

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



September 7, 2017

Jeffrey T. Linam  
Director – Rates & Regulation  
California-American Water Company  
4701 Beloit Dr.  
Sacramento, CA 95838-2434

Dear Mr. Linam,

The Commission has approved California American Water Company's Advice Letter No. 1173, filed on July 27, 2017, regarding the loss of Water Adjustment Request Form located in all Districts.

Enclosed are copies of the following revised tariff sheets for the utility's files:

<b><u>P.U.C. Sheet No.</u></b>	<b><u>Title of Sheet</u></b>
8584-W	Request for Loss of Water Adjustment
8585-W	Leak Adjustment Denied – Second Request
8586-W	AK Adjustment Denied – Low Volume
8587-W	Leak Adjustment Denied – Non Residential Customer
8588-W	Leak Adjustment Provided
8589-W	Leak Adjustment Request – Need Receipts
8590-W	Leak Adjustment Denied – High Volume Not Due to Leak
8591-W	Leak Found by Company
8592-W	Leak Found – Water Shut-Off
8593-W	Table of Contents, Continued, Page 8
8594-W	Table of Contents, Page 1

Please contact Pui-Wa Li at (415) 703-5327 if you have any questions.

Thank you,

/s/JENNIFER PEREZ

Jennifer Perez  
Water & Sewer Advisory Branch  
Division of Water and Audits

Enclosures

**CALIFORNIA PUBLIC UTILITIES COMMISSION  
DIVISION OF WATER AND AUDITS**

**Advice Letter Cover Sheet**

**Utility Name:** California American Water

**Date Mailed to Service List:** July 27, 2017

**District:** All Districts

**CPUC Utility #:** U210W

**Protest Deadline (20<sup>th</sup> Day):** August 17, 2017

**Advice Letter #:** 1173

**Review Deadline (30<sup>th</sup> Day):** August 27, 2017

**Tier**    1    2    3    Compliance

**Requested Effective Date:** January 1, 2018

**Authorization**

**Rate Impact:** \$See AL  
See AL%

**Description:** Loss of Water Adjustment Request Form

The protest or response deadline for this advice letter is 20 days from the date that this advice letter was mailed to the service list. Please see the "Response or Protest" section in the advice letter for more information.

**Utility Contact:** Joey Chen

**Utility Contact:** Melody Singh

**Phone:** 916-568-4277

**Phone:** 916-568-4246

**Email:** zhaoyi.chen@amwater.com

**Email:** melody.singh@amwater.com

**DWA Contact:** Tariff Unit

**Phone:** (415) 703-1133

**Email:** [Water.Division@cpuc.ca.gov](mailto:Water.Division@cpuc.ca.gov)

**DWA USE ONLY**

<u>DATE</u>	<u>STAFF</u>	<u>COMMENTS</u>
_____	_____	_____
_____	_____	_____

[ ] APPROVED

[ ] WITHDRAWN

[ ] REJECTED

**Signature:** \_\_\_\_\_

**Comments:** \_\_\_\_\_

**Date:** \_\_\_\_\_

\_\_\_\_\_



4701 Beloit Drive  
Sacramento, CA 95838  
www.amwater.com

P (916) 568-4251  
F (916) 568-4260

July 27, 2017

ADVICE LETTER NO. 1173

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Pursuant to General Order 96-B, California-American Water Company ("California American Water") (U210W) submits for filing the attached changes in tariff schedules applicable to all Districts:

C.P.U.C. Sheet No.	Title of Sheet	Canceling Sheet No.
8584-W	Request for Loss of Water Adjustment	NEW
8585-W	LEAK ADJUSTMENT DENIED – SECOND REQUEST	4071-W
8586-W	AK ADJUSTMENT DENIED – LOW VOLUME	4072-W
8587-W	LEAK ADJUSTMENT DENIED – NOT RESIDENTIAL CUSTOMER	4073-W
8588-W	LEAK ADJUSTMENT PROVIDED	8049-W
8589-W	LEAK ADJUSTMENT REQUEST – NEED RECEIPTS	8050-W
8590-W	LEAK ADJUSTMENT DENIED – HIGH VOLUME NOT DUE TO LEAK	8051-W
8591-W	LEAK FOUND BY COMPANY	8052-W
8592-W	LEAK FOUND – WATER SHUT-OFF	8053-W
8593-W	TABLE OF CONTENTS (Continued) (Page 8)	8070-W
8594-W	TABLE OF CONTENTS (Page 1)	8583-W

**Purpose:**

The purpose of this advice letter filing is to provide the Commission with a new form, for use by California American Water customers in all districts, to request a loss of water adjustment.<sup>1</sup>

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<sup>1</sup> A loss of water adjustment would include a leak adjustment as well as explained or unexplained high usage as provided within California American Water's guidelines.

