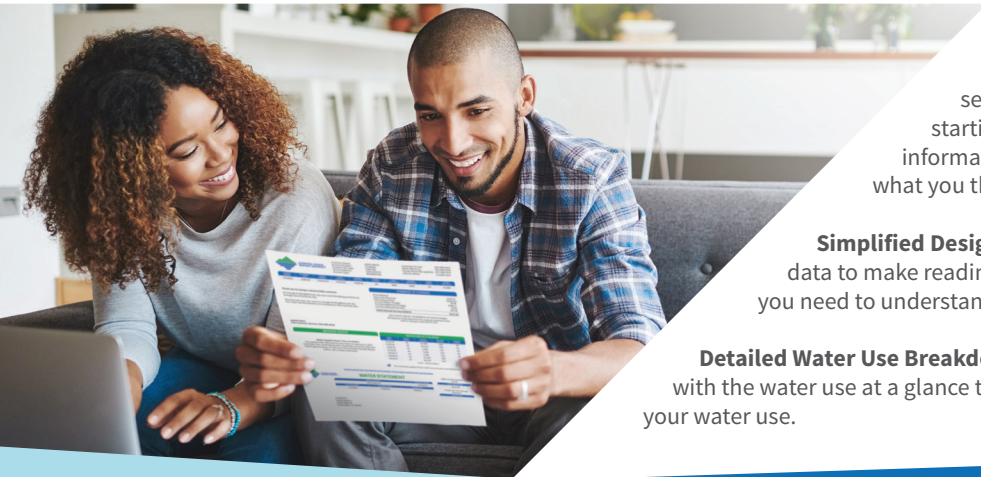


COMING SOON: NEW LOOK TO YOUR WATER BILL



At Contra Costa Water District, we're all about providing superior customer service. You told us our bills look antiquated and are hard to read. To better serve you, we will launch a new, redesigned bill statement starting in August. The new design is more user-friendly and informative. Go to ccwater.com to preview the new bill and tell us what you think.

Simplified Design. The goal of the new design is to better organize the data to make reading your bill simple, while still providing the information you need to understand the rates and charges.

Detailed Water Use Breakdown. Compare your water use to last cycle or last year with the water use at a glance table. This new feature makes it easier for you to manage your water use.

COMING SOON: A CUSTOMER-FOCUSED, UPDATED BILL FORMAT



We've reorganized the billing information into a simple, customer-focused format. While our bill design is changing, our commitment to providing excellent customer service is not. Here are some of the features of the new bill:

- 1 Account information summary
- 2 Summary of charges
- 3 Water use at a glance table
- 4 Explanation and description of charges
- 5 Breakdown of charges and current rates

Have questions or comments? We're here to listen and to help. Call our customer service team between 7:30 a.m. and 5:00 p.m., Monday through Friday, at 925-688-8044.

CONTRA COSTA WATER DISTRICT

Customer Name: JOHN SMITH
Account Number: 12345678
Customer ID Code: ABCDE
Service Address: 1200 MAIN ST
Account Type: RESIDENTIAL

Customer Service: 925-688-8044
Water Efficiency: 905-688-8028
Pay By Phone (fee applies): 877-596-3121
Visit Us Online: cwater.com

| INVOICE NUMBER | INVOICE DATE | INVOICE PERIOD | FROM PREVIOUS | CURRENT PERIOD | FROM PREVIOUS | CURRENT PERIOD | INVOICE DUE DATE |
|----------------|--------------|-----------------|---------------|----------------|---------------|----------------|------------------|
| A123854 | 6/30/18 | 5/15/18-6/15/18 | 64 | 8665 | 6830 | 29 | 7/15/18 |

SUMMARY OF CHARGES

| | |
|------------------------------------|-----------------|
| Pror Balance | \$154.51 |
| Payments Received | (\$154.51) |
| Pror Amount Due | \$0.00 |
| Current Water Charges | \$180.17 |
| Current Additional Charges | \$0.00 |
| Current Optional Services | \$28.48 |
| Total Amount Due by 7/25/18 | \$363.65 |

See reverse side for a breakdown of current charges. All balances of 60 days from the original statement date will be charged a late fee of 1.5%.

