


How to Read Your West Valley Water District Bill...






855 West Base Line Road
PO Box 920
Rialto, CA 92377-0920

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Valued Water Customer
123 Water District Way
Rialto, CA 92376

For Billing Inquiries:
Billing Questions Contact: (909) 875-1804 Fax: (909) 875-1848
Office Hours: 8:00 am - 5:30 pm Monday, Wednesday, Thursday
9:00 am - 5:30 pm Tuesday and 8:00 am - 4:30 pm Friday
Web Site: www.wvwd.org
E-mail: customerservice@wvwd.org

VISA   

Account

Cycle Bill

ACCOUNT INFORMATION

ACCOUNT #: 12345-54321 SERVICE PERIOD: 12/01/15 to 12/31/15
SERV ADDR: 123 Water District Way # OF DAYS: 31
BILLING DATE: 01/10/16 DUE DATE: 01/25/16

ACCOUNT ACTIVITY

LAST BILL	50.00
TOTAL PAID SINCE LAST BILL	(50.00)
LATE FEE/ADJUSTMENTS	0.00
PRIOR BALANCE CREDIT	0.00

NEW CHARGES

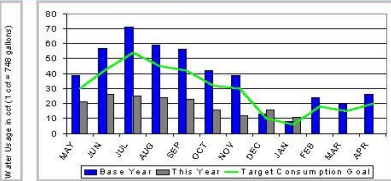
RIALTO TAX 820-2546	4.53
MONTHLY SERVICE CHG	33.07
TIER 1 CONSUMPTION (10 Units)	21.30
TIER 2 CONSUMPTION (1 Units)	2.30
TOTAL CURRENT CHARGES	61.20

METER INFORMATION

Meter	Service Type	Service Period	Current Reading	Previous Reading	Usage in ccf
60000001	WA	12/01/15 to 12/31/15	4967	4956	11

You used 8,228 gallons during the service period

YOUR MONTHLY USAGE



Percentage based on same month in Base Year 2013

ACCOUNT BALANCE

TOTAL AMOUNT DUE	61.20
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SPECIAL MESSAGE

*****GOOD NEWS!!!*****

West Valley Water District will use this space to communicate important messages and share information with our customers.

AMOUNT DUE

PRIOR BALANCE CREDIT	0.00
TOTAL CURRENT CHARGES DUE BY 02/10/16	61.20
TOTAL AMOUNT DUE	61.20

A DELINQUENT FEE WILL BE APPLIED IF THE CURRENT CHARGES ARE NOT PAID BY 01/25/16

AMOUNT ENCLOSED

WEST VALLEY WATER DISTRICT
P. O. BOX 920
RIALTO, CA 92377-0920

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- 1 This section contains the CUSTOMER'S NAME, and the MAILING ADDRESS for the account, (please let us know there are changes).
- 2 The "Meter Information" Section contains:
 - The serial number of your METER.
 - The type of billing UNITS for your account. Most accounts are billed for each unit of CCF, (1 CCF = 100 cubic feet which is equivalent to 748 gallons).
 - The SERVICE PERIOD which indicates the period covered by the bill.
 - The CURRENT READING of your METER.
 - The PREVIOUS READING of your METER.
 - The total water USAGE which is calculated by subtracting the PREVIOUS READING from the CURRENT READING. The total USAGE is used to calculate the CONSUMPTION CHARGE.
 - The approximate number of gallons used during the service period
- 3 The "Your Monthly Usage Section" contains:
 - A graph showing your Water Consumption history for Base Year 2013.
 - Current Consumption
 - Target Consumption Goal; how much we would like for you to conserve.
- 4 The "Account Information" section contains:
 - The ACCOUNT NUMBER, (which should be included on all payments and/or correspondence).
 - The SERVICE PERIOD which indicates the period covered by the bill.
 - The SERVICE ADDRESS where the water is provided.
 - The BILLING DATE which indicates the date the bill was prepared.
 - The DUE DATE which indicates the date that payment is due.
- 5 The "Account Activity" section contains:
 - The amount of the LAST BILL.
 - The total amount of payments received since the LAST BILL.
 - Any LATE FEES/ADJUSTMENTS charged to your account since your LAST BILL.
- 6 The "New Charges" section contains:
 - The amount of the CITY TAX if one has been established by your community.
 - The amount of the MONTHLY SERVICE CHARGE which is based on your meter size. This covers costs associated with meter reading, billing, customer service, and other administrative support functions.
 - The amount of the CONSUMPTION CHARGE which is based on your actual water usage.
 - Tier 1 = 0-10 Units, Tier 2 = 11-50 Units, & Tier 3 = 51+ Units
 - The amount of the TOTAL CURRENT CHARGES, (this does NOT include previous charges, fees, adjustments, or balances).
- 7 The "Account Balance" section contains:
 - The TOTAL AMOUNT DUE which includes the current charges plus any previous charges, fees, adjustments, and balances.
 - The DUE DATE of the bill. If payment is not received by this date, a delinquent fee may be applied to your account.
- 8 The "Special Message" section contains any special news the District wants to bring to your attention.
- 9 A payment coupon is included for your convenience. It contains all of the information we need to properly process your payment.