider and thanks you for your business.

Recently, one of our field service representatives visited your property and found that the meter serving your property has been tampered with. When this happens, the total amount of water used is not recorded properly, and you are not being billed correctly for your water service.

This activity is known as “theft of water service” and is prohibited under the law. At this time, instead of taking legal action we prefer to work with you to resolve the matter. We replaced the water meter and sealed the meter lid. Our service representatives and meter readers will continue to check the meter to make sure the seal is not broken, which would indicate to us that further tampering has occurred.

If we find any further occurrence of meter tampering, we will be required to shut off the water service to your property and pursue legal action against you. If we disconnect your service at the water main, you will be required to pay all costs to reconnect your water before service will be restored.

If you have any questions, please contact our Customer Service Center at the number listed below. Our customer service representatives are available Monday through Friday, 7 a.m. to 7 p.m.

Sincerely,

California American Water Customer Service