

Cycle Billing for Metered Accounts

Sacramento Suburban Water District (SSWD) continues to find new ways to streamline business operations in striving to keep costs low. As more residential customers become metered, it is more efficient and cost effective to read meters and mail bills in smaller groups (cycle billing) instead of all at once. Most water purveyors that are fully metered use cycle billing.

SSWD's service area is scheduled to be fully metered by the year 2025. Previously, SSWD staff read approximately 19,000 meters in 3-4 days each month. That number will continue to grow by about 1,300 meters each year until all 44,000 SSWD services are metered. In March 2009, SSWD divided its metered accounts into 3 smaller billing cycles.

This change will affect your water bill due date. Prior to March 2009, the due date was typically in the middle of the month (19 days from the bill date shown on the statement). With the change to cycle billing, the due date corresponds to the Route number.

To find your Route number, look at the top right corner of your billing statement (Figure 1). This Route number corresponds to the monthly billing schedule (Figure 2) indicating the week in each month your water bill will be mailed. Typically bills are mailed on the Wednesday of the billing schedule week.

Note the due date is 19 days from the bill date (see Figure 1 for "Bill Date" and "Date Due" noted below "Route"). **Customers with Direct Payment Service** should note that your payment will be deducted from your checking account on the due date reflected on the bill.

Because meter reading routes are determined geographically for efficiency to keep operating costs down, the District is unable to individualize billing cycles for customers.

If you have questions on cycle billing, please call 916.972.7171 during business hours to speak with a Customer Service Team member.

Please see reverse side.

WATER STATEMENT

Account Number:	1234567-000001
Name:	SSWD CUSTOMER
Service Address:	1234 MAIN ST
Service Period:	03/01/2009-03/31/2009
Route:	0035
Bill Date:	03/11/2009
Date Due:	03/30/2009
Amount Due	\$47.40

Your Route number is located in the upper right corner of your statement.

Figure 1

Monthly Billing Schedule		
Week 1	Routes	1 - 22
Week 2	Routes	23 - 58
Week 3	Routes	59 - 94

Figure 2

SSWD Administrative Office

3701 Marconi Avenue, Suite 100 ♦ Sacramento, CA 95821-5346 ♦ Phone: 916.972.7171 ♦ Fax: 916.972.7639
 Business Hours: Monday – Friday 8:00 a.m. to 4:30 p.m. ♦ sswd.org

Which Option is Best for You?

The Decision is Yours

Direct Payment Service (DPS) is an easy way to pay your monthly water bill without the hassle of writing a check. With DPS you will continue to receive your monthly statement but your payment will be deducted monthly on the due date shown on your water bill. Go to sswd.org to download a DPS application or call the number below to request an application to be mailed to you.

DPS not for you? SSWD offers other convenient options to pay your water bill:

- ◆ Go on-line at sswd.org and use a credit/debit card with the Visa or MasterCard logo.
- ◆ Call the District's office to pay with a credit/debit card with the Visa or MasterCard logo. For the automated attendant press 1. To speak with a customer service representative press 5.
- ◆ Mail a check or money order with your payment coupon.
- ◆ Pay in person at the administrative office on Marconi during business hours.
- ◆ A convenient drop box at our Marconi facility is available 24/7 to place a check or money order along with your payment coupon. (No cash please.)

Want more information on paying your bill or about SSWD's payment options? Please call 916.972.7171 during business hours for a knowledgeable Customer Service Team member to assist you.

How to Improve Your Water Bill Performance

Water-Wise House Call

SSWD is pleased to offer Water-Wise House Calls (WWHC) to our customers. This service assists residents in using water more efficiently which may lower water bills and promote healthy plants. All at no direct cost to you!

A WWHC identifies potential water savings and at your property and provides you with water efficient materials. This service, performed by trained water efficiency professionals, typically takes about one hour, and includes the following:

- ◆ Check appliances and plumbing fixtures for water leaks.
- ◆ Measure the flow rate of faucets and showerheads.
- ◆ Test irrigation system and look for leaks or broken sprinkler heads.
- ◆ Record water pressure and troubleshoot irrigation system.
- ◆ Locate water meter and irrigation controller, if applicable.
- ◆ Provide training, if applicable, on how to use irrigation controller.
- ◆ Supply you with water efficient devices, landscaping materials, and much more!

Within 5 to 10 days of your WWHC, you will receive a written report of the findings with recommendations. To request a Water-Wise House Call, contact SSWD's Customer Service Team at 916.972.7171 during business hours.

Patricia Davis, SSWD customer, completed a Water-Wise House Call and wrote the following regarding her experience:

"My call of inquiry to Sacramento Suburban Water was quickly returned and an appointment was set to have my home and yard examined."

She continued with stating,

"The representative arrived on time, checked every faucet, shower and toilet as well as all yard water use. I would encourage all homeowners to take this opportunity to get a cost free water tune up!"