



## DELINQUENT BILL PROCESSING RESUMES

In March 2020, West Valley Water District (WVWD) Board of Directors suspended water shutoffs and late payment penalty fees for all customers to lessen the financial impact of COVID-19.

With the shut-off moratorium lifted on December 31, 2021, by Governor Gavin Newsom, WVWD will begin delinquent bill processing in accordance with Senate Bill 998 (Discontinuation of Residential Water Service). Ratepayers must pay outstanding balances to avoid possible disconnections.

WVWD understands that some ratepayers may be experiencing hardships and our goal is to work with you. Ratepayers who are unable to pay their bill may request a payment plan to avoid disruption of service. Please contact our **Customer Service Team at (909) 875-1804** to assist you in managing your bill.

If you require additional financial assistance, you may be eligible to apply for the Low Income Household Water Assistance Program (LIHWAP) through the Community Action Partnership of San Bernardino County. To apply for LIHWAP assistance or to learn more, visit [www.capsbc.org/lihwap](http://www.capsbc.org/lihwap).



## WVWD INVITES RATEPAYERS TO TOUR THE ROEMER FILTRATION FACILITY



West Valley Water District (WVWD) invites ratepayers to learn how WVWD ensures safe, reliable, high quality water to our community and learn how we are planning for the future.

Ratepayers can participate in a guided tour of the Oliver P. Roemer treatment plant on November 5, 2022 from 9 a.m. – 11 a.m. to get a behind-the-scenes look the water treatment process and learn from our water professionals.

Space is limited, registration is required. To sign up for the tour or if you have any questions, please visit [www.wvwd.org](http://www.wvwd.org) or call our public affairs team at 909-875-1804.

If you're interested in learning more about our water treatment facility or process, but are unable to make the tour, please watch our virtual tour on our YouTube account, MyWVWD.



## WVWD CELEBRATES CUSTOMER SERVICE WEEK OCTOBER 3 - 7

West Valley Water District (WVWD) is celebrating Customer Service Week to honor the hard work and dedication of our customer service staff members, who strive to ensure our ratepayers and residents receive outstanding customer service.

To help us recognize Customer Service Week and our customer service staff members, we're inviting ratepayers to visit our customer service lobby during business hours, to spin our "wheel of water conservation giveaways" and take home free WVWD water conservation items.

If you're unable to visit us during customer service week, follow us on Facebook, Nextdoor, Instagram and Twitter to participate in our social media giveaways.



## WVWD INVITES STUDENTS TO PARTICIPATE IN 2022 POSTER CONTEST



West Valley Water District (WVWD) invites local first through sixth grade students to participate in this year's poster contest.

The theme of this year's contest is "Water Savings Starts with You", a call to action for young water conservation leaders to illustrate and educate others on how saving water is a shared responsibility.

Students must submit a hand-drawn poster to raise awareness for water conservation by October 10, 2022. Winning student entries will be recognized at Board of Directors meeting and used for the 2023 West Valley Water District Calendar.

If your child is interested in participating or if you are a school administrator and would like to sign up your school, email [social@wvwd.org](mailto:social@wvwd.org) or call the Public Affairs Department at 909-875-1804.

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