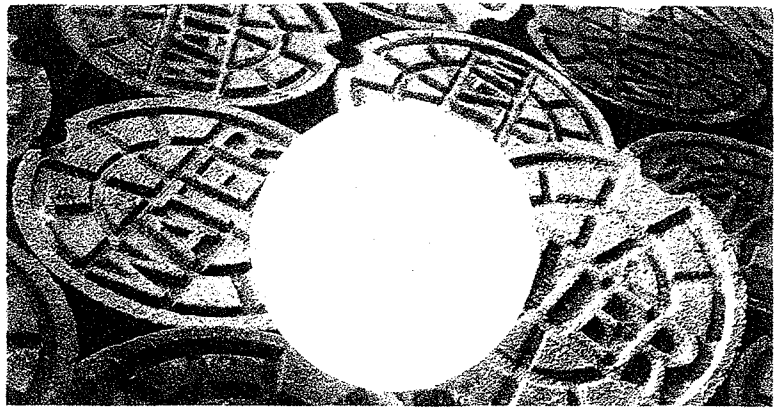


Submitted by Janice  
 at 10/15/12 Board Meeting.  
 Item 16



My only  
 means of  
 communication  
 from Cal Am →  
 On backdoor - not  
 front door - on  
 the ground. I phoned  
 Cal Am - ~~no~~ No info shared  
 5 days later  
 came bill.  
 Now!

## SORRY WE MISSED YOU.

The following services were performed at your property today:

- Read and checked water meter
  - Billing verification meter reading.
    - Meter reading is correct.
    - Meter reading incorrect. You will receive a new billing amount. Correct reading is \_\_\_\_\_
    - Investigation results available after two business days.
  - Installed or changed the water meter.
  - Installed or changed the outdoor remote meter reading device.
  - Removed your water meter.
  - Turned your water off for repairs as requested.
  - Turned your water on.
  - Investigated a high water bill.
  - Investigated a water leak.
  - No movement on outside meter observed (leak not indicated).
  - Meter registers movement. Check property for leaks.
  - Obtained your billing information.
  - Customer requested investigation.
  - Due to emergency improvements to the water system, your water will be temporarily shut off on \_\_\_\_\_ from \_\_\_\_\_ until \_\_\_\_\_.
  - Water was turned off at the house valve.
  - Water was turned off at the meter box.
  - Contact the Customer Service Center regarding returned mail/new customer hookups.
  - Checked pressure. Pressure is \_\_\_\_\_.
- 04-28 = change / dig up*  
*Oct. 14 = reading?*

Date of visit: OCT 19 2010 3:15 PM

Notes: HIGH CONSUMPTION THIS MONTH DUE TO LEAK ON PROPERTY

It was a pleasure to serve you. J.R



**CALIFORNIA  
 AMERICAN WATER**

# SERVICE

CUSTOMER SERVICE  
[www.californiaamwater.com](http://www.californiaamwater.com)  
 24 HOURS A DAY, 7 DAYS A WEEK  
 1-888-237-1333

# Invoice

Date	Invoice #
11/22/2010	334

Bill To

P.O. No.	Terms	Project
	Net 15	

Quantity	Description	Rate	Amount
3	Water leak check which included checking landscape irrigation, main meter, crawling under house to check all water lines and drainage lines, and crawling in attic space to check ceiling radiant heat system and plumbing lines. There were no leaks found of any sort.	75.00	225.00
		<b>Total</b>	<b>\$225.00</b>

010942841

0000

Average = 1,000 gallons = ??

Rec'd 10/27

000050472027700000000000264347018

946 units of wtr



California American Water  
PO Box 7150  
Pasadena, CA 91109-7150

*[Handwritten signature]*

For Service To:

ACCOUNT NUMBER	
AMOUNT DUE	\$2,643.47
DUE DATE	Nov 09 2010
Amount Paid	ELECTRONIC PAYMENT

Please return this portion with check  
Payable to the address below

California American Water  
PO Box 7150  
Pasadena, CA 91109-7150

800 794 4350



10/29 Sierra -  
10:17 AM

1" meter = which is big  
rebooted meter wasn't going to  
tell me about a  
ltr

Customer Account Information

For Service To: ~~XXXXXXXXXX~~  
Account Number: ~~XXXXXXXXXX~~  
Premise Number: 05-0119275

