



COMMUNITY NEWSLETTER

Spring 2024



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CUSTOMER SERVICE

Have questions? We have answers. Customer service is a top priority of Los Angeles County Waterworks Districts, and we are continuously striving to improve it. Here are several reasons you may consider reaching out:

- **Questions about your bill:** Curious about service fees or charges?
- **Starting or ending service:** Moving in or moving out?
- **Service issues:** Low water pressure, service disruptions, or water supply
- **Water quality:** Questions regarding water quality monitoring
- **Report water waste:** Notice a leak or water waste?

Providing high-quality water is one element to our mission - responsive customer care is just as important to make sure our community thrives.

HAVE A QUESTION? WE'RE HERE TO HELP!

- Online chat or submit a form on LACWaterworks.org (available in English or Spanish)
- Phone: (877) 637-3661
 - Live representatives available M-F 8am-5pm
- Visit our LACWD offices at 260 E. Av K8, Lancaster or 23533 Civic Center Way, Malibu
- Report a problem through LACWaterworks.org or (877) 637-3661
 - Press 2 for 24/7 dispatch center

OUR MISSION

To provide reliable, high-quality water and responsive customer care in a cost-effective, sustainable, and environmentally-responsible manner.



NEW AND IMPROVED AUTOPAY

Los Angeles County Waterworks Districts recently launched a new and enhanced auto pay system. To continue to enjoy the convenience of auto pay, please log on to your MyWAM (My Waterworks Manager) account. If you signed up for auto pay prior to January 20, 2024, **you will need to re-enroll.**

Sign up today and make paying your water bill effortless and worry-free!

How?

- Visit LACWaterworks.org
- Click "Pay Bill" in the menu at the top of the screen
- Look for the "Pay Online" section and click the "MyWAM" button
- Follow the 3 step instructions to find your new account number, set up a username and password, and update your contact information
- Continue to pay your bills manually until you see "You are enrolled in AUTOPAY" on your bill

HOW TO PAY YOUR BILL

At LACWD, we want to make it simple and easy to pay your bill. There are a variety of ways:

- **MyWAM:** Enroll in our new and improved auto pay system so you don't have to remember when it's time to pay your bill
- **By Mail:** PO Box 512150, Los Angeles, CA 90051-0150
- **By phone:** (877) 637-3661 Monday-Friday 8am-5pm
- **In person:** Visit our Lancaster or Malibu office at our offices below or use the after-hours drop box:
 - Lancaster – 260 E. Avenue K8
 - Malibu – 23533 Civic Center Way

If managing your water bill poses challenges, please reach out to us to inquire about available payment plans. We are committed to ensuring you maintain access to high quality water service, even during challenging times.



LACWD TEAM MEMBER SPOTLIGHT



For over 15 years, Irene Montez has been a cornerstone of customer service at LACWD. As a Senior Typist Clerk, she answers customer calls, processes payments and more. Above all else, though, she loves helping people. "It's really rewarding to see the smile on their faces or hearing the relief in their voices after assisting them." Irene's role is vital in our mission to provide high-quality water services.

STAY CONNECTED

Get the latest emergency response updates and construction activity in your area

- Sign up for E-mail / text alerts
- Download Public Works "The Works" mobile app
- Follow LACWD on Social Media



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- Sign up to receive the latest updates electronically (ex: emergency notifications, upcoming events, newsletters, etc) at [LACWaterworks.org](https://www.lacwaterworks.org).

