

HOW TO READ YOUR WATER BILL

BILLING PERIOD AND METER READINGS

- **Bill Period.** The time between your prior and current meter read date.
- **Days This Period.** Number of days the Bill Period covers.
- **Location Address.** Where water service is provided.
- **Invoice Date.** The date your bill is generated.
- **Meter ID #, Meter Read & Usage Summary.** This section reports information about your meter and the number of units billed in the current Bill Period.

CUSTOMER CARE

- **Contact Information.** SCV Water Customer Care can be reached during normal business hours at this address and phone number.

YOUR BILL AT-A-GLANCE

- **Customer Account Information.** Your Account Number, Total Amount Due and Current Charges Due are easy to spot, here and on the Payment Coupon. Include your Account Number on any correspondence or payments.

ALLOCATION, CURRENT USAGE AND CONSUMPTION HISTORY

100 Cubic Ft = 1 Unit = 748 Gallons

- **Allocation & Total Water Usage.** This section details your water allocation (indoor and outdoor) and compares it to your current monthly usage. This information provides an Efficiency Rating, if available, which may change monthly based on usage.
- **Assigned Landscaped Area in SF.** The actual landscaped area (in square feet) for individually metered residential services, if available.
- **Your Water Usage History in CCF.** This graph shows billed usage and allocation, if available, for the current and prior 12 months.

IMPORTANT MESSAGES FROM SCV WATER

We often include important notices and information in this section.

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SCV Water
24631 Avenue Rockefeller
Valencia, CA 91355
(661) 294-0828

Account Number 123456789
Total Amount Due \$ 58.38
Current Charges Due 02/17/2023

Manage and pay your account at yourSCVwater.com

General Water Usage Detail				
Efficiency Rating	% Of Allocation	Price Per Unit	Billed Usage	Cost of Usage
Super Efficient	100% of Indoor	2.22	9	\$ 19.98
Efficient	100% of Outdoor	2.22	6	13.32
Inefficient	101-150%	0.00	0	0.00
Excessive	151-200%	0.00	0	0.00
Wasteful	Over 200%	0.00	0	0.00
Total: General Water Usage Charge			15	\$ 33.30

Recent Activity	
Prior Balance	\$ 52.80
Payments	-52.80
Balance Forward	\$ 0.00

Current Charges			
3/4 INCH RES METER	\$	19.58	
LEGACY DEBT	\$	6.50	
VARIABLE WATER CHARGE	\$	33.30	
Total Current Charges	\$	58.38	

Balance Forward	Current Charges	Current Charges Due	Total Amount Due
\$0.00	\$58.38	02/17/23	\$ 58.38

Name SCV WATER CUSTOMER
Bill Period 01/02/2023 - 01/31/2023
Location Address 12345 MAIN ST
Meter 123456789
Prior Read 155
Current Read 170
Current Usage 15

Days This Period 29
Invoice Date 2/08/2023
Invoice # 10000953
Cycle 30

Units CCF	Outdoor Allocation	Indoor Allocation	Total Allocation	Total Usage	Last Year Usage
Gallons	5,332	6,410	11,968	11,220	6,732

Your Water Use Was: Efficient
Assigned Landscaped Area in SF 2,243
Gallons Used per Day: 374

YOUR WATER USAGE HISTORY IN CCF

Outdoor irrigation allocations are calculated using local real-time weather and your assigned landscaped area. For a complete explanation go to conserve.yourSCVwater.com or call us at 661-294-0828.

Important Messages

We have resumed water service shutoffs and charging late fees for non-payment. Customers who have fallen behind on their water bills are strongly encouraged to settle their past due bills and/or contact Customer Care at 661-294-0828 to set up a payment plan to avoid shutoff. To pay by phone, have your Account Number handy and call 844-350-4354. To pay online, please visit yourSCVwater.com. An on-site dropbox is available 24/7. Residential customers who are struggling to pay their past due bills may be eligible for assistance from the Low Income Household Water Assistance Program (LIHWAP). LIHWAP is a federally funded program that offers a one-time payment to customers whose total household gross income is at or below 60% of the State Median Income or a household member is a current recipient of CalFresh or CalWORKS. For additional information on eligibility and enrollment, visit the California Department of Community Services & Development website: csd.ca.gov/lihwap.

