



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

For Service To: 6125 Brookdale Dr



000393 1 MB 0.387 0393/0393/000393 002 1 NCDCV2
SUSAN T RAY

ACCOUNT NUMBER	
AMOUNT DUE	\$2,255.78
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

CALIFORNIA AMERICAN WATER
PO BOX 7150
PASADENA, CA 91109-7150



Return this portion with payment.

REMINDER NOTICE

Dear Customer:

Your bill for \$2,255.78 is overdue. Because your bill is overdue we will shut off water to your service on or after 8:00 AM on Thursday, December 22, 2011.

TO STOP THE SHUT OFF, YOU MUST DO ONE OF THE FOLLOWING AT ONCE:

1. Pay the total amount overdue.
2. Call 1-866-358-3429 to make a payment agreement, to let us know that you made a payment; or to dispute the overdue bill.
3. Call 1-866-358-3429 if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice at the bottom of this form.

2255.78

If we shut off your water, you may have to pay the following charges to have your water turned back on.

Overdue Amount	\$2,255.78
Turn-on-Charge	\$10.00
Total Amount Due	\$2,265.78

If you have any questions or need more information, please call us. If you are not satisfied after you talk to us, you may file a complaint with the California Public Utilities Commission Consumer Affairs Branch by calling 1-800-649-7570 toll free, or by writing to California Public Utilities Commission Consumer Affairs Branch 505 Van Ness Avenue Room 2003 San Francisco, CA 94102-3238

California Public Utilities Commission Consumer Affairs Branch will delay the shut off if you file the complaint before the shut off date.

Este aviso contiene información importante sobre su servicio del agua. Por favor, ponerse en contacto con nosotros en 1-866-358-3429 si quisiera tenerlo traducido o necesite cualquier otra ayuda. Gracias.

If you have already mailed your payment, please disregard this notice.

Please note that it is no longer necessary to report that a payment has been made unless you are without water service.

See reverse for additional details.

Sincerely,
California American Water

\$ 560.00-

279.45

MEDICAL EMERGENCY NOTICE

If someone living in your home is seriously ill, we will not shut off your water service during this illness if you do two (2) things:

1. Have a doctor certify by phone or in writing that the illness exists and that the person will be in danger if you do not have water service.
AND
2. Make arrangements to pay your overdue and current bills by calling 1-866-358-3429

Submitted by
Toni Ray at
10/15/2012 Board Meeting
Item 16



AMERICAN WATER

California American Water

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

AMW003 PONVSV 00000261

Susan T Ray

12/15/2011

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

Dear Customer:

This is to confirm our agreement of Wednesday, December 14, 2011. We arranged for 8 payments totaling \$2273.93:

<u>Due Date</u>	<u>Payment Amount</u>	<u>Due Date</u>	<u>Payment Amount</u>	<u>Due Date</u>	<u>Payment Amount</u>
12/18/2011	\$300.00				
01/27/2012	\$281.99				
02/27/2012	\$281.99				
03/29/2012	\$281.99				
04/30/2012	\$281.99				
05/31/2012	\$281.99				
07/02/2012	\$281.99				
08/02/2012	\$281.99				

Note, your scheduled payments must also include any current charges that are issued each month.

This payment arrangement is firm. All amounts due (both current and your payment plan) must be received by the due date. If payment is not received as scheduled your water service may be discontinued. If water service is discontinued, a reconnection fee of \$10.00 will be required, in addition to the full outstanding balance, to restore water service during normal working hours. If your financial circumstances change due to conditions beyond your control and you cannot keep the agreement, please contact Customer Service, to arrange for a new agreement, if eligible.

Please be sure to mail all payments to the address noted below. To ensure proper posting of your payment, we ask that you include the above account number on your remittance.

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

Should you have any questions or concerns about your payment agreement, please call our Customer Service Center at 1-888-422-5261. Our Customer Service hours are 24 hours a day, 7 days a week. Thank you for your cooperation.

Sincerely,

Customer Service

November 2, 2011

Susan T. Ray
[REDACTED]

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

California American Water
PO Box 578
Alton, IL 62002

Re: Account [REDACTED]

To the Account Resolution Department:

I am in receipt of your letter dated October 27, 2011, applying a credit adjustment to my account in the amount of \$7,349.13. There is still an outstanding balance of \$2,555.78.

That amount reflects water usage for one month. When I first contacted you, I explained that there was no conceivable explanation for the excessive water usage on my part. I requested someone from CAL-AM conduct an internal investigation. There is a possibility of a meter malfunction or inaccurate reading that best explains what happened that month. While I appreciate the adjustment, it is not satisfactory. There is simply no way my water usage spiked that month due to anything on my property. There was no "leak" that I repaired.