QUESTIONS?
Call Customer Service: 925-688-8044

MESSAGE CENTER

Water Quality Report Now Available
The treated water delivered to your home or business in 2017 was better than all drinking water standards set by the state and federal governments. To view your Annual Water Quality Report online, visit cwater.com/awqr.

WATER USE AT A GLANCE

| WATER DATE | WATER USE (GALLONS) | WATER USE (CUBIC FEET) | WATER USE (GALLONS PER DAY) |
|------------|---------------------|------------------------|-----------------------------|
| 6/26/18 | 29 | 21,840 | 339 |
| 6/25/18 | 19 | 14,210 | 231 |
| 6/24/18 | 10 | 7,460 | 112 |
| 6/23/18 | 10 | 7,460 | 112 |
| 6/22/17 | 10 | 7,460 | 112 |
| 6/21/17 | 24 | 17,950 | 296 |
| 6/20/17 | 27 | 20,397 | 342 |

1 Unit = 7.460 Gallons

View interactive graphs of your water use at cwater.com/mywaterport

WATER STATEMENT

Make Checks Payable To: CWD

12345678
JOHN SMITH
1200 MAIN ST
CONCORD, CA 94520

Customer Name: JOHN SMITH
Account Number: 12345678
Customer ID Code: ABCDE
Service Address: 1200 MAIN ST
Account Type: RESIDENTIAL

Customer Service: 925-688-8044
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YOUR CHARGES EXPLAINED

DAILY CHARGES

Daily charges are based on meter size, multiply these rates by the number of days.

Number of Days is the amount of days between the prior and current read dates. This number will vary from bill to bill, but is approximately two months of water service.

Service is for 24/7 availability of maintaining and replacing water infrastructure and facilities, maintenance and improvements, and a portion of the cost of furnishing water for fighting fires.

Backflow Prevention is mandated by law for properties having more than one source of water. If applicable, this charge covers the cost of maintaining backflow check valves installed on meter connections to prevent accidental contamination of the public water supply.

WATER CHARGES

Daily Charges - Based on Meter Size

| Service (3/4" Meter) | Rate | Charges |
|----------------------|----------|---------|
| \$0.0011 | \$0.0011 | \$42.31 |

Quantity Charges - Based on Usage in Units

| Usage | Rate | Charges |
|-------------------|----------|----------|
| Energy (1 line 2) | \$4.0025 | \$132.14 |
| Energy (1 line 2) | \$0.1963 | \$5.52 |

Total Water Charges \$180.17

ADDITIONAL CHARGES

Total Additional Charges \$0.00

OPTIONAL SERVICES

| | |
|----------------------|---------|
| HomeServe Water Line | \$10.00 |
| HomeServe Sewer Line | \$21.98 |

Total Optional Charges \$32.48

Total Charges from 6/25/18 to 6/26/18 \$233.65

For more information on rates, visit cwater.com/rates

Visit details of all payment options, visit cwater.com/PaymentOptions

PAYMENT OPTIONS

EasyPay (Direct Deposit)
Sign up for free automatic payments at cwater.com/EasyPay.

Credit/Debit Card
Make payments online at cwater.com/PaymentOptions or over the phone at 877-596-3121. A \$3.95 transaction fee and a \$450 per transaction limit apply.

By Mail
Detach payment coupon and use provided return envelope, or send checks to:
Contra Costa Water District
P.O. Box 1430
Suisun City, CA 94585-4430

24-Hour Drop Box
An outside drop box is available 24 hours a day, seven days a week. For security reasons, do not deposit cash in the drop box.

1333 Concord Avenue
Concord, CA 94520

In Person
The cashier is open weekdays, except holidays, from 8 a.m. to 5 p.m. to take payments by cash, check or Visa/Mastercard.
1333 Concord Avenue
Concord, CA 94520