Please detach and return bottom portion with payment or pay your bill online. Visit yourSCVwater.com for all your payment options.

SCV Water
24631 Avenue Rockefeller
Valencia, CA 91355
(661) 294-0828

Payment Coupon

Account Number 123456789
Invoice Date 2/08/2023
Location Address 12345 MAIN ST
Current Billing Period 01/02/2023 - 01/31/2023

Balance Forward Due Now	Current Charges Due	Current Charges	Total Balance Due
\$0.00	02/17/2023	\$58.38	\$58.38

Amount Paid Please use only blue or black ink when writing a check

PAY YOUR BILL WITH CASH AT PARTICIPATING 7-ELEVEN. OR CVS pharmacy
See reverse for details.


To change mailing address, check here and fill out back form.

SCV WATER CUSTOMER
12345 MAIN ST
SANTA CLARITA CA 91355

SCV WATER - VALENCIA DIVISION
PO BOX 515106
LOS ANGELES, CA 90051-5106

000123456789000000000005838000058382





SCV Water
24631 Avenue Rockefeller
Valencia, CA 91355
(661) 294-0828

Account Number: 123456789
Total Amount Due: \$ 58.38
Current Charges Due: 02/17/2023

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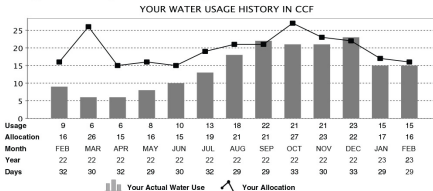
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Bill Period 01/02/2023 - 01/31/2023
Location Address 12345 MAIN ST

Meter 123456789
Prior Read 155
Current Read 170
Current Usage 15

Units	Outdoor Allocation	Indoor Allocation	Total Allocation	Total Usage	Last Year Usage
CCF	7	9	16	15	9
Gallons	5,332	6,410	11,968	11,220	6,732

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Assigned Landscaped Area in SF: 2,243

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Recent Activity

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Current Charges

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Balance Forward	Current Charges	Current Charges Due	Total Amount Due
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SUMMARY OF CHARGES

- **General Water Usage Detail.** If an Efficiency Rating was provided in the Allocation and Total Water Usage section, this shows you how it was determined.
- **Recent Activity.** This section lists your Prior Balance and any Payments received since the date of your last bill. The Balance Forward is what remains unpaid from your last bill. If this amount is negative, you had a credit balance.
- **Current Charges.** This section lists the charges for your current Bill Period.
 - **Fixed Charge:** recovers the fixed costs of the Agency and is based on meter size.
 - **Legacy Debt Charge** (Santa Clarita and Valencia Division bills only): this charge covers debt held by these previous retail divisions and is based on meter size (this monthly amount does not change).
 - **Variable Water Charge:** recovers the cost of purchasing, pumping and treating water and is billed at the number of units of water used in the current Bill Period.

PAYMENT COUPON

Detach this Payment Coupon and return with your payment. On this Payment Coupon, you will find the **Total Balance Due** and **Current Charges Due Date**. The total balance may include previous unpaid balances if payment was made after was bill was issued.

- **Grey Box.** This is where you write the amount of your payment. If you are enrolled in Auto Pay, this section will show the amount of your automatic payment and the date it will be deducted.

* **Remittance Address.** This is our remittance address. Check payments should be mailed here.

Make checks payable to SCV Water and always include your Account Number. The Remittance Address on the front of this paystub must be visible through the window on the return envelope when the payment is mailed.

Note: The Remittance Address shown is not the SCV Water Customer Care office or location, but a payment collection center.

- **PayNearMe.** Use the "PayNearMe" Service. Pay your bill at any 7-Eleven or CVS Pharmacy, available any time the store is open. This service ONLY accepts cash payments. There are no transaction fees for using this service.

SCV Water Customer Care
24631 Avenue Rockefeller
Valencia, CA 91355-3907
(661) 294-0828
ccare@scvwa.org

Office Hours
Monday – Thursday
7:30 a.m. – 5:30 p.m.
Alternating Friday
7:30 a.m. – 4:30 p.m.

Pay by Phone
(844) 350-4354
Have your account number handy.

Pay Online
yourSCVwater.com/customer-care