11/20/2021 – 1/20/2022 Billing Period

Bills will be mailed no later than January 31, 2022, for the period of 11/20/2021 to 1/20/2022. The fee free date is on **February 23, 2022**. ** Late fee of $5.00 will be applied to all outstanding bills on **February 24, 2022**. Also, please note that there is $50.00 charge for any afterhours turn on. **Payment arrangements can be made in the District Office or found on the district's website. Office hours are Monday thru Friday, 7:00am to 4:00pm. Payment arrangements must be made at least one day before the Free Fee Date. For this billing cycle, payment arrangements must be made by February 22nd. Payments can be made online, via postal service, and at the District Office's night depository slot located next to main door for checks and money orders. Reminder, the District Office does **Not Accept Cash**.
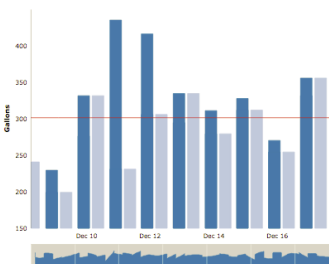
COVID-19 Emergency Rent & Utilities Assistance Program

The state indicated that the moratorium on termination of residential water service for nonpayment has NOT been extended. For more information on eligibility or how to apply, please to go www.shra.org/sera.

High Usage Courtesy Emails

After each meter reading cycle (bimonthly), staff reviews data to identify consumption abnormalities. Past usage is compared to the current meter reading and customers may be contacted when water usage is significantly greater than past readings. Often, this review identifies a water leak or an irrigation problem. If you get a call or email from us about high usage, this is a courtesy notice notifying you that there may be a water use problem in or around your property.

Want to Track your Water Usage?

The new Innov8 devices that are properly registered with accurate notification set up will soon be available to interested customers. With one of these devices on your water service, you can start receiving daily notification of continuous use on **day 1** of a leak or water theft, or pipe rupture. The water consumption detail available with these devices also enables customers to quantify the cost associated with various water use patterns, such as outdoor irrigation. The bimonthly charge for these Innov8 devices is $5.

To have one of these inno8 devices installed, please email or call the district office at (916) 991-1000.

Winter Still Calls for Conservation

We appreciate the outstanding efforts of RLECWD customers during the summer months to keep water usage to a minimum. Although we are in the winter season, we ask that customers still retain their same water saving habits. Now's the time to make increased water conservation part of your New Year's Resolution!

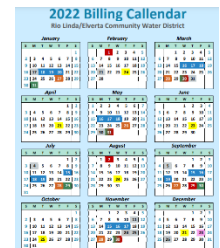Here are some indoor conservation tips:
- Run appliance such as clothes washers and dishwashers only when full.
- Fix leaky toilets, faucets, and showerheads.
- Know the location of your main shut off valve. If a pipe bursts and unless you have your own gate valve installed, you will need to contact the District Office to have a field technician shut off the water at your main. Call RLECWD at (916) 991-1000

Payment Options

- To sign up for this service complete the ACH Application and mail or drop off at the RLECWD District office or email to questions@rlecwd.com.
- Recurring Credit/Debit Card payments – (contact the District Customer Service Team for more information at (916) 991-1000.) Please visit the District Office to set up this service. Convenience fees will apply.
- Payment Arrangement – If you are experiencing a financial hardship, the Payment Arrangement Form allows you to make an arrangement to pay our bill on a future date with no penalties
  - o In Person – Debit or Credit Card, Check, Money Order, and Cashier's Check
  - o No Cash is Accepted at the District Office.

2022 Billing Schedule

The district has the 2022 billing schedule available at the district office and on the website at www.rlecwd.com.