

NEW BILL FORMAT - COMING SOON!

A Guide To Understanding Your Bill

WATER SERVICE CHARGES

You are charged monthly per unit of water that is used. One unit equals 748 gallons.

READY TO SERVE CHARGE

Monthly fixed charge based on the size of your water meter.

SEWER CHARGES


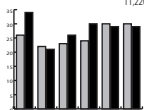
Monthly fixed charge per number of dwelling units.

TRASH/RECYCLING CHARGES

Monthly fee per household.

TOTAL CURRENT BILL

The sum of these categories: Water Charges, Sewer Charges, Trash/Recycling Charges and Electric Charges.

 City of Corona Department of Water & Power P.O. Box 950 Corona, CA 92878-0950 (951) 736-2321 www.CoronaDWP.org E-mail: CustomerCare@ci.corona.ca.us Business Hours: Monday - Friday 8:00 a.m. to 5:00 p.m.	CURRENT CHARGES BILL DATE: 03/08/2014 AMOUNT: \$133.57 DUE BY: 03/28/2014	ACCOUNT #: 12345678 CUSTOMER #: 123456
	PAYMENT RECEIVED THANK YOU!	SERVICE ADDRESS: JOHN DOE 1234 JOHN DOE STREET CORONA, CA 92880-5919
BILLING SUMMARY		NEWS & MESSAGES
PREVIOUS BALANCE:	\$186.73	Sign up for the Cool California Challenge to win up to \$50,000 for a community project in Corona. Visit coolclimate.berkeley.edu/challenge
PAYMENT - THANK YOU!	-\$186.73	
BILLING PERIOD 01/25/2014 TO 02/26/2014		METER USAGE INFORMATION
WATER CHARGES:	15 UNITS	METER #: TYPE PREV. READ CURRENT USAGE
TIER 1	11 UNITS x \$2.10	12345678 WATER 318 333 15
TIER 2	4 UNITS x \$2.33	
READY TO SERVE	¾" METER #12345678	
SEWER CHARGES:		
NO. DWELLING UNITS	1 UNIT x \$45.60	
TRASH / RECYCLING CHARGES:		
TRASH/RECYCLING	\$19.98	
TOTAL CURRENT BILL: \$123.23		YOUR WATER BUDGET
TOTAL ACCOUNT BALANCE: \$123.23		ACCOUNT TYPE: SINGLE FAMILY RESIDENTIAL
		PEOPLE PER HOUSEHOLD: 4
		NO. OF DWELLING UNITS: 1
		IRRIGATED AREA: 1,016 SQ FT
		EVAPOTRANSPIRATION FACTOR: 3.58
		PLANT FACTOR/IRRIGATION EFFICIENCY: 1.14
		TIER 1 BUDGET: 11 UNITS
		TIER 2 BUDGET: 4 UNITS
		TOTAL BUDGET: 15 UNITS
		GALLONS USED: 11,220
		
		ONE UNIT = 748 GALLONS

ACCOUNT AND CUSTOMER NUMBER

These are needed to check out your Water Use Profile and sign up for iLink - our customer web portal:
www.CoronaDWP.org/ilink.

SERVICE ADDRESS

Location of where services are received.

DUE DATE

Please have your bill paid by this date.

YOUR WATER BUDGET

Please check your budget factors to make sure they match your home's circumstances. Please call the Customer Care Team to make adjustments to your budget.

TIER 1 AND 2 BUDGET

The bar graph is a good way to see how much water is actually being used compared to your budget.



BILLING MADE EASY

QUESTIONS?

We're here to help online or by phone:
Monday - Friday, 8:00 a.m. to 5:00 p.m.
CustomerCare@ci.corona.ca.us

- Call (951) 736-2321 to speak with a Customer Care Representative.

MAKE BILL PAYING EASY WITH THESE CONVENIENT OPTIONS

ONLINE

Save time when you pay online with iLink. iLink is located at www.CoronaDWP.org/ilink.

IN PERSON

Visit our Customer Care counter located on the first floor at City Hall. City Hall is located at 400 S. Vicentia Avenue.

BY PHONE

Call us at (951) 736-2321 to speak to a Customer Care Representative and pay over the phone during business hours: Monday - Friday, 8:00 a.m. to 5:00 p.m.

DROP OFF BOX

A drop box is located at City Hall, at 400 S. Vicentia Avenue. All payments received by 5:00 p.m. are posted to your account the same business day. Payments received after 5:00 p.m. are posted the next business day.

WESTERN UNION CENTERS

Pay your bill at any of the 44,000 Western Credit Union Agent locations. To find the location nearest you, visit locations.westernunion.com and enter your zip code. A payment transaction fee will apply.

PAY NEAR ME

COMING SOON! You'll be able to pay in cash at 7-Eleven® stores. A service fee applies.

APP

COMING SOON!