

# Del Oro Water Company welcomes Nor Cal Waterworks customers!

## Introducing Your New Monthly Account Statement

Your new statement features more information and an easier-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 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. Service from dates are listed, as well as the current amount due.

### 5 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.

### 6 Website & Payment Portal

Visit DelOroWater.com for information about your service area, view notices and other important water related information. Set up an online account to view your current statement, make a one-time payment, update notification preferences or enroll in autopay. Our payment portal makes online payments convenient and easy to setup.

### 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

**Account Overview** 11/12/2024  
DEL ORO WATER COMPANY - NOR CAL WATERWORKS  
Customer JOHN Q. CUSTOMER  
Service Address 123 WATER WAY  
Account Number 000002499999

**Important Customer Message**  
WELCOME TO DEL ORO WATER COMPANY SERVING YOUR NEW BILLING PROVIDER FOR THE NOR CAL WATERWORKS COMMUNITY  
We are committed to all your billing and account needs. A Customer Care Representative will need to update your contact information to establish an online account. Please call our Customer Care Center at 530-717-2524.  
Please refer to the Nor Cal Waterworks Bill Explanation Guide enclosed with your billing statement for important information about your Bill and managing your online payments.  
The due date for this first billing cycle is 11/30/2024.

**Account Activity** *Payments received after statement date are not reflected*  
Description of Activity Amount  
Balance Due From Bakman 10/1/24 Statement 0.00

**Balance Forward** \$0.00

**Usage Detail**  
Service From 10/1/24 - 10/31/24

**Account Detail**  
FLAT RATE 70.92  
PUC 0.50

Current Charges Due By 11/30/24 \$71.42

**Total Amount Due** \$71.42  
**Total Account Balance** \$71.42

**Del Oro Water Company**  
Web Address [www.DelOroWater.com](http://www.DelOroWater.com)  
Visit us online to review your account, make your payment or update your personal information  
Customer Care Center 530-717-2524  
Hours of Operation Mon-Fri 8am - 4:30pm  
Emergency Call Center 530-717-2524  
Hours of Operation 24 / 7 / 365  
Payment Mailing Address DRAWER 5172 CHICO, CA 95927-5172  
Toll Free 877-DEL-ORO-H2O

**Payment Details** *If payment is not received by due date you may be assessed a penalty*  
Account Number 000002499999  
Current Charges Due By 11/30/2024  
Total Amount Due \$71.42  
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

DEL ORO WATER COMPANY  
NOR CAL WATERWORKS  
DRAWER 5172  
CHICO CA 95927-5172

JOHN Q. CUSTOMER  
123 WATER WAY  
LOS MOLINOS, CA 96055

For additional explanation, please contact Customer Service at our dedicated Nor Cal Waterworks help line: 530-717-2524

# ¡Del Oro Water Company da la bienvenida a los clientes de Nor Cal Waterworks!

## Su Nueva Declaración Mensual de Cuenta

Su nueva declaración de cuenta de Del Oro Water Company Tiene Mas información y un formato que es facil de leer para facilitar la question de su cuenta.

### 1 Descripción general de la cuenta

Esta sección contiene información básica sobre su cuenta, incluido su número de cuenta y dirección de servicio.

### 2 Mensajes importantes para el cliente

Consulte aquí para ver mensajes importantes sobre su factura y anuncios que afectan su área de servicio.

### 3 Actividad de la cuenta

Esta sección contiene información pertinente sobre su cuenta, incluida la última pago que realizó, cualquier cargo atrasado o varios y su saldo adeudado.

### 4 Detalles de uso y cuenta

La actividad actual de su cuenta se detalla en esta sección. Se enumeran las fechas de servicio desde, así como el monto actual adeudado.

### 5 Cómo contactarnos

De vez en cuando surgen preguntas y comunicarse con un servicio de atención al cliente de Del Oro representante es fácil. Las respuestas a muchas preguntas comunes también se pueden encontrar en línea en DelOroWater.com.

### 6 Sitio web y portal de pago

Visite DelOroWater.com para obtener información sobre su área de servicio, ver avisos y otra información importante relacionada con el agua. Configure una cuenta en línea para ver su estado de cuenta actual, realizar un pago único, actualizar las preferencias de notificación o inscribirse en el pago automático. Nuestro portal de pagos hace que los pagos en línea sean cómodos y fáciles de configurar.

### 7 Comprobante de remesa

Adjunto encontrará un recibo de pago fácil de desprender que deberá devolver junto con su pago. La parte posterior del resbalón es opcional. formulario de registro para pagos automáticos. Con el pago automático, ahorrarás un sello y nunca tendrás que preocuparte por un retraso pago nuevamente!

### 8 Cambio de dirección

Puede actualizar fácilmente su dirección postal escribiendo la nueva dirección en su recibo de envío o administrando su cuenta en línea. Los cambios de propietario e inquilino deben realizarse por teléfono o completando nuestro formulario en línea en DelOroWater.com.

### 9 Parte posterior de la declaración

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Para mas explicacion, por favor, llame al Servicio del Cliente a nuestra linea de ayuda dedicada de Nor Cal Waterworks: 530-717-2524