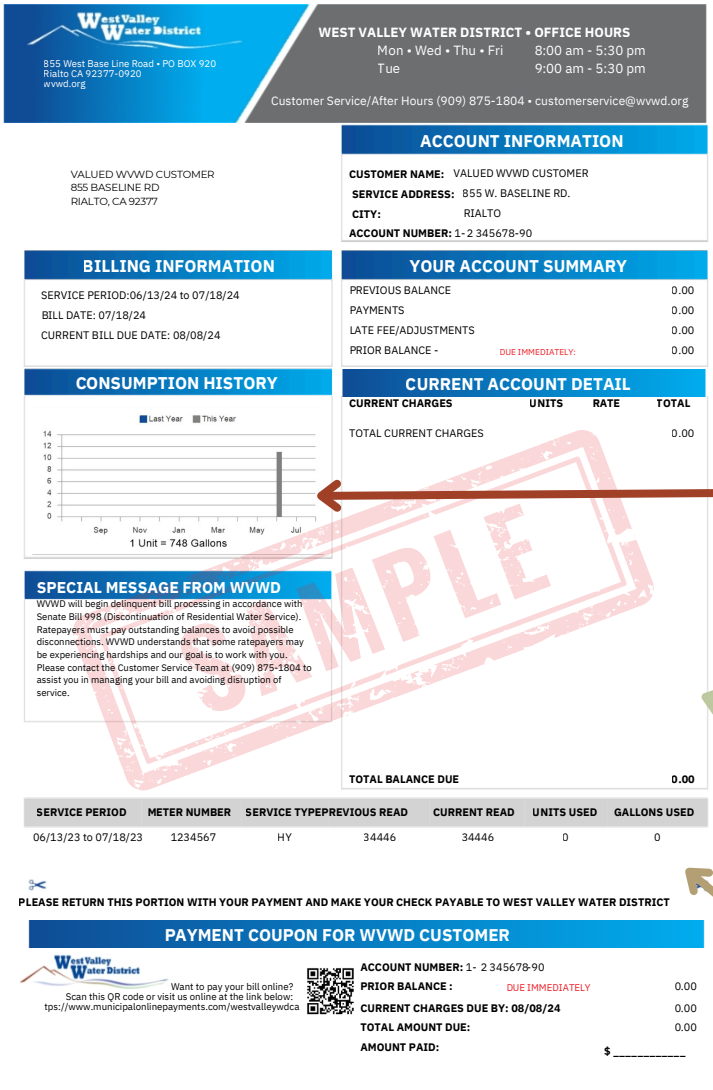
High Quality. Reliable.

February 2026

My WVWD News

Understanding Your Water Bill

West Valley Water District is here to help you better understand your water bill, so you can feel confident about how water is used in your home.



West Valley Water District
855 West Base Line Road • PO BOX 920
Rialto CA 92377-0920
wvwd.org

WEST VALLEY WATER DISTRICT • OFFICE HOURS
Mon • Wed • Thu • Fri 8:00 am - 5:30 pm
Tue 9:00 am - 5:30 pm
Customer Service/After Hours (909) 875-1804 • customerservice@wvwd.org

VALUED WVWD CUSTOMER
855 BASELINE RD
RIALTO, CA 92377

ACCOUNT INFORMATION
CUSTOMER NAME: VALUED WVWD CUSTOMER
SERVICE ADDRESS: 855 W. BASELINE RD.
CITY: RIALTO
ACCOUNT NUMBER: 1-2 345678-90

BILLING INFORMATION
SERVICE PERIOD:06/13/24 to 07/18/24
BILL DATE: 07/18/24
CURRENT BILL DUE DATE: 08/08/24

YOUR ACCOUNT SUMMARY

PREVIOUS BALANCE		0.00
PAYMENTS		0.00
LATE FEE/ADJUSTMENTS		0.00
PRIOR BALANCE -	DUE IMMEDIATELY:	0.00

CONSUMPTION HISTORY
Last Year / This Year
14 12 10 8 6 4 2 0
Sep Nov Jan Mar May Jul
1 Unit = 748 Gallons

CURRENT ACCOUNT DETAIL

CURRENT CHARGES	UNITS	RATE	TOTAL
TOTAL CURRENT CHARGES			0.00

SPECIAL MESSAGE FROM WVWD
WVWD will begin delinquent bill processing in accordance with Senate Bill 998 (Discontinuation of Residential Water Service). Ratepayers must pay outstanding balances to avoid possible disconnections. WVWD understands that some ratepayers may be experiencing hardships and our goal is to work with you. Please contact the Customer Service Team at (909) 875-1804 to assist you in managing your bill and avoiding disruption of service.