Billing Summary

Prior Balance  
Balance from last bill  
Payments as of Oct 21, 2010. Thanks!  
Total prior balance, Oct 21, 2010

\$41.15  
-41.15  
.00

Billing Period & Meter Information

Billing Date: Oct 21, 2010  
Billing Period: Sep 14 to Oct 19 (35 days)  
Next reading on about: Nov 11, 2010  
Rate Type: Residential

Current Water Charges

Basic Service  
Water Charge: (\$ 29410 x 70.00)  
(\$ 43170 x 70.00)  
(\$ 86340 x 93.33)  
(\$ 172680 x 93.33)  
(\$ 302180 x 619.34)

25.76  
20.59  
30.22  
80.58  
161.16  
1,871.52  
2,189.83

Meter readings in current billing period:

Meter Number X051766099 is a 1 inch meter  
Present actual: 1032  
Last actual: 86  
10 Cubic Feet used: 946  
10 cu ft equals 75 gallons  
Gallons used: 70950

Other Current Charges

10% Coastal Wtr Project Surch 1  
MPWMB Cnsvr Surch as 10CF Rate  
Carnel Riv Dam Surching  
CAW Cnsvr Surch as 10 CF Rate  
Seaside Basin Surching  
Total other charges, Oct 21, 2010

218.98  
6.43  
3.91  
13.91  
1.06  
244.29

Taxes

Pacific Grove City Fee  
Pacific Grove License Fee  
PUC Surching  
Pacific Grove Franchise Fee  
Total taxes, Oct 21, 2010

121.71  
2.43  
36.52  
48.69  
209.35

Water Usage Comparison

Monthly Usage	

TOTAL AMOUNT DUE

\$2,643.47

Do not send payment. Total Amount Due will be deducted  
from your bank account on Nov 09, 2010

Messages from California American Water

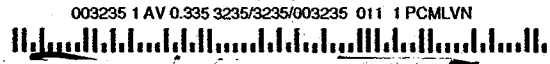
Tier Allotment  
Tier 1 60

(computer)



**California American Water**  
 PO Box 7150  
 Pasadena, CA 91109-7150

For Service To: ~~985 Lowell Ave~~



ACCOUNT NUMBER	
AMOUNT DUE	\$45.49
DUE DATE	Mar 07, 2011
Amount Paid	

Please return this portion with check  
 Payable to the address below

**California American Water**  
 PO Box 7150  
 Pasadena, CA 91109-7150



**Customer Account Information**

For Service To: \_\_\_\_\_  
 Account Number: \_\_\_\_\_  
 Premise Number: \_\_\_\_\_

**Billing Period & Meter Information**

Billing Date: Feb 16, 2011  
 Billing Period: Jan 13 to Feb 11 (29 days)  
 Next reading on/about: Mar 14, 2011  
 Rate Type: Residential

**Meter readings in current billing period:**

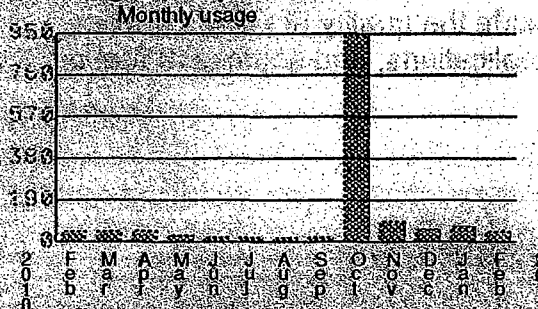
Meter Number X051766099 is a 1-inch meter.  
 Present-actual 1295  
 Last-actual 1247  
 10 Cubic Feet used 48  
 10 cu. ft. equals 75 gallons  
 Gallons used 3600

**Billing Summary**

-----Prior Balance-----  
 Balance from last bill  
 Payments as of Feb 16, 2011. Thanks!  
 Total prior balance, Feb 16, 2011  
 -----Current Water Charges-----  
 Basic Service  
 Water Charge (\$.294900 x 48.00)  
 Total water charges, Feb 16, 2011  
 -----Other Current Charges-----  
 10% Coastal Wtr Project Srch#1  
 MPWMD Cnsvn Surch as 10CF Rate  
 CAW Cnsvn Surch as 10 CF Rate  
 Seaside Basin Surcharge  
 Total other charges, Feb 16, 2011  
 -----Taxes-----  
 Pacific Grove City Fee  
 Pacific Grove License Fee  
 PUC Surcharge  
 Pacific Grove Franchise Fee  
 Total taxes, Feb 16, 2011  
 -----TOTAL AMOUNT DUE-----