Additional forms related to loss of water adjustments have been revised to reflect the correct Company address.

**Background:**

California American Water is submitting a new form to assist customers in requesting a loss of water adjustment and to standardize the process and documentation for all customers. This form will be made available to our customers on the California American Water internet site and will be provided upon request. The form will facilitate the customer documenting the description, location, duration and other details as well as corrective action taken. This form will additionally assist California American Water in tracking actual provided leak adjustments, as the Commission in D.15-04-007 authorized recovery of these expenditures as part of the annual revenue requirements. The advice letter also provides further clarification on our guidelines applicable to all districts.

In D.15-04-007, the Commission approved California American Water's request to recover leak adjustments in all of its districts as part of general metered rates. Prior to D.15-04-007, the Commission approved, through Resolution W-4951, the establishment of the Leak Adjustment Memorandum Account for California American Water's Monterey District to track revenue shortfalls due to customer billing adjustments provided by the company.

**Tier Designation:**

Pursuant to General Order No. 96-B, this advice letter is designated as a Tier 2 filing.

**Effective Date:**

California American Water requests that the tariff changes discussed above be made effective January 1, 2018.

**Service List:**

Pursuant to Section 4.3 of General Order No. 96-B, a copy of this advice letter is being sent to those entities listed in the attached service list. Copies of the detailed workpapers and documents supporting this Advice Letter have also been furnished to the Commission Staff.

**Protests and Responses:**

Anyone may submit a response or protest for this AL. When submitting a response or protest, please include the utility name and advice letter number in the subject line.

A response supports the filing and may contain information that proves useful to the Commission in evaluating the AL. A protest objects to the AL in whole or in part and must set forth the specific grounds on which it is based. These grounds<sup>2</sup> are:

1. The utility did not properly serve or give notice of the AL;
  2. The relief requested in the AL would violate statute or Commission order, or is not authorized by statute or Commission order on which the utility relies;
  3. The analysis, calculations, or data in the AL contain material error or omissions;
  4. The relief requested in the AL is pending before the Commission in a formal proceeding;
- or

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<sup>2</sup> General Order 96-B, General Rule 7.4.2

5. The relief requested in the AL requires consideration in a formal hearing, or is otherwise inappropriate for the AL process; or
6. The relief requested in the AL is unjust, unreasonable, or discriminatory, provided that such a protest may not be made where it would require relitigating a prior order of the Commission.

A protest may not rely on policy objections to an AL where the relief requested in the AL follows rules or directions established by statute or Commission order applicable to the utility.<sup>3</sup> A protest shall provide citations or proofs where available to allow staff to properly consider the protest.

DWA must receive a response or protest via email (or postal mail) within 20 days of the date the AL is filed.<sup>4</sup> When submitting a response or protest, please include the utility name and advice letter number in the subject line.

The addresses for submitting a response or protest are:

<b>Email Address:</b> Water.Division@cpuc.ca.gov	<b>Mailing Address:</b> CA Public Utilities Commission Division of Water and Audits 505 Van Ness Avenue San Francisco, CA 94102
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On the same day the response or protest is submitted to DWA, the respondent or protestant shall send a copy of the protest to California-American Water Company at:

<b>Recipients:</b>	<b>E-Mail:</b>	<b>Mailing Address:</b>
CA Rates.....	ca.rates@amwater.com .....	4701 Beloit Drive Sacramento, CA 95838 Fax: (916) 568-4260
Sarah E. Leeper ..... <i>Vice President – Legal, Regulatory</i>	sarah.leeper@amwater.com .....	333 Hayes Street, Ste. 202 San Francisco, CA 94102 Fax: (415) 863-0615
Joey Chen.....	zhaoyi.chen@amwater.com.....	4701 Beloit Drive Sacramento, CA 95838 Fax: (916) 568-4260

Cities and counties that need Board of Supervisors or Board of Commissioners approval to protest should inform DWA, within the 20 day protest period, so that a late filed protest can be

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<sup>3</sup> *Id.*

<sup>4</sup> General Order 96-B, General Rule 7.4.1.

entertained. The informing document should include an estimate of the date the proposed protest might be voted on.

**REPLIES**

The utility shall reply to each protest and may reply to any response. Any reply must be received by DWA within 5 business days after the end of the protest period, and shall be served on the same day on each person who filed the protest or response to the AL.<sup>5</sup>

The actions requested in this advice letter are not now the subject of any formal filings with the California Public Utilities Commission, including a formal complaint, nor action in any court of law.