TOTAL BALANCE DUE 0.00

SERVICE PERIOD	METER NUMBER	SERVICE TYPE	PREVIOUS READ	CURRENT READ	UNITS USED	GALLONS USED
06/13/23 to 07/18/23	1234567	HY	34446	34446	0	0

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT AND MAKE YOUR CHECK PAYABLE TO WEST VALLEY WATER DISTRICT

PAYMENT COUPON FOR WVWD CUSTOMER
West Valley Water District
Want to pay your bill online?
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tps://www.municipalonlinepayments.com/westvalleywdca

ACCOUNT NUMBER: 1- 2 345678-90
PRIOR BALANCE : DUE IMMEDIATELY 0.00
CURRENT CHARGES DUE BY: 08/08/24 0.00
TOTAL AMOUNT DUE: 0.00
AMOUNT PAID: $ _____

Find your **account number** here along with other billing data that is used in calculating your bill.

The bill summary states how much you owe which includes your **current charges**, previous charges, and any late fees/adjustments charged or credited to your account.

This section displays a graph of your **water consumption** of the previous year, your current consumption, and your target conservation goal.

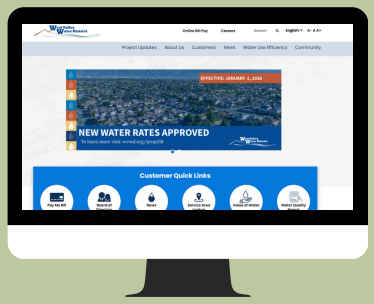
The current account detail includes city tax (if applicable), your monthly service charge, based on meter size, which covers meter reading, billing, customer service, and administrative support. It also includes your Consumption Charge, based on actual water usage: Tier 1: 0–10 units, Tier 2: 11–30 units, Tier 3: 30+ units.

This section shows your meter's serial number, billing units (typically CCF, where 1 CCF equals 748 gallons), service period, current and previous meter readings.

Questions?

Contact WVWD's Customer Service team at **customerservice@wvwd.com** or **909-875-1804** or, visit our office at **855 W. Baseline Road Rialto, CA 92376.**

More information on understanding your bill is available online at **www.wvwd.org/billing-rates**.

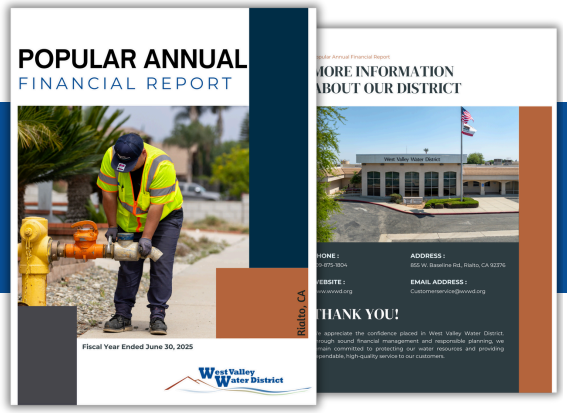


Popular Annual Financial Report Now Available

We're pleased to share that our Popular Annual Financial Report (PAFR) is now available to the public. The PAFR is designed to present financial information in a clear, concise, and visually engaging way, making it easy to understand without a background in public finance.

The Popular Annual Financial Reporting Awards Program was established by the Government Finance Officers Association (GFOA) in 1991 to encourage state and local governments to transform their comprehensive financial data into reports that are accessible and meaningful to the communities they serve. This program recognizes governments that successfully communicate financial transparency and accountability.

To view our report, visit:
www.wvwd.org/departments/finance.

