



Finance Department
 Billing Questions? Call (626) 384-5510
 Office Hours: Monday-Thursday 7am-6pm

UTILITY BILL

Customer Number: [REDACTED]
 Account Number: [REDACTED]
 Due Date: 09/14/2010

Public Works Department
 Water Service Questions? Call (626) 384-5230
 Office Hours: Monday-Thursday 6am-4:30pm

<http://covina.gwfathom.com>

The City of Covina Water Utility has transitioned to a new water utility billing system. This bill reflects current charges only and does not include any outstanding water utility balances from the prior system. You may contact our customer service office to obtain prior balance information. Please note that City of Covina Refuse customers will be billed separately for their refuse charges. Please contact customer service at (626) 384-5510 with any questions or concerns.

Summary of charges as of 07/14/2010

Previous Balance:	\$0.00
Payments Received - THANK YOU:	\$0.00
Past Due Balance - PAY IMMEDIATELY:	\$0.00
Adjustments:	\$0.00
Current Billing - Past Due after 09/14/2010:	\$160.44
TOTAL AMOUNT DUE:	\$160.44

Service Address: [REDACTED]

Meter Read Type	Meter Number	Previous Meter Read		Current Meter Read		Water Consumed in CCF
Manual Read	[REDACTED]	06/07/2010	361	07/14/2010	396	35

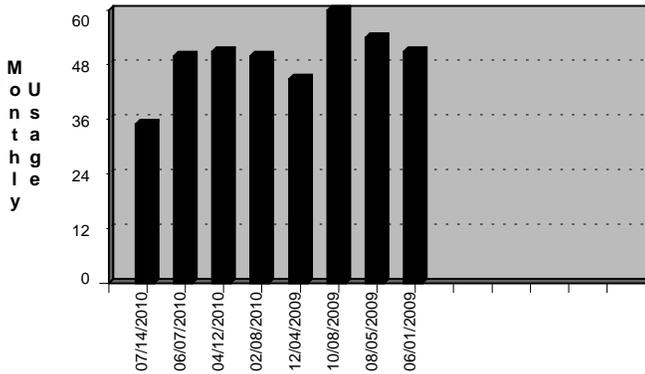
Water Consumption Charges

Description Tier (CCF)	Cost Per CCF	Use in Tier CCF	Current Charges

Summary of Charges

Water Meter Charge	\$35.13
Water Usage (0 CCF)	\$0.00
Water - Commercial/Institutional	\$113.10
Utility Users Tax	\$9.08
CIP Charge	\$3.13
Total Current Bill	\$160.44

Compare Your Water Usage



Sample Water Bill



City of Covina
Finance Department
 125 East College Street
 Covina, CA 91723-2199

A Late Fee will be applied if payment is received after the Due Date.

Please return this portion with your payment.
 Please make checks payable to City of Covina.
 Please include customer account number on check.

Customer - Account Number	[REDACTED]
Due Date	09/14/2010
AMOUNT DUE	\$160.44
Enter AMOUNT PAID	\$

Pay online at <http://covina.gwfathom.com>

SEND REMITTANCE TO:

CITY OF COVINA
 PO BOX 60488
 LOS ANGELES, CA 90060-0488





PAYMENT INFORMATION

IMPORTANT INFORMATION FOR CUSTOMERS PAYING BY CHECK

When you pay your bill by check, you authorize us to electronically process your check. If your check is processed electronically, your checking account may be debited the same day we receive the check and it will not be returned with your checking account statement. If someone other than you or a bill paying service pays your bill, you must notify them of this policy. Electronic check conversion is simply a process where your paper check is converted to an electronic payment from your account. Your check is copied and stored and the original check is destroyed. In most cases, your payment will show as an ACH or electronic debit. For more information regarding this process, visit the Federal Reserve internet site at <http://www.federalreserve.gov> or <http://electronicpayments.org>.

To opt out of ACH conversion, please contact (626) 384-5509 for more information.

ADDITIONAL PAYMENT METHODS

ONLINE

<http://covina.qwfathom.com>
Anytime!

IN PERSON

Covina City Hall – Finance Department
125 East College Street, Covina, CA
7am – 6pm Monday - Thursday

BY PHONE

(626) 384-5510
7am – 6pm Monday - Thursday

It's never been easier to manage your water services account while becoming smarter about your water use. With the new City of Covina customer service portal, you can now view and pay your bills online. The website also offers a wealth of information on:

- Your household water use.
- How your water consumption compares with usage in your neighborhood.
- Ways to save both water and money.

Getting an account is free and easy. Just use your customer and account number, choose a login name, and start managing your account and water usage online!

Sign up today and take advantage of time, money and water savings!

IMPORTANT REMINDERS:

Before requesting your water to be turned on, you must be certain that all of faucets, taps, etc. are turned OFF. The City is not responsible for any water damage due to unsecured systems on your property.

Your payment must be received by the due date. Please allow at least FIVE days for processing payments if mailing your payment.

In addition to the collection of regular rates, the City may collect from its customers a proportionate share of any privilege, sales or use tax, or other imposition based on the gross revenues received by the utility. Pursuant to Covina Municipal Code §3.14.140(D), the Utility Users Tax portion of your utility bill is subject to up to a 15 percent late penalty for delinquency after 30 days from the date of the bill or notice.

If you are disconnected for non-payment you will be subject to reconnection charges, which are due prior to reconnection, and may be required to pay a security deposit.

Unauthorized tampering with utility property, which includes but is not limited to meters and meter reading equipment, will result in the assessment of a tampering charge, in addition to the cost of any damage to utility property.