This filing will not cause the withdrawal of service, nor conflict with other schedules or rules.

If you have not received a reply to your protest within 10 business days, please contact me at (916) 568-4232.

CALIFORNIA-AMERICAN WATER COMPANY

*/s/ Jeffrey T. Linam*

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Jeffrey T. Linam  
Vice President - Rates & Regulatory

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<sup>5</sup> General Order 96-B, General Rule 7.4.3.

ADJUSTMENT REQUEST FORM

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 1173

ISSUED BY

J.T. LINAM

NAME

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

DATE FILED 7-27-2017

EFFECTIVE 1-1-2018

DECISION NO. \_\_\_\_\_

DIRECTOR – Rates & Regulatory

TITLE

RESOLUTION \_\_\_\_\_



**LOSS OF WATER ADJUSTMENT REQUEST FORM**

TODAYS DATE: \_\_\_\_\_

REASON FOR REQUEST:  Leak  High Water Use/Cause Known  High Water Use/Cause Unknown  Other  
(please explain in section below)

NAME ON ACCOUNT: \_\_\_\_\_

ACCOUNT NUMBER: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

Mailing Address if Different from Service Address:

\_\_\_\_\_

BEST CONTACT TELEPHONE NUMBER: \_\_\_\_\_

DATE LEAK DISCOVERED \_\_\_\_\_

DATE LEAK REPAIRED/CORRECTED \_\_\_\_\_

PROVIDE DETAIL REASON FOR REQUEST AND SPECIFIC ACTION TAKEN TO REPAIR OR CORRECT THE ISSUE:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**DID YOU ATTACH Proof (Receipt) of Leak Repair?** Attaching proof with form will speed processing time.

***I hereby acknowledge the information submitted is true. I also understand submission of this form does not guarantee adjustment issuance. The company has the right to limit adjustments to one per customer per premise within a 24-month period.***

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This form should be completed, printed, signed, and submitted to one of the following:

Fax: (618) 433-4569 Email: [infoca@amwater.com](mailto:infoca@amwater.com)

Mail: California American Water, Attention: Leak Adjustment, PO Box 578, Alton, IL 62002

Please allow up to 20 days for processing.



**LEAK ADJUSTMENT DENIED – SECOND REQUEST**

**California-American Water Company**

P.O. Box 578, Alton IL 62002  
1-800-794-7350

05/13/2002

Robinson, Dorothy  
2609 Warrego Way  
Sacramento CA 95826-2435

Account Number: 05-0012345-0  
Premise Number: 050012674  
2609 Warrego Way

Dear Customer:

We have considered your request for a courtesy adjustment to your account because of a leak at your property. We regret that after reviewing your account, we have determined that no credit will be issued.

According to our records, your account was issued a courtesy leak adjustment on May 5, 2002. At that time, you were advised that this type of adjustment is a one-time only courtesy.

Because we recognize the added financial burden that may have been imposed on you due to your leak, we do offer payment arrangements in these circumstances to satisfy any outstanding charges. If you wish to establish a payment plan, please call our office and speak with a customer service representative.

If you would like to discuss your account further, please call our customer service representatives at 1-800-794-7350.

Sincerely,

Customer Service

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 1173

ISSUED BY

J.T. LINAM

NAME

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

DATE FILED 7-27-2017

EFFECTIVE 1-1-2018

DECISION NO. \_\_\_\_\_

DIRECTOR - RATES & REVENUES

TITLE

RESOLUTION NO. \_\_\_\_\_

**LEAK ADJUSTMENT DENIED – LOW VOLUME**

**California-American Water Company**

P.O. Box 578, Alton IL 62002

1-800-794-7350

05/13/2002

Robinson, Dorothy  
2609 Warrego Way  
Sacramento CA 95826-2435

Account Number: 05-0012345-0  
Premise Number: 050012674  
2609 Warrego Way

Dear Customer:

We have received your request for a courtesy adjustment on your account due to a leak at your property. We regret that after reviewing your account, we have determined no credit will be issued.

We provide an adjustment only if the volume of water attributable to the leak is two times higher than the customer's average usage. In this instance, the recorded usage affected by the leak was not two times higher than the average usage at this property.

Because we recognize the added financial burden that may have been imposed on you due to your leak, we do offer payment arrangements in these circumstances to satisfy any outstanding charges. If you wish to work out a payment plan, please call our office and speak with a customer service representative.

If you would like to discuss your account further, please call our customer service representatives at 1-800-794-7350.