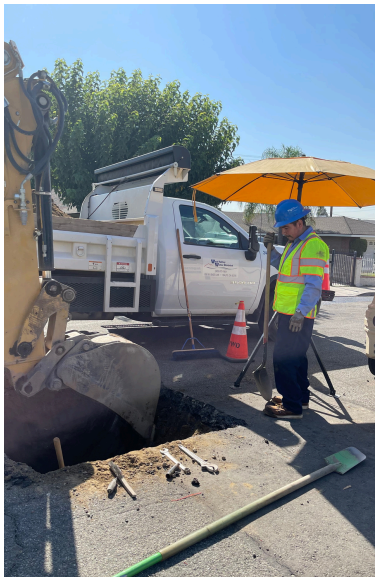


Rain or Shine: Serving Our Community

As the seasons change, our area often experiences strong winds and unpredictable weather. While these conditions can be challenging, they don't slow us down. Rain, shine, or extreme conditions, our crews remain out in the field, committed to the work that keeps our community moving forward.

We don't just deliver projects; we deliver peace of mind. Our teams are on call 24 hours a day, 7 days a week, ensuring reliable water service whenever there is a need.

To learn more about our commitment to the community, **visit www.wvwd.org**.



A Love Story Worth Saving:

This Valentine's Day, we're sharing a love story as old as time, water. It sustains our lives, our communities, and our future. And like any great love, it needs care, attention, and commitment. Here are a few simple ways you can show water some love every day:

- Fix leaks quickly, even small drips can waste thousands of gallons a year.
- Turn off the tap while brushing your teeth or washing dishes.
- Run full loads only in washing machines and dishwashers.

For more water-saving tips, visit www.wvwd.org/conservation.

West Valley Water District

FOLLOW US!

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RIALTO, CA 92376

(909) 875-1804
WWW.WVWD.ORG

Alta Calidad. Confiable.

Febrero 2026

Mi WVWD Noticias

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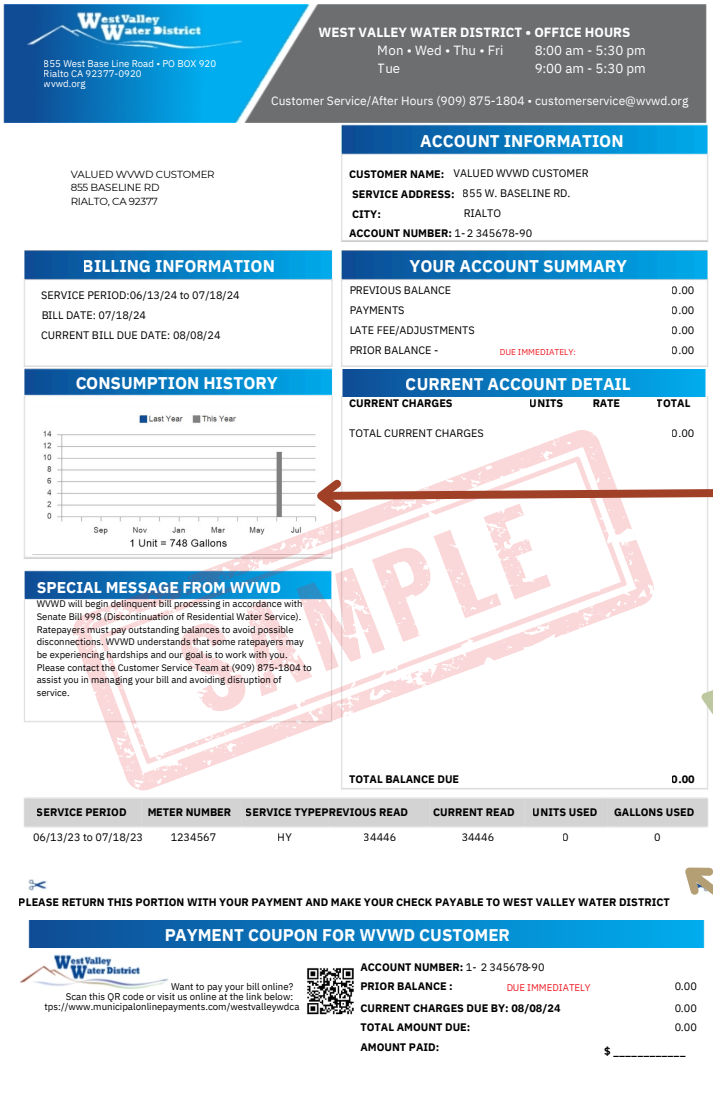
Comprender su factura de agua

El Distrito de Agua de West Valley está aquí para ayudarle a comprender mejor su factura de agua, para que pueda sentirse seguro sobre cómo se utiliza el agua en su hogar.



