

County of San Bernardino  
SPECIAL DISTRICTS DEPARTMENT  
WATER AND SANITATION DIVISION

P.O. Box 5004 • Victorville, CA 92393-5004  
12402 Industrial Blvd., Building D, Suite 6 • Victorville, CA 92395  
Telephone: (760)955-9885 or (800)554-0565  
Fax: (760)955-9685

CONSUMPTION INFORMATION	
PERIOD ENDING	CONS
04/07	12

BILL DATE: 04/30/07 DUE UPON RECEIPT
<u>PAYMENT MUST BE RECEIVED BEFORE</u> <u>06/04/07 TO AVOID PENALTY</u>

ACCOUNT NO: [REDACTED]	CURRENT READING	354
SERVICE ADDR: [REDACTED]	PREVIOUS READING	342
	CONSUMPTION	12
SERVICE FROM: 02/28/07 TO 04/30/07	UNIT OF MEASURE	HCF
	SERIAL NUMBER	[REDACTED]

BILLING DETAIL

FACILITIES CHARGE:	39.80
TIER 1 WATER: 12 HCF @ \$3.22	38.64

**TOTAL DUE: 78.44**

## CUSTOMER SERVICE NUMBERS

	<u>Customer Service</u>	<u>After Hours Emergencies</u>	<u>Fax</u>	<u>Office Address</u>	<u>Mailing Address</u>
<b>Victorville Office</b>	1-800-554-0565 1-760-955-9885	1-800-554-0565 1-760-955-9885	1-760-955-9685	12402 Industrial Blvd. Ste. D-6 Victorville, CA 92395	PO Box 5004 Victorville, CA 92393-5004
<b>Crestline Office</b>	1-909-338-1751	1-909-338-6682	1-909-338-5306	24516 Lake Drive Crestline, CA 92325	PO Box 3395 Crestline, CA 92325-3395

### ABOUT YOUR BILL

The **Water Facility Charge** is a fixed charge based on meter size and is billed to every property in the district with a water connection.

The **Water Consumption Charge** is based on the amount of water used during the billing period. The quantity of water passing through the water meter is measured in hundred cubic feet (hcf). Each unit is 100 cubic feet or 748 gallons of water. The meter is read approximately every 60 days. The Division reserves the right to read the meter at any time up to 10 business days before or after the scheduled read date. The Department of Health Services requires the water district to maintain a water system large enough to serve all customers with a connection at all times.

The **Sewer User Charge** is a fixed charge based on the number of Equivalent Dwelling Units (EDUs) assigned to the property. The EDUs for each property are established in accordance with the State of California Uniform Plumbing Code.

Fees and charges are reviewed on an annual basis. A fee schedule, including late fees is available at the Division Office.

### PAYMENT OF BILLS

All bills are due and payable upon receipt. Accounts not paid by the Due Date will be sent a Final Notice and charged a late fee. Water Service is subject to disconnection for non payment of charges.

Please use the enclosed pre-addressed envelope to mail your payment. To pay your bill in person, please bring your payment in to one of our office locations listed above.

For your convenience there is an after hours "night deposit" drop box at each location. **Do not put cash in the drop box.** Payments received in the drop box are posted the next business day after 8:00 am.

### PAST DUE BALANCES

Any account that has a past due balance of 120 days or greater is subject to having a lien placed against the property for collection purposes and the account will be charged the costs of filing the lien. Any past due balance not paid by June 30<sup>th</sup> of each year will be relieved on the property tax bill. No payment will be accepted for these amounts after that date.

### DISCONNECTION OF WATER FOR NON-PAYMENT

If a balance remains unpaid 30 days after the bill date, a Final Notice is mailed prior to water disconnection. Water service is disconnected no sooner than 14 days after the Final Notice is mailed. If your water service is disconnected:

- a) An additional disconnect and reconnect fee will be charged
- b) The total bill for water charges and fees due must be paid in FULL before service is reconnected.

### AFTER HOURS RECONNECTION

If your water service is disconnected due to non-payment, you may contact our answering service to request a reconnection until 9:00 pm, Monday through Friday excluding holidays. A notice of reconnect must be signed by the customer promising to make payment by the next business day. If the customer fails to make a payment by the end of the next business day water service will be disconnected until the past due balance and the shut off fees are paid in full. Additional fees and charges may apply.

