1: Account Number
This is your water account and is helpful when making inquiries.

2: Due Date
To avoid any late fee, payment must be received in the District office during business hours on or before the due date.

3: Billing Period
This is the period your billing is based upon.

4: Usage in CCF
Total water used during the billing period. CCF represents 100 cubic feet or 748.1 gallons.

5: Previous Balance
This is the amount you were billed during your last billing period.

6: Payments
This is the date and amount of your last payment.

7: Charges
All charges are explained on the back of your bill.

8: Total Amount Due
Represents all current charges due on your account.

9: Mailing Address
This is the current information on record for your account. If your mailing address or phone numbers have changed, please indicate on the back of your payment stub, sign, and return with your next payment.
IMPORTANT INFORMATION CONCERNING YOUR BILL

TERMS AND CONDITIONS - By accepting water service you agree to abide by the Rules and Regulations of the Pico Water District. Occupants living at a property being served water by Pico Water District are still responsible for incurred charges whether or not the account is in their name.

SERVICE TERMINATION - When requesting to discontinue your service either temporarily or permanently, the District requires advance notice of at least one working day.

WATER CHARGE - A three-tier monthly water rate system is used to encourage water conservation. Tier One is for consumption of 1 CCF (hundred cubic feet) to and including 7 CCF. Tier Two begins once more than 7 CCF has been consumed, then all consumption from 1 CCF to 11 CCF is billed at the second tier level. Tier Three begins once more than 11 CCF has been consumed, then all consumption from 1 CCF and above is billed at the third tier level. Your bill will reflect the actual charge for the water you used for a given period. For residential customers the bill reflects a two month billing period. A typical example would be from June 15th to August 15th. For commercial customers the bill reflects a one month billing period. A typical example would be from June 15th to July 15th.

SERVICE CHARGE - This charge reflects the fixed cost shared among all customers, including infrastructure repair (wells, reservoir, mainlines, buildings, etc.), equipment repairs and maintenance, meter reading and replacement, billing, engineering, safety, and administration.

MULTI UNIT CHARGE - This charge is for additional facilities being provided service through the same meter.

IF YOU DO NOT RECEIVE YOUR BILL - In the event you do not receive your bill, please contact the District office at (562) 692-3756 during the first week of your billing month so we can provide you with the amount payable to avoid a delinquent charge.

DELINQUENT CHARGE - Water bills are due upon receipt, if not paid by the close of the business day on the bill due date, the account shall become delinquent. A Delinquent Notice will be issued and mailed to the customer reflecting the customer's past due amount and a delinquent charge. The total amount reflected on the Delinquent Notice is due upon receipt. The delinquent charge relieves those customers who pay their water bills on time from subsidizing those who do not.

RECONNECTION CHARGE - When a customer requests resumption or continuance of service after such service has been disconnected, or if a notice to disconnect has expired, then the customer shall pay a reconnection charge in addition to any past user charges, advance payments, or meeting any other conditions set forth by the District before service is reinstated. After 4:00 p.m. the reconnection charge will be doubled.

RETURN CHECKS - The District charges a fee for all returned checks. Payment must be replaced by cash, cashier's check, or money order including additional fees required.

WHERE TO PAY YOUR BILL - Send your payment in the enclosed pre-addressed envelope or mail to Pico Water District, P.O. Box 758, Pico Rivera, CA 90660-0758. To pay in person, bring your bill to the District office located at 4843 South Church Street, Pico Rivera, CA 90660. After business hours payment can be made in the "drop box" located in front of the District office. Please be sure your account number is written on your check. All bills are to be paid to Pico Water District. If paid elsewhere, the District shall not be responsible if receipt of payment is delayed and creates additional charges to the customer.

In the event that the amount of this bill is in dispute you must initiate a complaint or request an investigation in writing to the District Office within 5 days of receiving the bill. If the District determines that an investigation is warranted, your service will not be terminated until the investigation has been completed and you have been notified of the District's decision. You will then be given an opportunity to pay the bill to avoid termination of service.

The District's Board Meetings are held at 6:00 p.m. on the first and third Wednesday of each month at the District Office.

FOR WATER EMERGENCIES AFTER BUSINESS HOURS, PLEASE CALL (562) 692-3756

IF ANY OF THE FOLLOWING HAS CHANGED, PLEASE INDICATE . . .

Mailing Address:________________________________________________________________________

City __________________________ State __________ Zip __________

Home Phone (_____) __________________ Work Phone (_____) ________________________________

Signature:_____________________________________________________________________________