



# CUSTOMER INFORMATION

## OFFICE HOURS

Monday through Thursday 7:30 am to 5:30 pm, Friday 7:30 am - 4:30 pm with alternate Fridays closed beginning on Friday November 21, 2008. (see website) Closed Holidays. (*Observed holidays:* New Years Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, Friday following Thanksgiving & Christmas Day.)

## HOW TO MAKE A PAYMENT

1) Please make your check or money order payable to SCWD, and mail the bottom portion of the bill with your payment to the address below. Please allow three days for payments by mail. If you wish to pay in person, please bring entire bill with you to the only authorized payment location listed below:

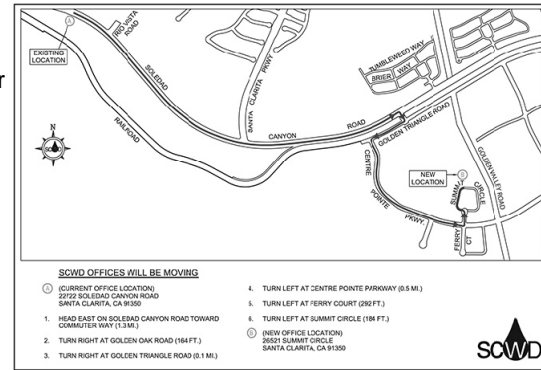
### By mail:

Santa Clarita Water Division  
P.O. BOX 51115  
Los Angeles, CA 90051-5415

### In person:

Santa Clarita Water Division  
26521 Summit Circle  
Santa Clarita, CA 91350

2) After hours, payments may be placed in our night drop box located at the window to the left of the front doors labeled "NIGHT DROP". Please enclose only checks or money orders along with your payment stub. Do not deposit cash in the "NIGHT DROP".



## BILLING

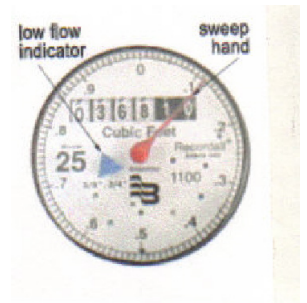
Your bill is due and payable upon presentation. Your account will become past due if not paid within 19 days from the date of mailing. If you forget to pay your bill, we will send you a reminder notice, and assess a \$10.00 late charge to your account. If payment is not received by the reminder notice due date, your service may be discontinued. A termination notice will then be hung on your front door advising your service will be terminated if payment is not received by termination date & time and your account will also be assessed a \$25.00 door hanger charge. If your service is discontinued for non-payment, it will be restored only after payment of the total amount due plus a \$44.00 reconnection charge (\$82.00 re-connection charge after 4:30 p.m. Mon-Thurs, after 3:30 p.m. on alternating Fridays-beginning 01-08-2010, closed alternating Fridays, weekends and holidays). A deposit may also be required.

## METER READINGS

Safe access to the meter helps us provide you with accurate billing. The water meter is the property of Santa Clarita Water Division and within a public easement. Please do not construct anything near, over or around the meter that would interfere with regular access by Santa Clarita Water Division employees. All vegetation must be controlled so as not to obstruct or cover the meter box. Hazardous materials (solvents, oil, paint, etc.) may not be placed in the meter box as they may contaminate the water.

## HOW TO READ OUR METER

Read all but the last two digits on the meter. Look at your last water bill; get current reading subtract the read on your bill from the read on the meter and you have the number of Ccf's used since the meter was last read. 1 Ccf = approximately 748 gallons.



## USING OUR METER AS A LEAK DETECTOR

Shut-off all running water inside and outside of your home. Check triangle (called a low flow indicator or leak detector) to see if it is spinning, spinning may indicate a leak. Repeat test to be sure all water is off.

## WHEN YOU NEED OUR METER TURNED OFF

Please call our office anytime you need our meter turned off. This service is available at no charge 24 hours a day, 7 days a week. A Service Representative will be dispatched out to turn the meter off. When you are ready to have the water turned back on, just call our office again. Please **DO NOT** turn off our meter. Should you attempt to turn off our meter and cause damage, you will be charged for any necessary repairs.

**Santa Clarita Water Division is responsible for the water line in the street and for the water line to our meter. We also maintain the valve, meter box and lid. Any repair past our meter towards the property is the customer's responsibility.**

ADDRESS CHANGES		APPLICATION FOR DIRECT DEBIT	
Your Name		Bank Name	
Service Address		Name on Acct.	
Mailing Address		Routing #	
Home Phone		Account #	
Work Phone		Signature	
***for mailing address change only***		***attach voided check for Direct Debit***	