

INFORM CUSTOMER – HIGH CONSUMPTION

California American Water Company

P.O. Box 578, Alton IL 62002

12/01/2015

(T,D)

Customer Name

Account Number

(T)

Customer Mailing Address 1

Premise Number

Customer Mailing Address 2

Service Address

(T)

Dear Customer:

You will receive your current water bill within a few days. This letter is automatically sent to our customers whose current billed water usage is at least 50% higher than their most recent three-month average. This may or may not indicate a problem depending on your consumption patterns during the past few months. If you are not aware of any reason for increased water consumption, you may wish to inspect your plumbing and fixtures for the source of this increased usage. Perhaps you hear running water when no water or appliance is in use or your toilet (tank) refills without being used. These are just a few reasons for higher consumption.

If, after conducting your inspection, you still have concerns, we suggest you contact customer service and speak to a representative who can assist you.

If you have any other questions, please feel free to contact customer service at 1-888-237-1333 during California American Water's business hours.

(C)

(C)

Sincerely,

Customer Service

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 1092

ISSUED BY

D. P. STEPHENSON

(TO BE INSERTED BY C.P.U.C.)

DATE FILED 11-5-2015

NAME

EFFECTIVE 12-7-2015

DECISION NO.

DIRECTOR – Rates & Regulatory

TITLE

RESOLUTION