There was an old irrigation system that had not been activated in over fifteen years that had some holes in it. However, there were no signs of leakage and the ground was not wet. There is just no way that discovery accounts for the water usage.

I appreciate your working with me on this matter. I have enclosed a payment of \$50.00, which would cover a usual bill for the month in question. If that is not sufficient to cover that bill, I would request that CAL-AM investigate the meter itself or any other CAL-AM procedures to evaluate water usage.

As it stands, the excessive water usage makes no sense. There were no repairs to any leak. I would appreciate your continued assistance to resolve this matter.

Sincerely,

Susan T. Ray

12/15/11

TO WHOM IT MAY CONCERN
WITHIN CAL-AM WATER CO:

MS. TONY (SUSAN) RAY HIRED ME
IN THE CAPACITY OF A PROFESSIONAL
PLUMBING + HEATING CONTRACTOR TO
CHECK THE ENTIRE WATER SYSTEM
(INTERIOR AND EXTERIOR) ON HER
PROPERTY AT [REDACTED]

[REDACTED] THIS WAS DONE IN EARLY NOVEMBER
AFTER THOROUGHLY INVESTIGATING
EVERY ASPECT OF HER WATER SYSTEM -
INCLUDING A FULL HOUR OF MONITORING
THE WATER METER - I DETERMINED
THERE ARE NO LEAKS OF ANY
SIZE ON HER PROPERTY. THE
METER SHOWED ZERO MOVEMENT FOR
AN ENTIRE HOUR.

ACCORDING TO THE BILL FROM
CAL-AM DATED SOMETIME IN
OCTOBER OF 2011 MS. RAY IS
ALLEGED TO HAVE USED AND/OR
LOST OVER \$9,000 WORTH OF WATER.
QUITE FRANKLY, THIS IS LUDICROUS!!
IN ORDER TO USE/LOSE THAT

AMOUNT OF WATER (IN THE MANY TENS OF THOUSANDS - MAYBE HUNDREDS OF THOUSANDS OF GALLONS) IN ONE MONTH HER INTERIOR WATER FIXTURES WOULD HAVE TO HAVE BEEN TURNED ON FULL-BORE 24/7 AND/OR ANY OUTDOOR LEAKS OR MIS-USAGE WOULD HAVE TURNED HER PROPERTY INTO A MARSHLAND.

I HAVE BEEN IN THIS BUSINESS FOR 35 YEARS AND I KNOW WHAT MAJOR LEAKS AND/OR EXCESSIVE WATER USAGE DOES TO PROPERTY, AND MS. RAY'S PROPERTY HAS BEEN COMPLETELY DEVOID OF SUCH TELL-TALE SIGNS.

IT IS MY SEASONED PROFESSIONAL OPINION THAT CAL-AM HAS MADE A MAJOR BLUNDER IN CALCULATING MS. RAY'S WATER BILL.

Sincerely,

JEFF V. MIDDLEBROOK
MIDDLEBROOK PLUMBING AND
HYDRONIC HEATING SERVICES
831-383-1038

California American Water



AMERICAN WATER

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

10/27/2011

Susan T Ray
[REDACTED]

Account Number: [REDACTED]
Premise Number: [REDACTED]
6125 Brookdale Dr
Carmel CA

Dear Ms Ray:

You recently contacted us to request an adjustment for a leak at your property that has since been repaired. After reviewing your request, we have applied a credit adjustment to your account for \$7,349.13.

If your wastewater charges are provided by another company and based on the amount of your water use, we have provided them with the amount of water adjusted due to your leak. You may wish to contact them for consideration of an adjustment to your wastewater billing.

If California American Water provides your wastewater billing, your account has also been reviewed for a wastewater adjustment. If warranted, the amount of your adjustment also includes a credit toward your wastewater charges.

We hope you will find the adjustment satisfactory and appreciate that you took action to repair the leak at your property. If you have any questions or concerns, please call us at your convenience at 1-888-422-5261. Our representatives are available 24 hours a day to serve you.

Sincerely,

Account Resolution Department

ADHOC

050599482

Customer Account Information

For Service To: Susan T Ray

Account Number: _____

Premise Number: _____

Billing Period & Meter Information

Billing Date: Oct 06, 2011
 Billing Period: Sep 06 to Oct 03 (27 days)
 Next reading on/about: Nov 01, 2011
 Rate Type: Residential

Meter readings in current billing period:

Meter Number: X186524439 is a 5/8-inch meter.

