

YOUR WATER BILL

was redesigned

to provide you with more information.

The new bill is a result of customers' responses to a recent survey asking what information is most helpful. The following page explains the new details on the bill.

1

PREVIOUS STATEMENT

Payment received since the previous billing period and any unpaid balance due.

2

BILL PERIOD 60 day period billed in advance, from current bill date to next bill date.

3

FLAT RATE Fixed rate for water service.

4

STATE REGULATORY FEE A fee on your water bill mandated by the State Legislature to fund the California Public Utilities Commission.

5

TOTAL AMOUNT DUE Previous balance due and current charges.

6

USAGE HISTORY Customers are charged a flat rate for water usage. Some customers also have a water meter, allowing them to track their water usage. (1 ccf = 100 cubic feet = 748 gallons)

7

OTHER CHARGES

Miscellaneous charges billed on behalf of cities and municipalities (on some bills)

8

MESSAGES Current information the company would like to share with customers.

How to reach us

KEEP THIS PART FOR YOUR RECORDS
Bring entire bill when making payment in office

Company Name **Local Customer Service Office**

Customer: Jane Doe 9/22/99 : Bill Date
Service at: 1234 Main Street 0000000-0 : Account #
(800) 999-4033 : 24-Hour Phone

1 Previous Statement

PREVIOUS BILLING - 7/30/99	50.04
PAYMENT RECEIVED - 8/12/99 Thank You	50.04
PREVIOUS BALANCE	.00

2 Current Statement

BILL PERIOD - 9/22/99 TO 11/22/99	
FLAT RATE	47.40
STATE REGULATORY FEE	.66

4

CURRENT BALANCE DUE BY 10/12/99 48.06

5 **TOTAL AMOUNT DUE** 48.06

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE CCF AVG/DAY	USAGE LAST YEAR CCF AVG/DAY
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6 Usage History

13 Month Usage History Bar Graph (in the near future)

7 Other Charges

8 Messages

You can now contact us via email at customer.service@scwater.com

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