



NEW BILLING SYSTEM FOR ETWD CUSTOMERS







NEW BILLING SYSTEM

Starting in June, El Toro Water District customers will have access to a new billing system that includes enhancements to their water bill. In addition, ETWD will manage the web-based online bill payment system in partnership with software company Xpress Bill Pay.

XPRESS BILL PAY: A TRUSTED WAY TO PAY

- ▶ Xpress Bill Pay is estimated to start with the June 2024 billing statement.
- ▶ With the new system, you can continue to view and pay bills online and see your account and payment history.
- ▶ Enjoy 24/7 access using any device.
- ▶ You can set up recurring payments or make individual payments. Quick pay without a login will also be available.

ALL THE CONVENIENT WAYS TO PAY YOUR BILL

-  **In Person**
(Cash or check only.)
-  **U.S. Mail**
-  **ETWD Dropbox**
(24/7)
-  **Online** (Credit card or echeck. Convenience fee applies.)
-  **Phone** (Credit card through Xpress Bill Pay. Convenience fee applies.)
-  **Automatic Bankdraft**
(Set up with District with no fees.)



ETWD customers can access the new billing system online.

HOW TO ACCESS THE NEW ONLINE SYSTEM

New Login and Account Registration Required

- ▶ Each customer will receive an updated account number to access the Xpress Bill Pay system starting with their June 2024 billing statement.
- ▶ Account registration is required to make payments online and cannot take place until after you receive your June 2024 billing statement.
- ▶ Visit etwd.com/view-pay-yourbill to view the Xpress Bill Pay Instructions for First Time Users.

LEARN MORE AND GET STARTED

ETWD's website provides full details about the new billing system and all the ways to view and pay your bill.

www.etwd.com/view-pay-yourbill

QUESTIONS?

Contact ETWD's Customer Service team by email at customerservice@etwd.com or phone at (949) 837-0660. Or, visit our office at 24251 Los Alisos Blvd, Lake Forest, CA 92630.





NEW BILLING STATEMENT UNDERSTANDING YOUR WATER BILL

Beginning with the June statements, ETWD customers will see a new look to their monthly water bill. Below are some of the key features on your bill.

Contact info for **billing inquires.**

Find your **account number** here along with other billing data that is used in calculating your bill.

Water usage charges vary each month based on your actual water use detailed here. Staying in Tiers 1 and Tier 2 aligns with your water budget. Charges for Tier 3 and Tier 4 is for water you use over that budget.

This space is for **messages from ETWD.**

The **water budget graph** shows your water usage for the current month and previous 12 months, compared to your monthly water budget.

Bill Payment Coupon

EL TORO WATER DISTRICT
24251 Los Alisos Blvd.
Lake Forest, CA 92630
www.etwd.com
customerservice@etwd.com
949.837.0660

Customer Name
12345 Anyplace Rd
Mission Viejo, CA 92691

Reference No: 0000000
ACCOUNT INFORMATION
ACCOUNT: 000000-000
SERVICE PERIOD: 12/27/2023 to 1/24/2024
BILLING DATE: 6/8/2024
ET Factor: 1.62
Occupancy: 5
Irrigation Area (SQ FT.): 4011
Indoor Drought Factor: 100%
Outdoor Drought Factor: 100%
Irrigation Type: Residential
Service Address: 00000 Anywhere Rd
Meter Size: 3/4
Sewer Units: 1

Serial No	Prior Reading	Current Reading	Usage
0000000	3349	3375	26

WATER USAGE CHARGE

	Budget	Usage	Rate	Amount
Tier 1 Indoor Efficient	11	11	@3.00	33.00
Tier 2 Outdoor Efficient	5	5	@3.37	16.85
Tier 3 Inefficient	0	5	@6.70	33.50
Tier 4 Excessive	0	5	@8.67	43.35
Total Usage				126.70

SPECIAL MESSAGE
As Fall approaches and the temperatures drop, remember to reduce the number of days and times on your irrigation controller. For more information, please visit <https://etwd.landscaping-watering-schedule>

WATER BUDGET/USAGE IN 100 CU FT

CURRENT CHARGES

Water Usage Charge	126.70
Water O & M Charge	24.72
Water Capital Charge	8.33
Total Water	159.75
Sewer O & M Charge	37.98
Sewer Capital Charge	8.87
Total Sewer	46.85
TOTAL CURRENT CHARGES	206.60

BILL SUMMARY

Previous Balance	0.00
Payments Received	0.00
Additional Billing	0.00
Current Charges	206.60
TOTAL AMOUNT DUE	206.60

COMPARE YOUR USAGE WITH LAST YEAR | DAILY AVERAGE

	Days	Usage (CCF)	CCF	Gallons
Current Month	28	26	0.93	895
Last Year	29	28	0.90	871

AMOUNT DUE
TOTAL AMOUNT DUE 206.60

AMOUNT ENCLOSED

REMIT PAYMENT TO:
EL TORO WATER DISTRICT
PO Box 4000
Laguna Hills, CA 92654

01439700000475923

Payment **Coupon** Reference No: 0000000
PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT
PLEASE MAKE CHECK PAYABLE TO:
EL TORO WATER DISTRICT

ACCOUNT: 000000-000
SERVICE ADDRESS: 12345 Anywhere Rd
SERVICE PERIOD: 12/27/2023 to 1/24/2024
BILLING DATE: 6/8/2024
DUE DATE: 6/21/2024

Customer Name
12345 Anywhere Rd
Mission Viejo, CA 92691

This table shows your meter serial number (also your meter number), previous and current **monthly meter readings**, and the amount of water your household used during the billing period.

The **current charges** includes your water usage charge and fixed costs of ETWD's water distribution system, treatment processes and sewers.

The **bill summary** states in bold how much you owe which includes your current charges, previous charges and miscellaneous charges.

The **Water Usage Comparison table** compares your water usage for the current month compared to the same month the previous year.

A detailed **bill explanation** is located on the back side of the bill.

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