Sincerely,

Customer Service

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 1173

ISSUED BY

J.T. LINAM

NAME

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

DATE FILED 7-27-2017

EFFECTIVE 1-1-2018

DECISION NO. \_\_\_\_\_

DIRECTOR - RATES & REVENUES

TITLE

RESOLUTION NO. \_\_\_\_\_

**LEAK ADJUSTMENT DENIED – NOT RESIDENTIAL CUSTOMER**

**California-American Water Company**

P.O. Box 578, Alton IL 62002  
1-800-794-7350

05/13/2002

Robinson, Dorothy  
2609 Warrego Way  
Sacramento CA 95826-2435

Account Number: 05-0012345-0  
Premise Number: 050012674  
2609 Warrego Way

Dear Customer:

We have received your request for a courtesy adjustment on your account due to a leak at your property. We regret that after reviewing your account, we have determined no credit will be issued. We consider adjustments only for residential accounts.

Because we recognize the added financial burden that may have been imposed on you due to your leak, we do offer payment arrangements in these circumstances to satisfy any outstanding charges. If you wish to work out a payment plan, please call our office and speak with a customer service representative.

If you would like to discuss your account further, please call our customer service representatives at 1-800-794-7350.

Sincerely,

Customer Service

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 1173

ISSUED BY

J. T. LINAM

NAME

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

DATE FILED 7-27-2017

EFFECTIVE 1-1-2018

DECISION NO. \_\_\_\_\_

DIRECTOR - RATES & REVENUES

TITLE

RESOLUTION NO. \_\_\_\_\_

LEAK ADJUSTMENT PROVIDED  
California American Water Company  
P.O. Box 578, Alton IL 62002

12/01/2015

Customer Name	Account Number
Customer Mailing Address 1	Premise Number
Customer Mailing Address 2	Service Address

Dear Customer:

We have investigated your account and concluded that you are entitled to a credit adjustment. Your account was adjusted on Monday, November 23, 2015 in the amount of \$xxx.xx, which represents xx.xx excess gallons of water used.

We trust you will find this adjustment satisfactory. If you are served by a Public Service District or Sanitary Board, we will also communicate this adjustment to the appropriate company for their consideration of a sewer adjustment.

Should you have any questions, please feel free to contact our Customer Service Department at 1-888-237-1333 during California American Water's business hours.

Sincerely,

Customer Service

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 1173

ISSUED BY  
J. T. LINAM

NAME

(TO BE INSERTED BY C.P.U.C.)  
DATE FILED 7-27-2017

DECISION NO. \_\_\_\_\_

DIRECTOR – Rates & Regulatory  
TITLE

EFFECTIVE 1-1-2018

RESOLUTION \_\_\_\_\_

LEAK ADJUSTMENT REQUEST – NEED RECEIPTS

California American Water Company  
P.O. Box 578, Alton IL 62002

12/01/2015

Customer Name Account Number  
Customer Mailing Address 1 Premise Number  
Customer Mailing Address 2 Service Address

Dear Customer:

In order to review your account for a possible one-time courtesy adjustment due to a leak at your property, we will need a plumbing receipt as verification of repairs. If you cannot provide a receipt, then please call me to set up an appointment for us to inspect the meter to verify there is no longer any movement on the leak detector. Your receipt can be sent to me at the following address:

California American Water Company  
P.O. Box 578  
Alton, IL 62002  
Attn: Correspondence

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

Sincerely,

Customer Service

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 1173

ISSUED BY  
J. T. LINAM  
NAME  
DIRECTOR – Rates & Regulatory  
TITLE

(TO BE INSERTED BY C.P.U.C.)  
DATE FILED 7-27-2017  
EFFECTIVE 1-1-2018  
RESOLUTION

DECISION NO. \_\_\_\_\_

LEAK ADJUSTMENT DENIED – HIGH VOLUME NOT DUE TO LEAK  
California American Water Company  
P.O. Box 578, Alton IL 62002

12/01/2015

Customer Name Account Number  
Customer Mailing Address 1 Premise Number  
Customer Mailing Address 2 Service Address

Dear Customer:

We have received your request for a courtesy adjustment on your account. We regret that after reviewing your account, we have determined no credit will be issued.

We provide a one-time only courtesy adjustment if the volume of water is attributable to a leak. In this instance, the recorded usage was not affected by a leak; therefore, we will not be able to issue a leak adjustment at this time.

Because we recognize the added financial burden that may have been imposed on you, we do offer payment arrangements in these circumstances to satisfy any outstanding charges. If you wish to work out a payment plan, please call customer service at 1-888-237-1333 during California American Water’s business hours.

