



Mailing Information

Account Information

Customer # [redacted] Account # [redacted] Classification Residential
 Service Location [redacted] Bill # 2860899

Meter Information

Billing Summary

Meter Size 3/4" Meter # 48
 From 07/11/16 To 07/28/16 Days 17 Previous 8352 Current 8367 Units 15

Bill Date 7/29/2016
 Previous Balance \$163.86
 Payment - Thank you \$163.86CR
 Balance Forward \$0.00

Charges

Totals

WATER (1 Unit=100 Cubic Feet = 748 Gallons)	Units	Rate	Amount
Efficient Indoor	3.75 x	\$2.36	\$8.85
Efficient Outdoor	11.25 x	\$3.18	\$35.78
Total Usage	15.00 UNITS		\$44.63
Readiness To Serve Charge			\$10.37

Congratulations for being efficient in your water use.

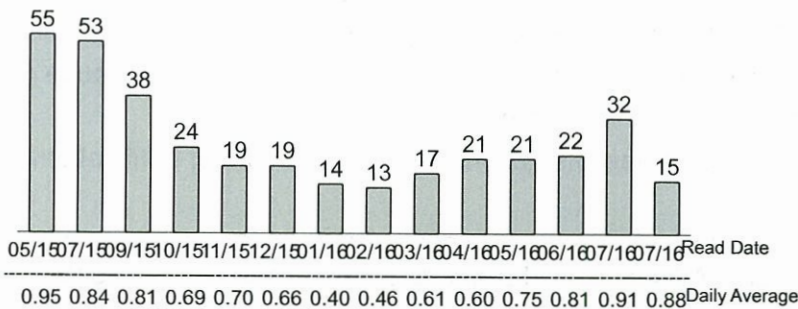
SANITATION

Service Charge (3 Residents) \$28.41

Current Charges \$83.41

Total Amount Due \$83.41

Water Usage History (Units in HCF)



Water Budget Information

Your Information	
Residents	3
Landscape Area (sq.ft.)	4,958
ETo for this period (inches)	4.31
This Bill Period Budget (units)	
Efficient Indoor	3.75
Efficient Outdoor	14.25
This Bill Period Usage	
Total Units	15
Daily Average	0.88

THIS IS YOUR CLOSING BILL
 Electronic Bill Presentation is Currently Unavailable.
 Contact Customer Service for more Information.

Please return this portion with your payment. Make checks payable to LVMWD.
Please Do Not Staple to Check

Customer Number	Account Number
Bill Date	Due Date
7/29/2016	8/18/2016
Total Amount Due	
\$83.41	

Please show payment amount _____
 For Credit Card Payments Call 1-855-277-7987

Cust # [redacted] Acct # [redacted] Amount due [redacted] due date [redacted] *over check digit*

05182300005005600000008341201608180

8 1/2" x 3"



Office Hours:
Mon. - Thur. 7:30 am - 5:00 pm • Fri. 8:00 am - 5:00 pm
www.LVMWD.com

WATER CHARGES are a combination of fixed and variable charges.

READINESS TO SERVE CHARGE is a fixed monthly cost based on the size of the meter.

COMMODITY CHARGE is the cost of water used measured in "units" (1 unit = 100 cubic feet = 748 gallons).

ELEVATION CHARGE is the cost to pump water above the 1,235-HGL (or hydraulic gradient line) elevation.

SANITATION CHARGES are the costs for sewage collection, wastewater treatment and biosolids composting.

BILLS are issued monthly and include charges for all District services to your property. To sign up for online billing, go to www.LVMWD.com/VueBill

BILL PAYMENT:

Online payment

www.LVMWD.com/Bill-Payment-Options

Your bank's bill pay service; choose LVMWD as the payee, include customer/account number as a single number.

Check or money order - The payment stub must accompany check/money order payments to be properly credited to your account.

Mail

In person

After hours drop box

Credit Card on-line or by phone

www.LVMWD.com/VueBill

Call toll-free 855 277-7987

Failure to receive a bill does not relieve customers of the obligation for payment. If you feel you have been billed inaccurately, please contact Customer Service at 818 251-2200.

FEES FOR DELINQUENT PAYMENT: If payment is not received by the due date, the account is considered delinquent. Delinquent accounts are assessed fees and charges to cover the additional processing required, and may be subject to termination of service.

Late Fees will be added to accounts which are delinquent.

Notification Fee will be charged if delivery of a notice for disconnection is necessary.

Reconnection Charge will be added when service is reconnected following a disconnection for delinquent payment. This fee will be higher for service requested outside of regular business hours. If service has been shut off by the District, it may be turned on only by a District service technician.

Security Deposits will be required for accounts where service has been disconnected because of non-payment. The deposit must be made before service is reconnected.

Returned Checks must be redeemed in cash at the District office within 24 hours of notification, with payment of a redemption fee.

