How to Read Your New Water & Sewer Bill

The City of Ventura is pleased to announce our new Water & Sewer billing system. The new bills are designed to give you more information and can be one of your best water conservation tools. Knowing how to read it can help you understand your consumption, detect possible leaks, and save you money!

<table>
<thead>
<tr>
<th>Account Information</th>
<th>Balance Due By: 06/20/2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading period: 3/19/2009 to 5/18/2009</td>
<td></td>
</tr>
<tr>
<td>Meter No.</td>
<td>Meter Size</td>
</tr>
<tr>
<td>58640</td>
<td>3/4&quot;</td>
</tr>
<tr>
<td>*HCF= Hundred Cubic Feet</td>
<td></td>
</tr>
<tr>
<td>One HCF= 748 Gallons of Water</td>
<td></td>
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</tbody>
</table>

Welcome to our new billing system! In addition to the new bill format, we would like to invite you to explore "WebConnect" for instant online access to your account information 24 hours a day, 7 days a week via the City’s secure website. Just click on the Water Customers Self-Service link at www.cityofventura.net to get started. Just another way we are working to make Ventura EVEN better!

This area contains billing information including the amount of your last payment, current balance, breakdown of charges and credits, and total due (see back page for information on how your bill is calculated).

| Special messages from the City will appear in this area. |

Environmental & Water Resources

This section contains your account number and due date. Note: your account number has been changed to include your customer specific ID code.

| A graph of historical usage provides you with a visual indication of how your current consumption compares to previous bills. |

The bottom portion of your bill must be remitted if you choose to pay by mail or in person.
Calculating Your Bill

Water usage charges are calculated based on the amount of water that flows through your meter. For example, the bill on the other side shows a City customer that used 24 HCF (hundred cubic feet) of water during the two-month billing cycle. Based on the City’s tiered rate structure, this customer was charged $2.02 for the first 16 HCF ($2.02 X 16 HCF = $32.32) plus $2.66 for the remaining 8 HCF ($2.66 X 8 HCF = $21.28) for a total water consumption charge of $53.60. Water service charges (fixed) are based on meter size, which in this case is a ¾” meter for a charge of $15.03.

Sewer charges are set annually in one of six tiers based on the customer’s lowest water usage from the previous November 1 through April 30. This period of reduced water consumption provides the best measurement of water entering the sewer system, since shorter days, cooler weather, and occasional rain minimize outdoor watering. The sample customer has been placed in the 15-16 HCF rate classification for a two-month rate of $65.51.

Be sure to compare your usage from bill to bill. An unusually high bill may indicate a leak or other problems with your irrigation system. For more information, visit www.cityofventura.net/h2O for water conservation tips. Like any service, it costs more to use more, so remember to conserve water and save!

Environmental & Water Resources: Vital Services to our Community

Protecting Ventura’s water is vital to our health and economic prosperity. To provide safe and clean drinking water, the City owns and operates 11 groundwater wells, three water treatment plants, two treated water connections from Lake Casitas, 23 booster pump stations, 31 water storage reservoirs, 14 pressure zones, more than 3,000 fire hydrants and 380 miles of distribution pipelines. Ventura also owns and operates a State-certified, full-scale laboratory to conduct water quality testing to protect public health.

While Ventura is fortunate to rely on local water sources, the City is responsible for maintaining and replacing an aging and complex water treatment system while meeting increasingly more stringent regulations. Nearly 290 miles of sewer collection mains and 14 pump lift stations carry more than 9 million gallons of wastewater every day to the City’s Water Reclamation Facility for environmentally friendly treatment before discharge to the sensitive Santa Clara River estuary.

As one of the oldest cities in California, the City has a progressive capital replacement program to renew our infrastructure by designing projects with the greatest long-term benefits. All water and sewer revenues directly fund Operations and Capital Improvement Projects to support water delivery and wastewater treatment services to our community of 105,000+ residents.

Our business office bills 32,000 service connections every two months, responds to more than 4,000 customer service calls annually, and manages our integrated water conservation program.

The Environmental and Water Resources Division of the Public Works Department is dedicated to providing the most cost effective services while meeting health standards as well as requirements to protect and restore our environment. We will continue to partner with our community to create long-term, practical and economical solutions to protect the environment, meet and anticipate stringent regulations, operate efficiently, and manage our resources wisely.

Billing and Customer Service

(805) 667-6500, Monday–Friday, 9 am–4:30 pm.
Closed alternate Fridays, weekends and holidays.

Visit us online, anytime
www.cityofventura.net/mva
and select the topic “Utilities/Water” for more information.

You can also email us from this site with any questions.