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Last Year / This Year
14, 12, 10, 8, 6, 4, 2, 0
Sep Nov Jan Mar May Jul
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PRIOR BALANCE : DUE IMMEDIATELY 0.00
CURRENT CHARGES DUE BY: 08/08/24 0.00
TOTAL AMOUNT DUE: 0.00
AMOUNT PAID: $ _____

Encuentre su **número de cuenta** aquí, junto con otros datos de facturación que se utilizan para calcular su factura.

El resumen de la factura indica cuánto debe, lo cual incluye sus **cargos actuales**, cargos anteriores y cualquier cargo por pago tardío o ajuste aplicado o acreditado a su cuenta.

Esta sección muestra un gráfico de **su consumo de agua** del año anterior, su consumo actual y su meta de conservación

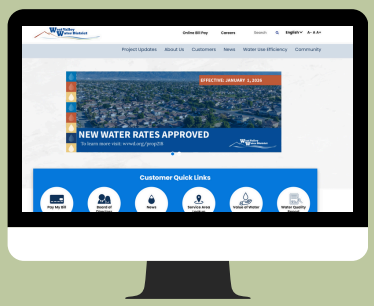
El detalle de la cuenta actual incluye el impuesto municipal (si corresponde), su cargo mensual por servicio, basado en el tamaño del medidor, que cubre la lectura del medidor, la facturación, el servicio al cliente y el apoyo administrativo. También incluye su Cargo por Consumo, basado en el uso real de agua: Nivel 1: 0–10 unidades, Nivel 2: 11–30 unidades, Nivel 3: más de 30 unidades

Esta sección muestra el número de serie de su medidor, las unidades de facturación (normalmente CCF, donde 1 CCF equivale a 748 galones), el período de servicio y las lecturas actual y anterior del medidor.

Preguntas?

Contacte al equipo de Servicio al Cliente de WVWD en **customerservice@wvwd.com o 909-875-1804**, o visite nuestra oficina en **855 W. Baseline Road, Rialto, CA 92376**

Más información para comprender su factura está disponible en línea en **www.wvwd.org/billing-rates**.



Informe Financiero Anual Popular Ahora Disponible

Nos complace compartir que nuestro Informe Financiero Anual Popular (PAFR) ya está disponible para el público. El PAFR está diseñado para presentar información financiera de manera clara, concisa y visualmente atractiva, lo que facilita su comprensión sin necesidad de tener experiencia en finanzas públicas.

El Programa de Premios de Informes Financieros Anuales Populares fue establecido por la Asociación de Oficiales de Finanzas Gubernamentales (GFOA) en 1991 para alentar a los gobiernos estatales y locales a transformar sus datos financieros integrales en informes accesibles y significativos para las comunidades a las que sirven. Este programa reconoce a los gobiernos que logran comunicar con éxito la transparencia y la responsabilidad financiera.

Para ver nuestra reporte, visite:
www.wvwd.org/departments/finance.

Lluvia o Sol: Al Servicio de Nuestra Comunidad

A medida que cambian las estaciones, nuestra zona suele experimentar fuertes vientos y un clima impredecible. Aunque estas condiciones pueden suponer un reto, no nos frenan. Llueva, haga sol o haya condiciones extremas, nuestros equipos siguen trabajando sobre el terreno, comprometidos con eltrabajo que hace que nuestra comunidad siga avanzando.

No solo entregamos proyectos; brindamos tranquilidad. Nuestros equipos están disponibles las 24 horas del día, los 7 días de la semana, garantizando un servicio de agua confiable siempre que sea necesario.

Para obtener más información sobre nuestro compromiso con la comunidad, visite **www.wvwd.org**.

Una Historia de Amor que vale la pena Salvar:

Este Día de San Valentín, compartimos una historia de amor tan antigua como el tiempo: el agua. Nos apoya nuestras vidas, nuestras comunidades y nuestro futuro. Y, como todo gran amor, necesita cuidado, atención y compromiso. Aquí tienes algunas maneras sencillas de demostrarle tu cariño al agua cada día:

- Repara las fugas rápidamente; incluso los goteos pequeños pueden desperdiciar miles de galones al año.
- Cierra la llave mientras te cepillas los dientes o lavas los platos.
- Usa la lavadora y el lavavajillas solo con cargas completas.

Para obtener más consejos para ahorrar agua, visite www.wvwd.org/conservation.