



NEW BILL COMING YOUR WAY!

Online billing makes account management easier and faster

This fall, the Los Angeles County Waterworks Districts (Districts) will implement a new customer billing system that will streamline the billing process and offer new payment and account access features.

The new system will allow customers to submit payment via credit cards and checking accounts through new web and telephone systems. Customers will also have access to water consumption data which will allow customers to monitor their water use and easily compare it to the same time in the year prior.


Check this month's bill for your new account information:

- **Current account numbers will be changed to a new eight-digit account number which is uniquely linked to each property.**
- **Customers will also be assigned a seven-digit customer number that will stay with customers who move within the service area.**

New Website to Offer New Features Easy Access to Information

Visit lacwaterworks.org this fall to check out our new online features including the Districts' new online bill pay feature, water supply information and new water conservation tips and **register your e-mail address to receive regular updates.**

BILL SAMPLE The format and appearance of the new bill will also change in order to provide you with more information about your charges and water use.



New! Important messages from Waterworks

2010 CUSTOMIZED BILLING SYSTEM UPGRADE - The Districts is pleased to announce an upgrade to our billing system! The new Customer Information System will feature more "self-service" options, allowing customers to pay bills by credit card.

New! Compare your water usage to the same time last year

complementary light tolerant plant book.

**LOS ANGELES COUNTY
DEPARTMENT OF PUBLIC WORKS
WATERWORKS DISTRICTS**

1-877-637-3661
www.lacwaterworks.org

phone numbers and information on back of bill

Bill at a glance:
Summary of current charges and amount due.

Due Date	5/7/2010
Total Due	\$205.35

Bill will become delinquent and a late fee may be assessed if payment is not received by the Due Date.

Account # 04000000	Customer # 0099999
BILL U SAMPLE	
12345 LANCASTER TERRACE, LANCASTER CA 93534	
New! Your new account number will be linked to your property and cannot be transferred if you move.	New! Your customer number is linked to you personally and will stay with you if you move within the service area.
Service Period	To Day
1920	2/8/10 3/31/10 51

YOUR ACCOUNT SUMMARY	
Prior Bill Amount	\$39.22
Payment - Thank you	\$39.22CR
*PAST DUE BALANCE(subtotal)	\$0.00
NEW CHARGES	
Monthly Service Charge	\$29.44

Compare Your Usage

Period	Days	Units (HCF)	Daily Use
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CONSERVE

THIS SUMMER AND BEYOND

THE LOS ANGELES COUNTY WATERWORKS DISTRICTS **APPLAUDS YOUR CONSERVATION EFFORTS** and urges all customers to continue to conserve. You already know the “Three Easy Ways” to save water, and your water conservation efforts have put the Districts on track for 20 percent reduction by 2020, **but did you know the average household still uses 650 gallons of water per day?**

We need to keep water conservation top of mind, even with this year’s normal rainfall, so we have three new ways you can reduce water use this summer and throughout the year.

SET YOUR SPRINKLER SYSTEM to water only at night. You’ll save hundreds of gallons of water each month.

FIX INDOOR FAUCETS and toilet leaks and save thousands of gallons each month.

PLANT NATIVE and drought-tolerant landscapes and save tens of thousands of gallons each month.

Look for our new water conservation campaign this summer!



Districts customers are eligible for rebates up to \$150 on the latest water-saving items:

- Rotating sprinkler nozzles
- Smart sprinkler controllers
- High-efficiency clothes washers
- High-efficiency & dual flush toilets
- Synthetic turf
- Waterless urinals

Apply online at lacwaterworks.org

District 40 Calender Event

Los Angeles County Waterworks District No. 40,
Antelope Valley State of the District meeting.

Join fellow residents to hear the State of the District and learn about the District’s rebate programs that offer up to \$150 towards installation of water saving appliances, free water audits, scheduled on-going maintenance, future projects, and more at the following locations:

MONDAY JULY 12, 2010

6 p.m. – 8 p.m.
Lane – Joe Walker
Gymnasium
5520 W Ave. L-8
Lancaster, CA 93536

WEDNESDAY JULY 14, 2010

6:30 p.m. – 8:30 p.m.
Larry Chimbole
Cultural Center
38350 Sierra Highway
Palmdale, CA 93550

This is the final print edition of Splash. For future newsletters, please visit lacwaterworks.org and register for the e-newsletter.

Let Us Know

To report water leaks or nuisance water running into the street, call 1 (800) 675-HELP. Please provide an address for our Districts crews to investigate.

County of Los Angeles
Department of Public Works
P.O. Box 1460
Alhambra, CA 91802-1460
Phone: (626) 300-3362
Email: vmfowler@dpw.lacounty.gov
www.lacwaterworks.org



Mission

“To provide reliable, high-quality water at a reasonable cost to all of our customers.”