SEALED SERVICE: Water services terminated due to lack of payment will be sealed with a tag. Sealed services may be restored only by a District service technician. A fee will be charged to the customer for any sealed service restored in any other fashion.

WATER AND SEWER EMERGENCIES: Assistance is provided 24 hours a day by Las Virgenes Municipal Water District for water and sewer emergencies. During regular business hours call 818 251-2200 and Customer Service will assist you, after hours call 818 251-2100 and follow the voicemail directions.



4232 Las Virgenes Road
Calabasas, CA 91302-1994
818 251-2200

Member Agency of
Metropolitan Water District of Southern California



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Calabasas, CA 91302-1994

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REMINDER FROM LAS VIRGENES MUNICIPAL WATER DISTRICT

Date May 18, 2016

Customer Name

Customer Number

Amount Past Due \$ \$ 130.58 (includes a late fee)

Perhaps it was an oversight, or possibly your payment crossed in the mail, but our records reflect your payment is past due.

Your prompt payment will avoid further action on your account.
If payment is not received by: **June 01, 2016**
your water service will be subject to shut-off and:

A security deposit on future water use will be required.

Shut-off services will be restored only upon full payment of the amount due, a deposit, and a reconnection charge. The reconnection charge will be higher if we are requested to reconnect your service outside normal business hours.

If you believe this notice is in error or have questions, please contact our customer service department at (818) 251-2200.

On-line and credit card payments are available at our website at www.LVMWD.com under "For Customers." In person payments may also be made at the District at 4232 Las Virgenes Rd., in Calabasas during regular business hours. A night drop box is available for after hour payments.

If making your payment on-line you will need to know the original bill due date: 5/17/2016



Make checks payable to LVMWD
Please return this portion with payment

For Credit Card Payments Call 1-855-277-7987

CUSTOMER NO.	DUE DATE
	6/1/16

BILL DATE	AMOUNT DUE
4/27/16	\$ 130.58

Please show amount of payment _____

03962700009118300000013058201605173

84 2 21



BILLING - Bills are issued bi-monthly and include two month's charges for all district services to your property.

WATER CHARGES are a combination of costs for actual water usage and fees for water availability.

Usage is measured in *Units*...a standard measure equal to [REDACTED] gallons.

Commodity charges reflect an actual reading of the [REDACTED] property. In the few instances where a meter read is impossible, an estimate is made based on past history at the property. Estimates are noted on the bill. Water rates are "tiered", fees increase as water use increases.

Readiness to serve charge is computed as a pro-rata share per-property of the direct costs to carry water throughout the district.

Elevation charges are added for properties where water must be pumped above 1235 feet elevation, to cover the added power and infrastructure costs to pump water to higher elevations.

SANITATION CHARGES reflect the local costs of waste water collection and treatment, including special measures for waste treatment in this environmentally sensitive region. Sewer charges are a flat fee and do not reflect water use since over 70% of local water used is outdoors and never reaches the waste treatment process.

BILL PAYMENT -- Payment may be made by check/money order, at our headquarters drop-box, or in person at our district headquarters on Las Virgenes Road. Other payment options are also available, please visit our website @ www.lvmwd.com under Customer Service for more information. The payment stub at the bottom of this form must accompany payment to be properly credited to your account. Failure to receive a bill does not relieve customers of the obligation for payment. If you feel you have been billed inaccurately, please contact Customer Service at 818-251-2200.

FEES FOR DELINQUENT PAYMENT -- If payment is not received by the due date, the account is considered to be *delinquent*. Delinquent accounts are assessed fees and charges to cover the additional processing required, and may be subject to termination of service.

A Late fee will be added to accounts which are delinquent. **A notification fee** will be charged if delivery of a notice for disconnection is necessary.

A reconnection charge will be added when service is reconnected following a disconnect for delinquent payment. This charge is higher for service requested to be restored after regular operating hours. If service has been shut off by the district, it may be turned on only by a district service technician.

A Deposit will be required for accounts where service has been disconnected because of non-payment. The deposit must be made before service will be reconnected.

Checks returned for insufficient funds must be redeemed in cash at the District's office within 24 hours of notice, with payment of a redemption fee.

SEALED SERVICE -- Water services may be sealed with a tag and any service terminated due to lack of payment is considered as sealed. Sealed service may be restored only by a district service technician. A fee will be charged to the customer for any sealed service restored in any other fashion.

TO CHECK FOR LEAKS -- Your water meter can help you to check for leaks. First, turn off all faucets in and around the house. At the meter, jot down meter reading and mark the direction of the pointer on the meter. Wait 15 minutes and recheck the meter. If the number has changed or the pointer has moved, there may be a leak. A plumber or landscape professional may be necessary to help you locate and fix the problem.

WATER AND SEWER EMERGENCIES -- Assistance for water and sewer emergencies is provided 24 hours a day by Las Virgenes Municipal Water District. Call 818-251-2200 and ask for Customer Service, or after hours, call 818-251-2100 and follow the voice mail directions.



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