### RETURNED CHECKS

All returned checks are subject to a returned check fee. A payment of Cash, Cashiers Check or Money Order will be accepted for returned items. No personal checks will be accepted. Water service is subject to disconnection for non payment of returned items.

### WATER METER FACILITY

The water meter is the property of the Water and Sanitation Division and located within a public easement. Do not construct anything near, over or around the meter that would interfere with regular access by Water and Sanitation employees. All vegetation must be controlled so as not to obstruct or cover the meter box. Hazardous materials may not be placed in the meter box. Water meters must be accessible at all times. If a meter cannot be read for any reason created by the customer, the customer will be responsible for correcting the problem. If the problem continues, the Division will correct the problem at the customer's expense.

### RESPONSIBILITY OF OWNER

The Owner is responsible for the maintenance and operation of all water and sewer lines within the served structure and on the served property, from the point of connection to the structure and within.

### TERMS AND CONDITIONS

By accepting water and/or sanitation service, the customer is subject to all Rules/Regulations and Ordinances of the Water and Sanitation Division, and is responsible for all charges.

### QUESTIONS ABOUT YOUR BILL

All questions concerning your bill should be directed to Customer Service.

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CONSUMPTION INFORMATION		BILL DATE: 08/31/05 DUE UPON RECEIPT	
PERIOD ENDING	CONS	<u>PAYMENT MUST BE RECEIVED BEFORE</u>	
08/05	18	<u>09/30/05 TO AVOID PENALTY</u>	

ACCOUNT NO:	[REDACTED]	CURRENT READING	242
SERVICE ADDR:	[REDACTED]	PREVIOUS READING	224
SERVICE FROM: 06/24/05 TO 08/24/05		CONSUMPTION	18
		UNIT OF MEASURE	HCF
		SERIAL NUMBER	[REDACTED]

BILLING DETAIL

FACILITIES CHARGE:	38.64
WATER CHARGE:	57.56

NEW RATES ARE IN EFFECT THIS BILLING PERIOD

TOTAL DUE:

96.20

SEE WWW.SPECIALDISTRICTS.ORG  
FOR NEW RATE INFORMATION

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CONSUMPTION INFORMATION		BILL DATE: 04/30/05 DUE UPON RECEIPT	
PERIOD ENDING	CONS	<u>PAYMENT MUST BE RECEIVED BEFORE</u>	
04/05	10	<u>05/31/05 TO AVOID PENALTY</u>	

ACCOUNT NO:	[REDACTED]	CURRENT READING	212
SERVICE ADDR:	[REDACTED]	PREVIOUS READING	202
SERVICE FROM: 02/17/05 TO 04/21/05		CONSUMPTION	10
		UNIT OF MEASURE	HCF
		SERIAL NUMBER	[REDACTED]

BILLING DETAIL

FACILITIES CHARGE:	37.50
WATER CHARGE:	30.20

TOTAL DUE:

67.70

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CONSUMPTION INFORMATION		BILL DATE: 04/30/04 DUE UPON RECEIPT	
PERIOD ENDING	CONS	<u>PAYMENT MUST BE RECEIVED BEFORE</u>	
04/04	8	<u>05/31/04 TO AVOID PENALTY</u>	

ACCOUNT NO:	[REDACTED]	CURRENT READING	143
SERVICE ADDR:	[REDACTED]	PREVIOUS READING	135
SERVICE FROM:	02/23/04 TO 04/21/04	CONSUMPTION	8
		UNIT OF MEASURE	HCF
		SERIAL NUMBER	[REDACTED]

**BILLING DETAIL**

FACILITIES CHARGE:	34.40
WATER CHARGE:	22.16

**TOTAL DUE:**

56.56

## Important Notice To Our CSA 70 W-1 Customers

On June 17, 2003, the County of San Bernardino Board of Supervisors approved and adopted the recommended water and sanitation user fees for fiscal year 2003/04. The rate restructuring initiated in 1999 is now in the fifth year of implementation and was necessary to bring rates in line with ongoing operating costs for prior years and to keep pace with the increased operating costs estimated for the coming year. The new user fees are effective through June 30, 2004.

**Water User Fees:** The District's water user fees are composed of two parts:

(1) Monthly Facilities Charge. The facilities charge is based on the size of the customer's meter. The new facilities charge is reflected on this billing.

(2) Bi-monthly Water Use Charge. The charge for the amount of water used is based on the tiered rates by hundred cubic feet of water used and is reflected on the chart below. The new water user fee is reflected on this billing.