Sincerely,

Customer Service

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 1173

ISSUED BY  
J. T. LINAM  
NAME

(TO BE INSERTED BY C.P.U.C.)  
DATE FILED 7-27-2017

DECISION NO.

DIRECTOR – Rates & Regulatory  
TITLE

EFFECTIVE 1-1-2018  
RESOLUTION

LEAK FOUND BY COMPANY  
California American Water Company  
P.O. Box 578, Alton IL 62002

12/01/2015

Customer Name Account Number  
Customer Mailing Address 1 Premise Number  
Customer Mailing Address 2 Service Address

Dear Customer:

On Monday, November 23, 2015, our serviceperson visited your home and located a leak in the water service line between the curb line and your house. This water service line is part of your household plumbing and must be maintained by the homeowner.

Leaks of any kind contribute to excess consumption and high bills. To avoid high bills and possible damage, it would be in your best interest to have this leak repaired within 10 days of the date of this letter. Water is a valuable resource that should not be wasted.

Please call our customer service representatives at 1-888-237-1333 during California American Water's business hours to notify us if any additional time would be needed to make repairs or if repairs have been completed. Thank you.

Sincerely,

Customer Service

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 1173

ISSUED BY  
J. T. LINAM  
NAME

(TO BE INSERTED BY C.P.U.C.)  
DATE FILED 7-27-2017

DECISION NO. \_\_\_\_\_

DIRECTOR – Rates & Regulatory  
TITLE

EFFECTIVE 1-1-2018  
RESOLUTION \_\_\_\_\_

LEAK FOUND – WATER SHUT-OFF  
California American Water Company  
P.O. Box 578, Alton IL 62002

12/01/2015

Customer Name Account Number  
Customer Mailing Address 1 Premise Number  
Customer Mailing Address 2 Service Address

Dear Customer:

**This is to advise you that on Monday, November 23, 2015, your water service was temporarily discontinued because we received notice of and verified a water leak at your property.**

We recommend this situation be investigated and, if repairs are necessary, they be made to avoid high usage billings or damage to your property. When repairs have been made, please call our customer service representatives at 1-888-237-1333 during California American Water’s business hours to schedule reconnection of the water service. Thank You.

Sincerely,

Customer Service

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 1173

ISSUED BY  
J. T. LINAM  
NAME

(TO BE INSERTED BY C.P.U.C.)  
DATE FILED 7-27-2017

DECISION NO. \_\_\_\_\_

DIRECTOR – Rates & Regulatory  
TITLE

EFFECTIVE 1-1-2018  
RESOLUTION \_\_\_\_\_



TABLE OF CONTENTS (Continued)

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Leak Adjustment Denied – Second Request	8585-W	(C)
Leak Adjustment Denied – Low Volume	8586-W	(C)
Leak Adjustment Denied – Not Residential Customer	8587-W	(C)
Leak Adjustment Request – Need Receipts	8589-W	(C)
Leak Adjustment Denied – High Volume Not Due to Leak	8590-W	(C)
Leak Found by Company	8591-W	(C)
Leak Found – Water Shut-Off	8592-W	(C)
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(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 1173

ISSUED BY  
J. T. LINAM  
NAME

(TO BE INSERTED BY C.P.U.C.)  
DATE FILED 7-27-2017  
EFFECTIVE 1-1-2018

DECISION NO.

DIRECTOR – Rates & Regulatory  
TITLE

RESOLUTION NO.

**TABLE OF CONTENTS**

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(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 1173

ISSUED BY  
J. T. LINAM  
NAME

(TO BE INSERTED BY C.P.U.C.)  
DATE FILED 7-27-2017

DECISION NO. \_\_\_\_\_

DIRECTOR – Rates & Regulatory  
TITLE

EFFECTIVE 1-1-2018  
RESOLUTION \_\_\_\_\_

**ALL DISTRICTS SERVICE LIST**  
**CALIFORNIA-AMERICAN WATER COMPANY**  
**ADVICE LETTER 1173**

---

**BY MAIL:**

Maxine Harrison  
California Public Utilities Commission  
Executive Division  
320 West 4th Street Suite 500  
Los Angeles, CA 90013

Xavier Becerra, Attorney General  
State of California  
Department of Justice  
PO Box 944255  
Sacramento, CA 94244-2550

Gregory J. Smith, County Clerk  
County of San Diego  
County Administration Center  
1600 Pacific Highway, Room 260  
San Diego, CA 92101

Kelley Bacon, City Manager  
City of Chula Vista  
276 Forth Avenue  
Chula Vista, CA 91910

Jennifer Lyon, City Attorney  
City of Imperial Beach  
825 Imperial Beach Blvd.  
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