

SAVE TIME AND MONEY WITH EASYPAY



Sign up for automatic payments with EasyPay and be confident that your bill is paid on time, every time. Payments are automatically and securely deducted from your bank account. No more checks to write...no more stamps to buy...and no lost or late payments.

Learn more at [ccwater.com/PaymentOptions](https://www.ccwater.com/PaymentOptions)
or by calling
925-688-8044.



PAY YOUR WATER BILL, NOT A CONVENIENCE FEE

We heard you. Paying bills with a credit or debit card isn't just a matter of convenience. These days, it's how bills are paid. That's why we're changing the way we accept these payments.

Starting January 1, 2020, customers who pay their water bill by credit or debit card will not be charged a convenience fee to do so.

To make a payment by credit or debit card, visit [ccwater.com/PaymentOptions](https://www.ccwater.com/PaymentOptions) or call **877-506-3121.**

PROPOSED RATES IMPROVE INFRASTRUCTURE, SERVICE



Each year, we propose modest increases to our rates and charges that allow us to deliver high-quality water, maintain our facilities, and improve the overall experience for our customers. See how the 2020 rates that would take effect February 1, 2020, would change what you pay for high-quality, around-the-clock water service. Complete rate information and an interactive calculator are available at ccwater.com/rates. This calculator is for estimation purposes only.

Our 2020 rates support these priorities:

- **Replacing aging water infrastructure** – Reliable water service requires increasing investment in the maintenance and replacement of aging canals, pipes, and other critical facilities. We don't want your public water system to suffer from deferral of this critical work.
- **Technology improvements** – We are modernizing our processes and systems to gain efficiencies. These improvements will enhance our operations with an end result of even better service for you.
- **Continued cost management** – Most of the cost to run your water system is independent of how much water you use. Rate revenues help pay these costs. About half of this revenue increase is due to inflation on these costs.
- **Responsible financial planning** – During the most recent drought, CCWD used financial reserves to fill in gaps from reduced water sales. Part of the proposed revenue increase will assist in rebuilding these safety nets for future droughts.

QUESTIONS? Our knowledgeable customer service team is available at **925-688-8044** from 7:30 a.m. to 5 p.m. weekdays.