

## **STAFF REPORT**

**To:** Coastside County Water District Board of Directors

**From:** Mary Rogren, Assistant General Manager

**Agenda:** February 12, 2019

Report

Date: February 9, 2019

**Subject:** Assistant General Manager's Report

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**Recommendation:** none

### **Background:**

#### **Monthly Billing - Coming in 2019!**

Given updates to our utility billing system in recent years, we are now ready to launch monthly billing for our residential customers. (Note that most of our commercial customers are already on monthly billing.)

Initially, and as a pilot, we will launch monthly billing with our Ocean Colony customers. At the end of March, Ocean Colony customers will receive their first one-month bill. At the end of April, Clipper Ridge customers will receive their first one-month bill.

In the fall, 2019, all other customers will transition to monthly billing.

Cathleen Brennan is organizing an outreach campaign to notify our customers of the change to monthly billing. We are hopeful that the transition is well-received by our customers as many have voiced their preference for monthly bills over the years.

# Monthly Billing Statements Are Coming Soon!

Coastside County Water District

**EXTENT 1**

**COASTSIDE COUNTY WATER DISTRICT**  
766 MAIN STREET  
HALF MOON BAY, CA 94019

Billing Questions? Please Call (650) 726-4405  
Office Hours are Monday thru Friday 8:00 a.m. to 5:00 p.m.

Pay or View your bill online at [www.coastsidewater.org](http://www.coastsidewater.org)

**3-YEAR CONSUMPTION COMPARISON & TRENDS**

**IMPORTANT MESSAGE**

There are regulatory and procedural changes to our water use. To the media and customers, we are asking you to be aware of the changes. The changes will be in effect 1/1/2019. If you have any questions, please contact our Customer Service at (650) 726-4405.

**ADDRESS SERVICE REQUESTED**

COASTSIDE COUNTY WATER DISTRICT  
766 MAIN STREET  
HALF MOON BAY, CA 94019

JOHN SMITH  
766 SAMPLE RD  
HALF MOON BAY, CA 94019

**ACCOUNT STATEMENT**

Account Number: 173-00000-00  
Due Date: 04/25/2019  
Amount Due: \$69.60

Account Name: John Smith  
Service Address: 766 Sample Rd  
Billing Date: 3/31/2019

**ACCOUNT SUMMARY**

Previous Balance	\$0.00
Payments Received	\$0.00
Additional Fees	\$0.00
Adjustments	\$0.00
Penalties	\$0.00
<b>PAST DUE BALANCE</b>	<b>\$0.00</b>

**CURRENT WATER USAGE**

Meter Number	Previous Reading Date	Previous Reading	Current Reading Date	Current Reading	Usage Units
12345678	02/18/2019	119	03/20/2019	124	5

**Base Charge** \$27.78

**Water Quantity Charges (per 100 Cubic Ft)**

Tier 1	1-4 units	4 @	\$8.83	\$35.32
Tier 2	5-8 units	1 @	\$12.92	\$12.92

**Total Water Quantity Charges** \$48.24

**Total New Charges** \$76.02

**Past Due Balance** \$0.00

**TOTAL AMOUNT DUE** \$76.02

Coastside County Water District is transitioning to monthly billing for all our customers in 2019.

Monthly billing statements will reflect approximately 30 days of usage instead of the current 60 days of usage. Some of our commercial customers already receive monthly statements.

The due date for monthly billing will be the 25<sup>th</sup> of each month. You should receive your mailed statement within the first week of each month.

If you haven't already, be sure to sign-up for paperless billing and consider one of our auto-pay options to assist with managing your payments.

Visit our website.

[www.coastsidewater.org](http://www.coastsidewater.org)

Questions? Email customer service at [customerservice@coastsidewater.org](mailto:customerservice@coastsidewater.org) or call customer service at (650) 726-4405.



Coastside County Water District  
766 Main Street  
Half Moon Bay CA 94019

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