



December 13, 2017

TO: Our Traver District Customers

RE: Change of Billing from Flat Rate to Metered Rate

In accordance with California Public Utilities Commission (CPUC) requirements, a water meter has been installed at your property during this past year. As a result, your account will soon transition from billing in advance to billing in arrears.

How does this transition work?

Prior to activation of your meter, your flat rate service was billed in advance; this bill, mailed December 13, 2017, covers all flat rate service from December 1, 2017 through December 29, 2017.

Metered properties are billed in arrears: This means that your future bills will be for the previous month in which water was used, as based on the actual dates your meter was read. Because of the change from advanced billing to arrears billing, *you will not receive a bill during January 2018*. Your next bill will be mailed February 14, 2018, and will cover water used from December 30, 2017 to your regular meter reading date of January 29, 2018.

Del Oro recommends that you take this opportunity to check for leaks throughout your property and repair them as soon as possible. To check for signs of a leak: first, make sure that no water is being used anywhere on your property, then go look at your water meter. A small dial appears below the main dial, and it is most often shaped as a small triangle or star. If this dial is turning at all, water is being used somewhere and you may have a leak. Please be aware that leaks in certain appliances and most irrigation lines may only occur while they are running, as the flow valve automatically shuts off the rest of the time. In these cases, the small meter dial will not turn when the irrigation/appliance is off, but there may still be a leak. For more information on how to read your meter and check for leaks, visit <http://www.delorowater.com/deloro/water-information/how-to-read-your-meter.html>.

If you have any further questions or concerns, please contact Del Oro's Customer Care Center on the Traver District phone line at (530)717-2519 or email us at CommunityRelations@delorowater.com.

Sincerely,

Janice Hanna
Director Corporate Accounting
www.delorowater.com