Further information about the District rate structure is available at [www.specialdistricts.org](http://www.specialdistricts.org).

If you have any questions, please call the District at (760) 955-9885 between 8:00 a.m. and 4:30 p.m. Monday through Friday.

### WATER BILL

Water Use in hundred cubic feet (hcf)

Meter Size	Adopted Monthly Fee	Bi-Monthly Bill Amount
¾" meter	\$17.20	\$34.40
1" meter	\$24.95	\$49.90
1 ½" meter	\$43.70	\$87.40
2" meter	\$64.00	\$128.00
3" meter	\$109.95	\$219.90
4" meter	\$169.60	\$339.20
6" meter	\$313.50	\$627.00
8" meter	\$463.50	\$927.00
Bi-monthly Water Use	Adopted Fee	Amount of Monthly Increase per hcf
0 -14 hcf	\$2.77	\$0.32
>14 to 80 hcf	\$3.08	\$0.36
>80 hcf and above	\$3.90	\$0.50

**Important Notice To Our  
CSA 70 W-1 Customers**

On June 25, 2002, the County of San Bernardino Board of Supervisors approved and adopted the recommended water user fees for fiscal year 2002/03. The rate restructuring initiated in 1999 is now in the fourth year of implementation and was necessary to bring rates in line with ongoing operating costs for prior years and to keep pace with the increased operating costs estimated for the coming year. The new user fees are effective from July 1, 2002 through June 30, 2003.

**Water User Fees:** The District's water user fees are composed of two parts:

(1) Fixed monthly service. The fixed monthly service charge is based on the size of the customer's meter. The new fixed monthly service charge is reflected on this billing and covers the period of July 1 through August 31, 2002

(2) Water use. The charge for the amount of water used is based on the tiered rates by hundred cubic feet of water used and is reflected on the chart below. The new water user fee is reflected on this billing and covers the period of July 1 through August 31, 2002

We greatly appreciate your cooperation. If you have any questions, please call the District at (760) 955-9885 between 8:00 a.m. and 4:30 p.m. Monday through Friday.

**WATER BILL**

Water Use in hundred cubic feet (hcf)

<b>Meter Size</b>	<b>Adopted Monthly Fee</b>
¾" meter	\$16.25
1" meter	\$23.10
<b>Bi-monthly Water Use</b>	
0 -14 hcf	\$2.45
>14 to 80 hcf	\$2.72
>80 hcf and above	\$3.40

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Office Hours: 8:00 a.m. to 4:30 p.m. Monday – Friday

OUR OFFICE IS LOCATED AT 12402 INDUSTRIAL BLVD, BUILDING D, SUITE 5, VICTORVILLE CA 92392

<b>CONSUMPTION INFORMATION</b>		<b>BILL DATE: 06/30/03 DUE UPON RECEIPT</b>	
PERIOD ENDING	CONS		
06/03	12		

PAYMENT MUST BE RECEIVED BEFORE  
07/31/03 TO AVOID PENALTY

ACCOUNT NO:	[REDACTED]	CURRENT READING	93
SERVICE ADDR:	[REDACTED]	PREVIOUS READING	81
SERVICE FROM: 04/23/03 TO 06/20/03		CONSUMPTION	12
		UNIT OF MEASURE	HCF
		SERIAL NUMBER	[REDACTED]

**BILLING DETAIL**

FACILITIES CHARGE:	32.50
WATER CHARGE:	29.40

**TOTAL DUE:**

61.90

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OUR OFFICE IS LOCATED AT Office Hours 8:00 a.m. to 4:30 p.m. Monday - Friday, Victorville CA 92393

CONSUMPTION INFORMATION

PERIOD ENDING	CONS
06/02	10

BILL DATE: 06/30/02	DUE UPON RECEIPT
PAYMENT MUST BE RECEIVED BEFORE 07/31/02 TO AVOID PENALTY	

ACCOUNT NO: [REDACTED]	CURRENT READING	25
SERVICE ADDR: [REDACTED]	PREVIOUS READING	15
SERVICE FROM: 04/25/02 TO 06/28/02	CONSUMPTION	10
	UNIT OF MEASURE	HCF
	SERIAL NUMBER	[REDACTED]

BILLING DETAIL

FACILITIES CHARGE:	27.30
WATER CHARGE:	19.00

TOTAL DUE: 46.30