

Del Oro Water Company welcomes the Hat Creek District customers!

Introducing Your New Monthly Account Statement

Your new statement features more information and an easier-to-read format that makes paying your account a snap

1 Account Overview

This section contains basic information about your account, including your account number and service address.

2 Important Customer Message(s)

Check here for important messages about your bill and announcements affecting your service area.

3 Account Activity

This section contains pertinent information about your account, including the last payment you made, any late or miscellaneous charges, and your balance forward.

4 Usage & Account Details

Your current account activity is detailed in this section. All meter reads and charges are listed, as well as the current amount due.

5 Water Usage History

For metered customers, this handy graph shows your water usage for the current month, along with up to 12 months of history.

6 How to Contact Us

Questions arise from time to time, and contacting a Del Oro Customer Care representative is easy. Answers to many common questions can also be found online at DelOroWater.com.

7 Remittance Slip


Attached is an easy-to-tear-off remittance slip that should be returned with your payment. The back of the slip is an optional sign-up form for automatic payments. With auto-pay, you'll save a stamp, and you'll never have to worry about a late payment again!

8 Address Change


You can easily update your mailing address by writing the new address on your remittance slip or by managing your account online. Owner and tenant changes should be made by phone, or by filling out our online form at DelOroWater.com.

9 Back of Statement

Refer to the back of the statement for important details about payment options, fees, rates, emergency service, and other pertinent account management information.



DEL ORO WATER COMPANY



Account Overview 08/05/2019

DEL ORO WATER COMPANY - HAT CREEK DISTRICT

Customer: YOUR NAME HERE
 Service Address: 123 WATER LANE
 Account Number: 000002300000
 Meter ID: 12345678
 Meter Size: 5/8"

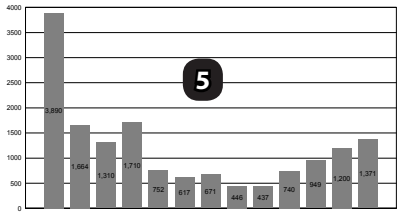
Important Customer Message

Welcome to Del Oro Water Company! Please review the attached bill explanation sheet for information on how to read your new bill. For additional questions, Customer Service is available Mon-Fri, 8am-4:30pm.

If you use Online Bill Pay through your personal bank, please make sure the payee name and address have been changed to "Del Oro Water Company". Also, payments made online through your personal bank may take up to 10 days to reach Del Oro. If you use this service, please plan ahead to allow time for payment to arrive prior to the due date.

For more information visit us online at www.delorowater.com

Water Usage History



The information represented by the graph above is presented for conservation purposes only; please refer to Account Detail for specific billing, usage, and payment information.

August Water Usage Guideline: 474 cubic feet
 September Water Usage Guideline: 474 cubic feet

Account Activity Payments received after statement date are not reflected

Description of Activity	Amount
Balance from Prior Bill	43.40
Payment Received (07/21/2019) - Thank you	(43.40)
Balance Forward	0.00

Usage Detail

Service from	7/3/19 - 8/3/19
Current Read	58519
Prior Read	57148
Usage Cubic Ft	1,371

Account Detail

WATER QTY	24.04
RE TO SERVE	16.56
PUC	0.55

Current Charges Due By 8/24/19 **\$41.15**

Total Account Balance **\$41.15**

Del Oro Water Company

Web Address www.DelOroWater.com

Payment Mailing Address

DRAWER 5172
CHICO, CA 95927-5172

Customer Care Center 530-717-2523
Hours of Operation: Mon-Fri 8am - 4:30pm

Emergency Call Center 530-717-2523
Hours of Operation: 24 / 7 / 365

Toll Free 877-DEL-ORO-1120

DEL ORO WATER COMPANY

DEL ORO WATER COMPANY
HAT CREEK DISTRICT
DRAWER 5172
CHICO, CA 95927-5172

Payment Details If payment is not received by due date you may be assessed a penalty.


Account Number: 000001010099
 Current Charges Due By: 08/24/2019
 Total Amount Due: \$41.15
 Auto Pay Status: Inactive: Sign up today

Total Amount Paid \$

To enroll in Bankdraft AutoPay sign here and complete authorization on the reverse

Address change?
Check box and note changes

*****AUTO**5-DIGIT 96071
 YOUR NAME HERE
 123 WATER LANE
 OLD STATION, CA 96071-1234



**For additional explanation, please contact Customer Service
at our dedicated Hat Creek District help line: 530-717-2523**