



Rio Alto Water District

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December 19, 2017

Billing System Updates/Collection Procedures:

There were some reports from customers that they did not receive their bills which were mailed out on November 3, 2017. We have record of every bill that was sent to the Post Office on that day. We have been in contact with the Post Office and an investigation has been opened. Below you will find the following billing schedules for metered and availability accounts for your reference:

<u>Metered Accounts Billing Periods (Bi-monthly)</u>	<u>Billing Date</u>
January and February	First Week in March
March and April	First Week in May
May and June	First Week in July
July and August	First Week in September
September and October	First Week in November
November and December	First Week in January

If you have not received your billing within a week of the billing date, please contact the District and/or visit the billing portal on our website at www.rawd.org. Customers who have signed up to receive E-bills, be sure to check your SPAM if you have not received your E-bill. Bills are due and payable upon receipt and delinquent within 35 days. A 10% delinquency is charged on the 36th day after the bill is mailed out. Customers have an additional 10 days after the delinquent charge is assessed before a 24 hour notice is posted for service discontinuance the following day. A minimum of 45 days have passed from delivery to the Post Office and customer lock off procedures. Payment arrangements can be made with the District, but they must be made prior to the posting of the 24 hour notice and only if the customer has complied with the terms of previous extensions.

<u>Availability Billings Periods (Quarterly)</u>	<u>Billing Date</u>
January 1 st through March 31 st	March 31 st
April 1 st through June 30 th	June 30 th
July 1 st through September 30 th	September 30 th
Oct 1 st through December 31 st	December 31 st

Availability bills are due and payable upon receipt and delinquent within 35 days. A 10% delinquency is charged on the 36th day after the bill is mailed out. Accounts delinquent more than 6 months are turned over to Tehama County Tax Collector once a year on August 10th to be included in their property tax billings. All of this information is available on our website at www.rawd.org. Customers can register on the portal where they can access their billing and payment history. Credit and debit cards are accepted through the website. There is a processing fee of the greater of \$2.50 or 2.5% of the billing. Automatic Draft payments are available at no charge to customers who sign up for this procedure; forms are available at the District office.

Reminder: Rio Alto Water District holds its Board Meetings on the third Wednesday of each month at 6:30 pm, at the District Boardroom. Agendas, Minutes and Resolutions can be accessed at www.rawd.org under News & Notices.