

2020 CALENDAR



JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
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■ CCWD offices closed

CONTACT US

Customer Service
925-688-8044

Water Efficiency
925-688-8320

Report an Incident
925-688-8374

Not Sure?
925-688-8000

On the Web
ccwater.com

IS YOUR WATER BILL FREQUENTLY THE SAME? HERE'S WHY.



We commonly hear from customers who are surprised—if not a little skeptical—to see that the amount of water billed hadn't changed from the previous bill. Many households use roughly the same amount of water every two months, but almost none use the exact same amount. So, what's going on?

You are charged for water by the unit, not the gallon. A unit of water is 748.05 gallons. If your water usage doesn't change much, you'll likely stay within the same 748.05-gallon range. We will round down to the nearest unit for calculating your bill and any unbilled gallons are counted in the next billing period.

EXAMPLE

Let's take a household using an average of 100 gallons per day. In a 60-day period, this household will use 6,000 gallons of water. Divided into units, this amount of water equals 8.02 units. Since we read whole units, this household would have 8 units (5,984.4 gallons) in the billing period. The remaining .02 units will be counted during the next billing period. If that same household increases their water use during the next billing period to an average of 112 gallons per day, their 60-day use would go up to 6,720 gallons, or 8.98 units. Even though actual use went up by 12 gallons per day, the number of units billed during the billing period remains the same.

The screenshot shows a water bill with a table titled "WATER USE AT A GLANCE". The table has four columns: "READ DATE", "USAGE (UNITS)", "USAGE (GALLONS)", and "GALLONS PER DAY". The data rows are as follows:

READ DATE	USAGE (UNITS)	USAGE (GALLONS)	GALLONS PER DAY
10/2/2019	15	11,221	184
8/2/2019	14	10,473	178
6/4/2019	14	10,473	166
4/2/2019	14	10,473	184
2/4/2019	13	9,725	157
12/4/2018	14	10,473	169
10/3/2018	36	26,930	434

Below the table, it states "1 Unit = 748.05 Gallons". There is a link to "View interactive graphs of your water use at ccwater.com/MyWater". Below the table, it says "TH PAYMENT. RETAIN ABOVE PORTION FOR YOUR RECORDS." and "STATEMENT". At the bottom right, it says "Make Checks Pay CCWD" and "TOTAL AMOUNT \$124.95". At the bottom left, there is a field for "ACCOUNT NUMBER". A red circle highlights the "USAGE (UNITS)" and "USAGE (GALLONS)" columns for the first four rows.