

WE HAVE A NEW LOOK

As part of its customer information system upgrade, Olivenhain Municipal Water District has redesigned its water bill. This example will help you understand the changes to your monthly statement.


1
Account information including when your bill is due, the last two dates your meter was read, and total units used during this billing period.

2
Information about your water usage during the past 36 months and your average gallons per day use.

3
If you are not signed up for eBill, return this section with your payment.

4
Fees and charges including your total amount due.

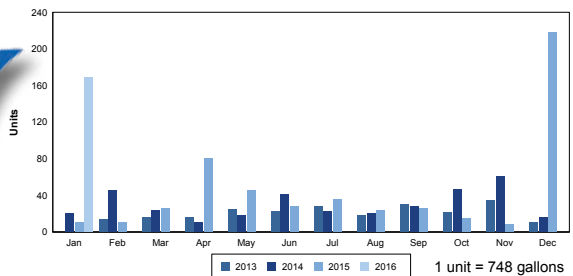
5
Any important announcements will display here.



OLIVENHAIN
Municipal Water District
1966 Olivenhain Road • Encinitas CA 92024
760-753-6466 • www.olivenhain.com


ACCOUNT SUMMARY									
Name:					John Smith				
Customer-Account Number:					1234567-891011				
Service Address:					2222 Nowhere Ranch Rd				
Statement Date:					01/31/2016				
Balance Forward - Due Immediately:					\$663.79				
Total Current Charges- Due 2/25/2016:					\$974.20				
Total Amount Due:					\$1,637.99				

Meter #	Meter Size	Previous Date	Previous Read	Current Date	Current Read	Usage	Days	
Potable Water	1234567	1"	12/08/15	2621	01/06/16	2790	169	29
Fire Protection	1234576	1"	12/08/15	9999	01/06/16	9999	0	29

WATER USAGE HISTORY			
			
Average Gallons per Day (this period):		4,359.03	
Average Gallons per Day (one year ago):		249.33	
Thank you for using water efficiently!			

BILLING DETAILS	
Previous Balance	\$1,263.79
Payment - Office	-\$600.00
Balance Forward - Due Immediately	\$663.79
Potable Water - Domestic	
Water Consumption	Usage Rate Charges
Tier 1: 0-6 units	6 \$2.36 \$14.16
Tier 2: 7-25 units	19 \$4.11 \$78.09
Tier 3: 26-80 units	55 \$5.29 \$290.95
Tier 4: over 80 units	89 \$5.91 \$525.99
Service Charges	
SDCWA Infrastructure Access Charge	\$5.20
System Access Charge	\$55.58
Fire Protection	
Service Charges	
Fire Services - Meter Charge	\$4.23
Total Current Charges due 2/25/2016	\$974.20
TOTAL AMOUNT DUE:	\$1,637.99

IMPORTANT MESSAGES
<ul style="list-style-type: none"> PLEASE TAKE NOTE OF YOUR NEW OMWD CUSTOMER-ACCOUNT NUMBER. Visit www.olivenhain.com/serveyoubetter for details. Approximately 49% of the average customer's water bill this month goes to SDCWA and MWD for OMWD's cost of water. This month's board meeting will be held February 10 at 4:00 p.m. See the enclosed newsletter regarding your water rates, new account numbers, and upcoming events.



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Municipal Water District

Pay online at www.olivenhain.com/ebills


Rev. 01/26 27


Customer-Account Number:	1234567-891011
Statement Date:	01/31/2016
Balance Forward - Due Immediately:	\$663.79
Total Current Charges- Due 2/25/2016:	\$974.20
Total Amount Due:	\$1,637.99

Amount Enclosed:

If paying by check, please make payable to OMWD and include this payment coupon. Please allow five (5) days for delivery. Please include your full Customer-Account Number with your payment.

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JOHN SMITH
2222 NOWHERE RANCH RD
ENCINITAS CA 92024-7216

OLIVENHAIN MUNICIPAL WATER DISTRICT
PO BOX 502650
SAN DIEGO CA 92150-2650

123456769510487

1. Account Summary

This section includes your customer-account number, service address, amount due, and the bill due date. Note that the due date is for current charges only; any unpaid balance is due immediately and subject to fees.

This section also shows the date that your water meter was read, how much water was used since the previous read, and how many days are included in this billing cycle. Usage is measured in units of hundred cubic feet; each unit is equal to 748 gallons.

The “Meter #” listed on your bill statement refers to the serial number of your meter’s dial. This is not a number that most customers can easily locate, so please contact customer service at 760-753-6466 should you have any questions about your equipment. If you would like to learn how to read your meter, or how to use it as a leak detector, please visit www.olivenhain.com/meter.

2. Water Usage History

To help customers use water efficiently, OMWD provides data showing how your most recent meter read compared to the previous 36 months.

3. Detachable Bill Payment Stub

For customers that have not already switched to eBills, the part of the bill below the perforation contains information vital to OMWD for prompt processing of your payment. If you pay your bill by mail, this portion is detached and returned with your check. If the mailing address on the stub is incorrect or outdated, please contact OMWD at 760-753-6466.

4. Billing Details

This section provides account activity such as your previous balance, payments received, current balance, and other itemized charges. Here is a quick explanation of some of those charges:

- Water Consumption charges are determined by the amount of water consumed during the billing period at the water rate that applies to your meter. For a complete list of all charges, visit www.olivenhain.com/rates.
- SDCWA Infrastructure Access Charge is assessed by the San Diego County Water Authority on all permanent water meters not used for fire protection. The purpose of the charge is to cover a portion of the debt service costs associated with the construction of county-wide water infrastructure projects. For more information, call SDCWA at 858-522-6600.
- System Access Charge is designed to recover a portion of the fixed costs of OMWD’s operation. These costs include maintenance of meters, debt service, depreciation, and customer service costs for meter reading and billing.

Meters serving automatic fire sprinkler systems are billed Fire Protection Service Charges monthly.

5. Important Messages

Customers can find current information regarding OMWD operations and programs in this area.

