

Crestline Village Water District

777 Cottonwood Drive • PO Box 3347
Crestline, CA 92325-3347

Telephone: (909) 338-1727
Email: cwater@cwater.com

Office Hours:
7:30 AM to 4:30 PM
Monday thru Friday

Important Information Regarding Your Water Service: Water service is rendered on a continuous year-around basis. No seasonal turnoffs are allowed or permitted, except by a customer's request for discontinuance of service.

Paying Your Bill: Please pay this bill as soon as you receive it. Recent payments may not have been deducted from this bill. Send your payment in the enclosed envelope or pay in person at the District's office. Please return the payment stub when possible and include the account number with all payments. Payments are considered received on the day they are received by our office.

Past Due Bills: An unpaid bill becomes past due after the date indicated on the front of the bill. If you believe that it is beyond your means to pay the bill in full before the indicated date, please call us at the telephone number on the front of the bill or come to our office to discuss payment arrangements. We can also provide you with information on organizations or agencies that may be available to assist you.

Previous Balances: If your bill has a previous balance, the previous balance is considered delinquent. If the previous balance is not paid or satisfactory payment arrangements are not made by the dates indicated, your water service will be charged a delinquency charge, a non-payment penalty, and shut-off and locked in accordance with District Rules and Regulations. If your service is shut-off for non-payment, the monthly charge will continue to be charged unless a request for Discontinuance of Service is made in accordance with the following terms.

Request for Discontinuance of Service: A customer's request for discontinuance of service must be made in writing upon a form provided by the District and the customer's account must be current and paid in full. When the water service is discontinued, the water service will be shut off at the water main and the water meter will be removed. A reinstatement or reconnection charge must be paid prior to reinstatement or renewing of service following a requested discontinuance of service. The minimum reinstatement charge is \$275 and is subject to change by the Board of Directors.

Disputed Bills: Should you question this bill, please request an explanation from us by writing us a letter, calling the telephone number on the front of the bill or coming to our office.

To provide our community with a reliable water system that delivers high quality water for its health and safety needs.

Explanation of Billing Terms:

Monthly Charge - Charge to pay for customer services such as reading meters, mailing bills, processing payments and insuring that water is available when needed.

Basic Allocation - The amount of water charged at the lowest water usage rate.

Excess Consumption - The amount of water charged at a higher water usage rate.

Any customer who is disputing a bill or chooses to contest the decision to shut-off a water service for non-payment of a water bill, is entitled to a hearing before the General Manager of the District, or his designate, prior to the suspension of service. You may exercise this right in person at, or by submitting a written appeal to, the office of the District, during regular business hours.

After Hours Service Calls: A customer who requests a service call to be made outside of regular business hours may incur a service charge based on the actual cost of providing the service. This charge will apply to requests to restore service or to assist customers with customer related problems after normal business hours.

RULES AND REGULATIONS PERTAINING TO DELINQUENT ACCOUNTS

If an account becomes delinquent and the District has not received payment prior to the time that the 48 hour notice of pending suspension of service is to be given, a delinquency charge in the amount of \$15 or 7% of the previous balance, whichever is greater, will be added to the account. The day that such delinquency will be added to the bill and the amount of the charge shall be included in the mailed notice.

If the account becomes delinquent, water service shall be charged a \$90.00 non-payment penalty, shut-off and locked. Water service shall not be restored until the entire delinquent balance, together with the non-payment penalty is paid in full. Failure to receive a bill does not relieve the customer of liability. All charges are subject to change by the Board of Directors.

Payment shall be received only at the District office during regular business hours, through the US. Postal Service, or in the mail drop provided for after hours payments at the District office. District personnel are not authorized to receive payments in the field and water service shall be restored only during regular business hours unless prior arrangements are made with the District office.

Any damage to the District's meter or appurtenant facilities during the period when service is suspended will result in removal of the meter, additional charges to the account for damages and possible legal action. The restoration of service may be contingent upon review by the District's Board of Directors.