

# IMPORTANT INFORMATION ABOUT LVMWD AND YOUR WATER SERVICE

## HOW DO I PAY MY BILL?

Paperless Billing and Autopay can be setup at **LVMWD.com/MyAccount**

**Cash, Check Payments and Credit Card Payments** – are accepted at 4232 Las Virgenes Rd., Calabasas during regular business hours.

**Credit Card Payments** – To use your credit card, go to [www.LVMWD.com/PayMyBill](http://www.LVMWD.com/PayMyBill) or call (844) 395-2240, there are no fees.

**Pay by Mail** – Use the convenient return envelope provided to you with your bill. Detach and enclose the bill stub with your check or money order. **Do not send cash**

**After-hours** – A drop box located to the left of the main entrance doors of the headquarters building is available. **Do not use the drop box for cash payments.** Please be sure to indicate your account information and the service address.

**Banking Bill Pay Services** – You may sign up through your financial institution to make a one-time or automatic payments. Just select LVMWD as the payee and enter all 16 digits from your bill into the account field. Incorrect or missing information may cause a 7-10 day delay in receiving payment.

**Late Fees** – Late payments will be subject to a 5% Late Fee and \$100 Disconnect Notice if applicable.

**HAVE ADDITIONAL QUESTIONS? GO TO LVMWD.COM or CALL (818) 251-2200**

## WHERE ARE YOU LOCATED?

**LVMWD Headquarters is located at 4232 Las Virgenes Rd., Calabasas, CA 91302.** Regular business hours are Monday - Friday 8:00 a.m - 5:00 p.m.

## HOW DOES LVMWD BILL ME?

**Bills are issued monthly** and include water and sewer service charges (if applicable). Payment in full is due within 20 days of the bill's issue date. Questions please call Customer Service at (818) 251-2200

## WHAT IF THERE IS A WATER EMERGENCY?

**LVMWD provides emergency response 24/7.** If you encounter a problem with water service, see a leak in the street or observe a sewer overflow, call us at **(818) 251-2100**. If calling after business hours, follow the voice prompts, there will be a response.

## WHAT IF I RENT?

Tenants with a valid lease agreement can apply for service and are responsible for the payment of service fees and charges. The property owner shall be responsible for any unpaid fees and will be notified if the account becomes past due.

# Sorry We Missed You!

Your water service has been turned on at the meter.

Your water meter is located:

\_\_\_\_\_

\_\_\_\_\_

For water to flow, you must turn the Customer handle, located inside the meter box as shown below.

**Customer Handle**

**Water Meter**

**Pressure Regulator**  
(not installed on all services)

**Customer Handle: When this is pointed to the "9 o'clock" position it is OFF**

**For water to flow, slowly turn the Customer handle COUNTER-CLOCKWISE**

**Customer Handle: When this is pointed to the "6 o'clock" position it is ON**

# WELCOME

Las Virgenes Municipal Water District



# Welcome to the neighborhood! Here is some important information about your bill and how to conserve water:

## ATTENTION

Las Virgenes Municipal Water District has declared a **Local Drought Emergency**. Outdoor watering restrictions are currently in place. Details can be found by visiting [LVMWD.com/DroughtResponse](http://LVMWD.com/DroughtResponse)

### Sign Up Now!

#### LVMWD.WaterSmart.com

Signing up for your LVMWD WaterSmart account gives you the best tools for managing the water use on your property. Getting near real time water use data from the LVMWD Advanced Meter customers can see when and how much water is being used and can alert customers of possible leaks on their property.



#### THE NEW ADVANCED METERS:

- Meet rigorous health, safety and security standards.
- Use proven technology with tens of millions installed throughout the US, and also used by numerous agencies in our region.
- Give our customers 24/7 convenience to manage their water usage and billing, detect water leaks and receive alerts.

For more information on the Advanced Meter Project:

[LVMWD.com/AdvancedMeters](http://LVMWD.com/AdvancedMeters)

### Check for Leaks

#### DID YOU KNOW?

The average household leak can cost you over 10,000 gallons of water wasted per year.

#### COMMON HOUSEHOLD LEAKS ARE:

Common types of leaks found in the home are worn toilet flappers, dripping faucets, faulty automatic pool-fill valves and irrigation equipment.

For more information on leak detection:

[LVMWD.com/CheckForLeaks](http://LVMWD.com/CheckForLeaks)

### Test your irrigation system

75% of the average customers water use is for outdoor irrigation. This means that if your sprinkler system is not operating properly you could be wasting huge amounts of water and money. Testing your irrigation system is a simple process.

#### Identify system performance problems:

These commonly include broken valves and sprinkler heads, sunken or misaligned sprinkler heads or improper coverage caused by tilted, blocked or improperly spaced sprinkler heads.

#### Ensure your watering times are appropriate:

Incorrect irrigation scheduling is the most common source of high water use in our District. Check your sprinkler timers to ensure that you are not over-watering your landscape.

For more tips on how to tune your irrigation system:

[LVMWD.com/Irrigation-Efficiency](http://LVMWD.com/Irrigation-Efficiency)

### Know your water budget

Each household has a unique water budget based on three factors.



Indoor Need

This is the number of residents living at the property. Each resident is allotted 55 gallons of water a day, per CA state law.

This is the amount of irrigated area your parcel has. This, combined with ET and plant factor determine the outdoor budget.



Outdoor Need



Adjustments

Adjustments are offered to ensure people with medical needs and customers with livestock have enough water provided for their needs.

Other variances LVMWD offers to help our valued customers stay within their water budget are:

**Pool Fill Variance**  
(1 every 5 years)

**Leak Adjustment**  
(1 every 3 years)

**New Planting Variance**  
(Sept. - May)

If you are making repairs to your pool and need to refill it, are planting new landscape and need extra water to establish it, or found a leak on your property these one time adjustments can help prevent going above your allocated budget.

To make adjustments to your budget or inquire about adjustments and variances contact Customer Service:

**(818) 251 2200**

For more information on Water Budgets:  
[LVMWD.com/WaterBudgets](http://LVMWD.com/WaterBudgets)

### Ways to conserve

For rebates on water saving equipment:

[LVMWD.com/Rebates](http://LVMWD.com/Rebates)

#### Slow the Flow

Install drip irrigation or rotary nozzles that distribute water at a lower rate, delivering precise coverage to plants and reducing runoff.



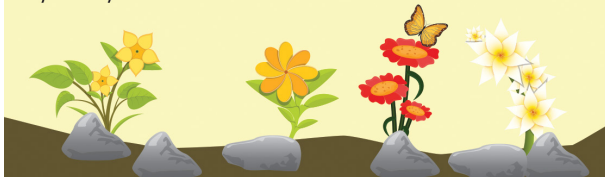
#### Cool's the Rule

Water when it's cooler (between 5 p.m. and 10 a.m.) to minimize water loss due to evaporation and allow water to reach plant roots.



#### Get Creative with Natives

Plant native, low-water-use plants in your yard.



#### A Sensor is Better

Install a weather-based irrigation controller to avoid overwatering your landscape. For traditional controllers, adjust the cycle time as seasons change.

