

Your New Monthly Account Statement

Your new Del Oro Water Company statement features more information and an easy-to-read format that makes managing 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 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

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 filling out our online form. Owner and tenant changes should be made online at DelOroWater.com or by phone.

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.





Account Overview 10/14/2015

DEL ORO WATER COMPANY - BLACK BUTTE DISTRICT

Customer: JOHN Q. CUSTOMER
 Service Address: 123 WATER LN
 Account Number: 01012345
 Meter ID: 45134839
 Meter Size: 5/8"

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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 SERVICES THROUGH YOUR PERSONAL BANK, please make sure the payee name and address have been changed to "Del Oro Water Company". Also, payments made through your personal online 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 on or before the due date.

DROUGHT REMINDER: 2 day-a-week watering and other restrictions began June 1, 2015. 25 % CONSERVATION IS REQUIRED. Please review the enclosed summary of the drought restrictions. For the most current DROUGHT information and restrictions visit: www.delorowater.com

TIP OF THE MONTH: Protect your trees during the drought! For more info visit: www.SaveOurWater.com/trees Install drip irrigation systems for trees, shrubs and flowers. For more tips on conserving water visit: www.delorowater.com/water-conservation.html

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Account Activity Payments received after statement date are not reflected

Description of Activity	Amount
Balance from Prior Bill	\$ 94.33
Payment Received - (10/08/2015) - Thank you	\$ 20.00
Balance Forward - Past Due * Service Subject to Shut Off *	\$ 74.33

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Usage Detail Current Meter

Service From: 09/08/2015 - 10/06/2015

Current Read: 51892
 Prior Read: 51672
 Usage Cu. Ft.: 220

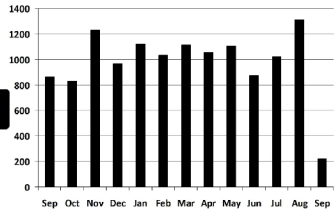
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Account Detail

Quantity Charge	22.30
Readiness To Serve Charge	10.65
C.P.U.C. Fee	0.62
Contract Work Surcharge	8.23

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Water Usage History



The information represented by the graph above is present for conservation purposes only; please refer to Account Detail for specific billing, usage and payment information.
 (1 cubic foot = 7.48 gallons)

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Del Oro Water Company

Web Address: www.DelOroWater.com
Visit us online to review your account, make your payment or update your personal information

Payment Mailing Address: DRAWER 5172, CHICO, CA 95927-5172

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Customer Care Center: (530)717-2510
Mon- Fri 8 am - 4:30 pm

Emergency Call Center: (530)717-2510
24 / 7 / 365

Toll Free: (877) DEL-ORO-1120

Del Oro Water Company

PLEASE DO NOT TEAR UP CHECKS TO THE PAYMENT SLIP




Optional Customer Meter Reading Verification (CMRV)

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Mail Payment to:

DEL ORO WATER CO., INC.
 BLACK BUTTE DISTRICT
 DRAWER 5172
 CHICO, CA 95927-5172



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Payment Details If payment is not received by the date you may be assessed a late charge.

Account Number: 01012345
 Current Charges Due By: 11/02/2015
 Total Amount Due: \$ 116.33
 Auto Pay Status: Inactive: Sign up today!

Total Amount Paid: \$

X **Address Change?**
Check box and note changes.

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

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Del Oro Water Company

JOHN Q. CUSTOMER
 PO BOX 1234
 ORLAND, CA 95963-1234

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For additional explanation, please contact Customer Service at our dedicated Black Butte help line: 530-717-2510