\$169.42
-169.42
.00
22.15
14.16
36.31
3.63
.33
.71
.91
5.58
2.11
.04
.61
.84
3.60
\$45.49

**Water Usage Comparison**



**Customer Account Information**

For Service To: [Redacted]  
 Account Number: [Redacted]  
 Premise Number: [Redacted]

**Billing Period & Meter Information**

Billing Date: Nov 16, 2010  
 Billing Period: Oct 19 to Nov 11 (23 days)  
 Next reading on/about: Dec 13, 2010  
 Rate Type: Residential

**Meter readings in current billing period:**

Meter Number X051766099 is a 1-inch meter  
 Present actual 1125  
 Last actual 1032  
 10 Cubic Feet used 93  
 10 cu. ft. equals 75 gallons  
 Gallons used 6975

**Billing Summary**

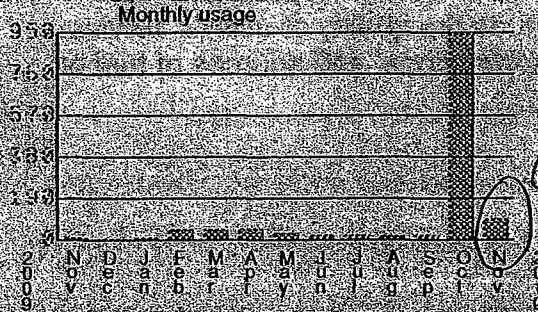
**Prior Balance**  
 Balance from last bill  
 Payments as of Nov 16, 2010 Thanks!  
**Total prior balance, Nov 16, 2010**  
**Current Water Charges**  
 Basic Service  
 Water Charge (\$ 29410 x 57 50)  
 (\$ 43170 x 35 50)  
**Total Use Billed** 93 00  
**Other Current Charges**  
 10% Coastal Wtr Project Srch#1  
 MPWMD Gnsrn Surch as 10CF Rate  
 Carmel Riv Dam Surchg  
 CAW Gnsrn Surch as 10 CF Rate  
 Seaside Basin Surchg  
**Total other charges, Nov 16, 2010**  
**Taxes**  
 Pacific Grove City Fee  
 Pacific Grove License Fee  
 PUC Surchg  
 Pacific Grove Franchise Fee  
**Total taxes, Nov 16, 2010**

\$2,643.47  
 -41.15  
 2,602.32  
 16.93  
 16.91  
 15.33  
**49.17**  
 4.92  
 .63  
 2.57  
 1.37  
 .70  
 10.19  
 2.98  
 .05  
 .89  
 1.18  
 5.10

**TOTAL AMOUNT DUE**

**\$2,666.78**

**Water Usage Comparison**



Nov 16

**Messages from California American Water**

The due date pertains to current charges only. Any past due balance should be paid immediately.

Tier	Allotment
Tier 1	75
Tier 2	75
Tier 3	75
Tier 4	75
Tier 5	All Other Usage

\* California American Water employees carry company ID with photo and state driver's licenses. For your safety, ask for this identification before letting anyone who claims to be from our company into your home. If you suspect someone at your door is an impostor, lock the door, call 911 and call us at 1-888-237-1333 to report the incident. Contact California American Water's local conservation department at 831.646.3205 to take advantage of rebates, water wise house calls and more! For more information visit [www.montereywaterinfo.org](http://www.montereywaterinfo.org).

Customer Service 1-888-422-5261 (24 Hours)  
 Emergency 1-888-422-5261 (24 Hours)  
 Visit us on the INTERNET at [www.calamwater.com](http://www.calamwater.com)