Present-actual	4419
Last-actual	4360
10 Cubic Feet used	59
10 cu. ft. equals 75 gallons	
Gallons used	4425

Billing Summary

-----Prior Balance-----

Balance from last bill
 Payments as of Oct 06, 2011. Thanks!
Total prior balance, Oct 06, 2011

-----Current Water Charges-----

Basic Service	8.90
Water Charge (\$.29720 x 30.00)	8.92
(\$.48080 x 29.00)	13.94
Total Use Billed	59.00
	31.76

-----Other Current Charges-----

10% Coastal Wtr Project Surch	3.18
MPWMD Chsvn Surch as 100% Rate	.40
CAW Cnsvn Surch as 10 CF Rate	1.13
Seaside Basin Surcharge	.37
Total other charges, Oct 06, 2011	5.08

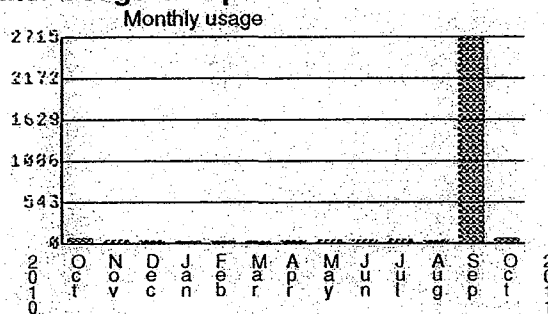
-----Taxes-----

Monterey Co. Franchise Fee	.36
PUC Surcharge	.57
Total taxes, Oct 06, 2011	.93

-----TOTAL AMOUNT DUE-----

\$9,838.64
.00
9,838.64
8.90
8.92
13.94
31.76
3.18
.40
1.13
.37
5.08
.36
.57
.93
\$9,876.41

Water Usage Comparison



Owed:
\$37.77

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	30
Tier 2	30
Tier 3	60
Tier 4	60
Tier 5	All Other Usage

**** Did you know? The average cost of a gallon of California American Water is about a penny per gallon. For most customers, the water bill is the lowest utility bill they pay each month. Please see Value of Water informational insert included in your September bill for additional information.**

*** 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.**

Customer Service: 1-888-422-5261 (24 Hours)
 Emergency: 1-888-422-5261 (24 Hours)
 Visit us online at: www.californiaamwater.com

000314/000314 NCDACO TAV02 14

Customer Account Information

For Service To: Susan J Rav

Account Number _____

Premise Number: _____

Billing Period & Meter Information

Billing Date: Sep 13, 2011
 Billing Period: Aug 02 to Sep 06 (35 days)
 Next reading on/about: Oct 03, 2011
 Rate Type: Residential

Meter readings in current billing period:

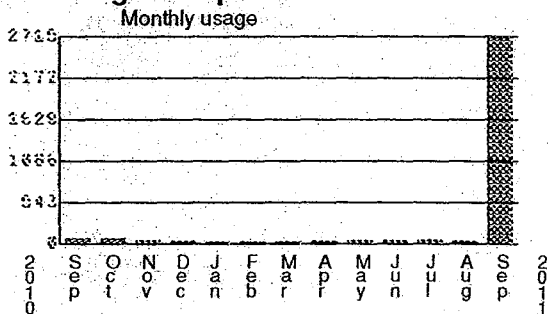
Meter Number X186524439 is a 5/8-inch meter.

Present-actual **4360**
 Last-actual **1648**
 10 Cubic Feet used **2712**
 10 cu. ft. equals 75 gallons
 Gallons used **203400**

Billing Summary

-----Prior Balance-----		
Balance from last bill		\$26.38
Payments as of Sep 13, 2011. Thanks!		-26.38
Total prior balance, Sep 13, 2011		.00
-----Current Water Charges-----		
Basic Service		10.38
Water Charge (\$.29720 x 35.00)		10.40
(\$.48080 x 35.00)		16.83
(\$.96190 x 70.00)		67.33
(\$ 1.92350 x 70.00)		134.65
(\$ 3.36620 x 2502.00)		<u>8,422.23</u>
Total Use Billed	2712.00	8,661.82
-----Other Current Charges-----		
10% Coastal Wtr Project Srch#1		866.18
MPWMD Cnsvn Surch as 10CF Rate		18.44
CAW Cnsvn Surch as 10 CF Rate		51.80
Seaside Basin Surcharge		<u>.43</u>
Total other charges, Sep 13, 2011		936.85
-----Taxes-----		
Monterey Co. Franchise Fee		95.98
PUC Surcharge		<u>143.99</u>
Total taxes, Sep 13, 2011		239.97
-----TOTAL AMOUNT DUE-----		\$9,838.64

