



August 12, 2019

John Q. Consumer
123 Water Lane
Old Station, CA 96071

New Account Number: 02312345 Property Address: 123 Water Lane
--

John Q. Consumer,

Del Oro Water Company has recently purchased Hat Creek Water Company. Del Oro, as one of the largest water companies under the California Public Utilities Commission's jurisdiction, has been serving the needs of California residents and businesses for over fifty-six years with service now being provided in areas from Humboldt County in Northern California to Kern County in the South. Our website, www.DelOroWater.com, is available with information regarding your district so that you may familiarize yourself with our company and the values we uphold.

Effective August 12, 2019, we will be welcoming you and your family to Del Oro Water Company.

- Your rates currently in effect have been adopted by Del Oro without change.
- **On August 28, 2019, Del Oro will mail your first bill, which will include a return envelope for your convenience.** On the back of your bill you will find important information about the various payment options and other important services. The back of the payment stub also allows you to sign up for Automatic Payment, if you so desire. Included with this letter is an explanation sheet to assist in reading your new bill. This will be a prorated first bill.

Please check to make sure that your billing name and address is correct as it appears on this letter. If any information is incorrect, please call us at (530) 717-2523 to update your information.

Del Oro offers multiple payment options:

- **Mail your check or money order** in the return envelope included with each bill.
- **Our website, www.DelOroWater.com,** is also available to set up Automatic Payments and to make one-time payments with your debit or credit card.
- **Pay by phone** using a credit or debit card; our Customer Care Center can be reached at (530)717-2523 and is available by phone Monday through Friday, except holidays, from 8am to 4:30pm.

Phone and delorowater.com payment options are free services, we do not charge any fees to pay by phone or web, and payments made this way are posted to your account within 24 hours.



If you have an unpaid balance with Hat Creek Water Company at the time of this transition, the full balance will be payable to Hat Creek. Unpaid balances will not appear on your Del Oro bills under the *Balance Forward* heading. You can also view your balances at any time by registering your account on Del Oro's website; simply go to www.DelOroWater.com, then click on *My Account* and follow the instructions.

For your reference, Del Oro follows an established billing procedure as follows:

- Bills are mailed on the fourth Wednesday of **every month** and are due 19 days later.
 - Your first bill from Del Oro, which will be mailed August 28, 2019 will be due September 16, 2019. The due date can be found on the bottom right of your bill below the heading *Payment Details*.
 - Payments must be received in the Del Oro office by the due date or they will be considered late, so please take mailing times into account. *Please note: payments made via your personal bank's online billpay may take up to ten days to reach Del Oro.*
- On the day immediately following the due date (day 20) a late fee will be automatically applied to unpaid accounts and a *10 Day Notice* will be mailed.
- A courtesy *48 Hour Notice* will be mailed just prior to shut offs.
- If the account is not paid within 14 days after the due date, water service will be shut off.
 - Once an account has been shut off, a \$25 fee will be required in addition to payment of the past due balance before the service will be turned on again. A new deposit may also be required.

More information about billing procedures, due dates, fees, and other items, is available on our website; on the main menu, click on *Billing FAQs* below *My Account*, or simply type *Billing FAQs* in the search box. The Billing FAQ direct URL is: www.delorowater.com/deloro/my-account/billing-faqs.html.

You can find your current rates and other pertinent information pertaining to the Hat Creek District on our web site at www.delorowater.com/black-butte.html. If you have specific questions not covered on the web, please do not hesitate to call or write to us. Our Call Center is open from 8:00 AM to 4:30 PM. Monday thru Fridays, excluding major holidays, on the Hat Creek direct line of (530)717-2523 or the toll free Del Oro company line of 1-877-DEL-ORO-H2O (1-877-335-6764). We can also be reached by email at: CommunityRelations@delorowater.com.

We look forward to serving you.

DEL ORO WATER COMPANY, INC.