**Customer Account Information**

For Service To: \_\_\_\_\_

Account Number: \_\_\_\_\_

Premise Number: \_\_\_\_\_

**Billing Period & Meter Information**

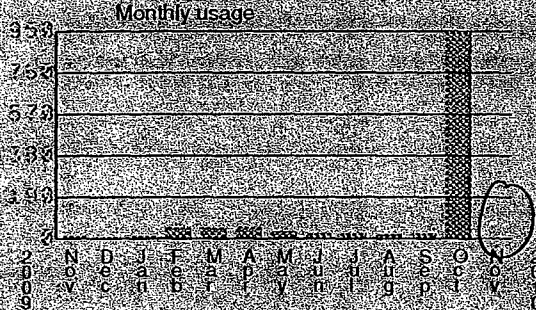
Billing Date: Nov 19, 2010

Rate Type: Residential

**Billing Summary**

Prior Balance	
Balance from last bill	\$2,666.78
Payments as of Nov 19, 2010. Thanks!	.00
<b>Total prior balance, Nov 19, 2010</b>	<b>2,666.78</b>
Adjustments	
Bad Dial Adj Res	-2,117.58
10% Coastal Wtr Surchg	-211.76
CAW Cnsvn Surcharge	-12.00
MPWMD Cnsvn Surcharge	-5.55
<b>Total adjustments, Nov 19, 2010</b>	<b>-2,346.89</b>
Taxes	
Pacific Grove City Fee	-117.35
Pacific Grove License Fee	-2.35
PUC Surcharge	-35.20
Pacific Grove Franchise Fee	-46.94
<b>Total taxes, Nov 19, 2010</b>	<b>-201.84</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$118.05</b>

**Water Usage Comparison**



*Nov 19*  
*3 days*  
*later*  
*another*  
*bill arrives!*

**Messages from California American Water**

The due date pertains to current charges only. Any past due balance should be paid immediately. *From 4/16*

\* California American Water employees carry company ID with photo and state driver's licenses. For your safety, ask for this identification before letting anyone who claims to be from our company into your home. If you suspect someone at your door is an impostor, lock the door, call 911 and call us at 1-888-237-1333 to report the incident.

Contact California American Water's local conservation department at 831.646.3205 to take advantage of rebates, water wise house calls and more! For more information visit [www.montereywaterinfo.org](http://www.montereywaterinfo.org).

Customer Service: 1-888-422-5261 (24 Hours)  
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# California American Water

P.O. Box 578, Alton IL 62002  
1-888-422-5261



AMERICAN WATER

11/17/2010

Account Number: [REDACTED]  
Premise Number: [REDACTED]

Dear Customer:

2  
We have investigated your account and concluded that you are entitled to a credit adjustment. Your account was adjusted on Tuesday, November 16, 2010 in the amount of \$2346.89, which represents a correction to your meter read.

We trust you will find this adjustment satisfactory. Should you have any questions, please feel free to contact our Customer Service Department at 1-888-422-5261. We are available to assist you 24 hours per day, 7 days a week for your convenience.

You may be able to save time by managing your account with My H2O Online, the customer self-service section of our Web site. You can check your account balance, pay your bill, or schedule some service appointments from the comfort of your home. You also can sign up for our free and convenient EFT program that automatically pays your bill directly from your bank account. Please visit [www.amwater.com/myh2o](http://www.amwater.com/myh2o).

Sincerely,

Billing Department

*- who?  
who do I talk to?  
phoned - was told the  
mgr. would phone back.  
- Never did.  
phoned again. - would not  
talk to me.*

## PAY 1

8:00 A.M. CYNTHIA (IL)

Your meter is running - I can see it on my monitor. "click" hung up on me.

9:23 A.M. BERT (IL)

TURNING IT OFF IN 3 DAYS IF NOT PAID.

11:21 A.M. BRANDI (IL)

YOU HAVE A LEAK.

SIERRA (IL)

3:14

YOU HAVE A LEAK - NEED TO PAY.

## DAY 2

8:13 A.M. SIERRA (IL)

YOU HAVE A LEAK. NEED TO GET A PLUMBER. SUPERVISOR CINDY WILL CALL

CALLED IN TWO PLUMBERS - NO LEAKS.  
\$250

12:10 - BRANDI - (IL)

HAVE TO PAY. Hung up on me.

## DAY 3

8:04 - HOLLY - PAY YOUR BILL. (FL)

8:59 BRENDA - LISTEN FOR RUNNING TOILETS - #1 ISSUE. ~~TO~~ LEAKS

9:13 KESHA - YOU HAVE HIGH CONSUMPTION USAGE. NEED TO PAY. (IL)

11:03 NEIGHBORS STEALING IT?

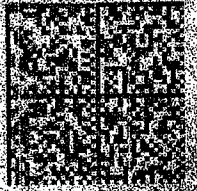
1:20 PAY IT OR WATER WILL BE TURNED OFF IN 1 DAY.



American Water  
PO Box 578  
Alton IL 62002

- Not local

fill in this



US