

WELCOME TO YOUR NEW WATER STATEMENT



Your new statement is designed to quickly present the information you need, while also providing the valuable detail you want.

Use this guide to navigate the new layout. If you have any questions, we're happy to answer them. Call our knowledgeable customer service team at 925-688-8044 between 7:30 a.m. and 5 p.m., Monday through Friday.

FRONT OF BILL

- Account Summary** – You'll find your name, account number, customer ID code, service address, and account type. Your customer ID code is used to register for online payments.
- Current Use** – This row contains information about the most recent billing cycle. You'll see the number of days between meter reads and the amount of water consumed in both units and gallons.
- Summary of Charges** – Here is where you'll find how much you owe and when it is due. You'll find prior balance, past payments, and current charges.
- Water Use at a Glance** – A table of your past usage provides an indication of how current consumption compares to previous bills.
- Message Center** – Special messages from Contra Costa Water District will appear here.
- Pay Stub** – The bottom portion of your water statement must be remitted if you pay by mail or in person.

Customer Name: JOHN SMITH
 Account Number: 12345678
 Customer ID Code: ABC2XYZ
 Service Address: 1500 MAIN ST
 Account Type: RESIDENTIAL

Customer Service: 925-688-8044
 Water Efficiency: 925-688-8320
 Pay By Phone (fee applies): 877-506-3121
 Visit Us Online: ccwater.com

INVOICE NUMBER	STATEMENT DATE	METER NUMBER	PRIOR READ DATE	CURRENT READ DATE	NUMBER OF DAYS	PRIOR METER READ	CURRENT METER READ	USAGE (UNITS)	USAGE (GALLONS)
A123654	8/6/2019	98745632	6/3/2019	8/1/2019	59	2271	2291	20	14,961

Thank you for being a valued CCWD customer.

An average of 254 gallons per day was used this billing period at an average cost of \$2.27 per day.

This time last year, you used an average of 258 gallons per day. Your water use decreased by 2% compared to this time last year.

SUMMARY OF CHARGES

Prior Balance	\$135.78
Payments Received	(\$50.00)
Prior Amount Due	\$85.78
Current Water Charges	\$134.11
Current Additional Charges	\$1.29
Current Optional Services	\$10.50
Total Amount Due by 9/1/2019	\$231.68

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

5 MESSAGE CENTER

Did you get a new phone number?

On occasion, we need to provide you with urgent information about your account, potential leaks, or water emergencies. When you change a phone number or email address, please let us know!

Here are two easy ways to update or confirm your information:

- Call us at 925-688-8044
- Visit us in person at 1331 Concord Ave., Concord

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4 WATER USE AT A GLANCE

READ DATE	USAGE (UNITS)	USAGE (GALLONS)	GALLONS PER DAY	NUMBER OF DAYS
8/1/2019	20	14,961	254	59
6/3/2019	18	13,465	224	60
4/4/2019	12	8,977	145	62
2/1/2019	11	8,229	137	60
12/3/2018	12	8,977	145	62
10/2/2018	17	12,717	212	60
8/3/2018	21	15,709	258	61

1 Unit = 748.05 Gallons

View interactive graphs of your water use at ccwater.com/MyWaterReport

DETACH AND RETURN THIS PORTION WITH PAYMENT. RETAIN ABOVE PORTION FOR YOUR RECORDS.

P.O. Box H20
Concord, CA 94524

WATER STATEMENT

SERVICE ADDRESS		ACCOUNT NUMBER
1500 MAIN ST		12345678
INVOICE NUMBER	STATEMENT DATE	PAYMENT DUE
A123654	8/6/2019	9/1/2019

Make Checks Payable To:
CCWD

TOTAL AMOUNT DUE
\$231.68
Thank You For Prompt Payment
AMOUNT PAID

6

JOHN SMITH
1500 MAIN ST
CONCORD, CA 94520

Continued on reverse
NEW WATER STATEMENT

NEW WATER STATEMENT

Continued from front

BACK OF BILL

- 7 Your Charges Explained** – Read about the various water charges and how they are calculated.
- 8 Summary of Charges** – We break out each rate and charge to help you understand how your current amount due is calculated.
- 9 Payment Options** – There are many easy ways to pay your bill. We recommend the free EasyPay service for convenient, automatic payments.

WATCH:

Visit ccwater.com to view a video about what's changed on your new water statement.

Customer Name: JOHN SMITH
Account Number: 12345678
Customer ID Code: A1BC2DE
Service Address: 1500 MAIN ST
Account Type: RESIDENTIAL

Customer Service: 925-688-8044
Water Efficiency: 925-688-8320
Pay By Phone (fee applies): 877-506-3121
Visit Us Online: ccwater.com

7 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 water and staff. It includes the cost of maintaining and replacing your meter, infrastructure and facilities maintenance and improvements, administrative services, and a portion of the cost of furnishing water for fighting fires.

QUANTITY CHARGES

Quantity charges are based on actual usage during the billing period; multiply these rates by the usage in Units.

A **Unit** of water is equivalent to 748.05 gallons or one hundred cubic feet (HCF).

Usage is for the cost of source water delivery, treatment and distribution for water used during a billing period. The current rate for Usage is less than one cent per gallon.

Energy is for the cost to pump treated water to various elevation zones.

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

8 SUMMARY OF CHARGES

WATER CHARGES

Daily Charges – Based on Meter Size

Service (5/8" Meter)	No. of Days	Rate	Charges
	59	\$0.6642	\$39.19

Quantity Charges – Based on Usage in Units

	Units	Rate	Charges
Usage	20	\$4.5877	\$91.75
Energy (Zone 2)	20	\$0.1584	\$3.17

Total Water Charges **\$134.11**

ADDITIONAL CHARGES

Late Fee **\$1.29**

Total Additional Charges **\$1.29**

OPTIONAL SERVICES

HomeServe Water Line **\$10.50**

Total Optional Charges **\$10.50**

Total Charges from 6/3/2019 to 8/1/2019 **\$145.90**

To view details of all payment options, visit ccwater.com/PaymentOptions

9 PAYMENT OPTIONS

EasyPay (Direct Deposit)

Sign up for free automatic payments at ccwater.com/EasyPay.

Credit/Debit Card

Make payments online at ccwater.com/PaymentOptions or over the phone at 877-506-3121. 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.

1331 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.

1331 Concord Avenue
Concord, CA 94520

SAVE TIME AND MONEY WITH EASYPAY

Sign up for automatic payments with EasyPay and be confident that your bill is paid on time, every time. Payments are automatically and securely deducted from your checking account. No more checks to write...no more stamps to buy...and no lost or late payments.

Learn more at ccwater.com or by calling 925-688-8044.

INFORMATION ABOUT RATES

Our commitment to providing water service to you goes beyond the operation of the vast and sophisticated infrastructure required to deliver safe, reliable, high-quality water to your home or business. We are also committed to providing this service at the lowest cost possible.

View all of our rates at ccwater.com/rates.