Water Usage Comparison



Messages from California American Water

Tier	Allotment
Tier 1	30
Tier 2	30
Tier 3	60
Tier 4	60
Tier 5	All Other Usage

**** Beginning September 8, 2011 a new surcharge is being implemented to recover the balances in the Monterey Peninsula Water Management District (MPWMD) User Fee Memorandum Account in the areas of Carmel, Carmel Valley, Del Rey Oaks, Monterey, Pacific Grove, Pebble Beach, Sand City, Seaside, Bishop and Hidden Hills, per CPUC Decision (D.) 11-03-035 and California American Water's Advice Letter 915. The surcharge is based on your size of meter and will remain in effect for up to 12 months. The balance in the Memorandum Account was incurred in lieu of collecting and remitting the Monterey Peninsula Water Management District's User Fee. The funds provided to the Monterey Peninsula Water Management District and recorded in the Memorandum Account were expended as budgeted by the District Board, and included mandatory environmental mitigation work on the Carmel River as well as the Aquifer, Storage and Recovery (ASR) water supply project.**

**** Did you know? The average cost of a gallon of California American Water is about a penny per gallon. For most customers, the water bill is the lowest utility bill they pay each month. Please see Value of Water informational insert included in your September bill for additional information.**

*** Contact California American Water's local conservation department at 831.646.3205 to take advantage of our conservation programs. Customer Service hours are 8:00 a.m. to 5:00 p.m. (24 Hours) information visit www.montereywaterinfo.org.**

**Emergency: 1-888-422-5261 (24 Hours)
 Visit us online at: www.californiaamwater.com**

Customer Account Information

For Service To: Susan T Ray
 Account Number:
 Premise Number:

Billing Period & Meter Information

Billing Date: Aug 05, 2011
 Billing Period: Jul 01 to Aug 02 (32 days)
 Next reading on/about: Sep 01, 2011
 Rate Type: Residential

Meter readings in current billing period:

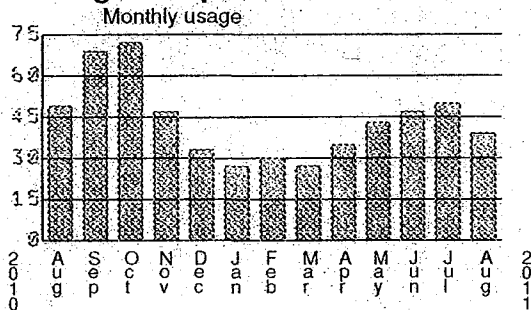
Meter Number XI86524439 is a 5/8-inch meter.
 Present-actual 1648
 Last-actual 1609
 10 Cubic Feet used 39
 10 cu. ft. equals 75 gallons
 Gallons used 2925

Billing Summary

-----Prior Balance-----		
Balance from last bill		\$31.57
Payments as of Aug 05, 2011. Thanks!		-31.57
Total prior balance, Aug 05, 2011		.00
-----Current Water Charges-----		
Basic Service		8.90
Water Charge (\$.29720 x 30.00)		8.92
(\$.48080 x 9.00)		4.33
Total Use Billed	39.00	22.15
-----Other Current Charges-----		
10% Coastal Wtr Project Srch#1		2.22
MPWMD Cnsvn Surch as 10CF Rate		.27
CAW Cnsvn Surch as 10 CF Rate		.74
Seaside Basin Surcharge		.37
Total other charges, Aug 05, 2011		3.60
-----Taxes-----		
Monterey Co. Franchise Fee		.25
PUC Surcharge		.38
Total taxes, Aug 05, 2011		.63
-----TOTAL AMOUNT DUE-----		\$26.38

user ID
 Susan Ray

Water Usage Comparison



Messages from California American Water

Tier	Allotment
Tier 1	30
Tier 2	30
Tier 3	60
Tier 4	60
Tier 5	All Other Usage

[Handwritten signature]

** You may notice an increase in your consumption rates beginning July 1, 2011. This increase is being implemented to recover Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) balances. The increase is effective July 1, 2011 and will remain in effect for up to 36 months. This increase is in accordance with the California Public Utilities Commission's Decision (D.) 09-07-021 and California American Water's Advice Letter 903 & 904.
 * 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.

Customer Service: 1-888-422-5261 (24 Hours)
 Emergency: 1-888-422-5261 (24 Hours) ★
 Visit us online at: www.californiaamwater.com