



Calaveras County Water District Billing

JUNE 15

2026

DISCUSSION REGARDING POTENTIAL
BILLING CHANGES & PUBLIC INPUT

Purpose of Today's Discussion

- GATHER PUBLIC AND COMMITTEE INPUT
- EXPLORE POTENTIAL BILLING CHANGES
- HELP GUIDE FUTURE OUTREACH AND ENGAGEMENT



Current Billing Structure

- COMBINED WATER AND SEWER BILL
- BILLED EVERY TWO MONTHS (BI-MONTHLY)
- COVERS TWO SERVICES OVER A TWO-MONTH PERIOD



Why Consider Changes?

- **BILLS CAN BE CONFUSING**
- **OFTEN PERCEIVED AS A MONTHLY WATER CHARGE**
- **LARGER, LESS FREQUENT BILLS**
- **BUDGETING CHALLENGES FOR SOME CUSTOMERS**



The Key Question

Does the current billing format work for our customers?

- IS IT CLEAR AND EASY TO UNDERSTAND?
- DOES IT SUPPORT HOUSEHOLD BUDGETING?
- ARE THERE BETTER OPTIONS TO CONSIDER?



Potential Billing Changes

- SEPARATE WATER AND SEWER BILLS
- ADJUST BILLING FREQUENCY
- EXPLORE ALTERNATIVE BILLING APPROACHES



Option: Separate Bills

- WATER AND SEWER BILLED INDEPENDENTLY
- CLEAR BREAKDOWN OF EACH SERVICE
- IMPROVES TRANSPARENCY



Option: Monthly Billing

- SMALLER, MORE FREQUENT BILLS
- MORE PREDICTABLE FOR BUDGETING
- REDUCES LARGE BI-MONTHLY CHARGES



Other Billing Approaches

- POTENTIAL PLACEMENT ON TAX ROLL



Name		Service Address			Account Number	
John & Diane Waterpeople		1234 Waterfront RD			123-45678-00	
Status	Service Dates			Bill Date	Penalty Date	Due Date
	From	To	# Days			
Active	7/16/2026	9/15/2026	62	9/25/2026	10/21/2026	10/20/2026

			PREVIOUS BALANCE	\$506.61
			PAYMENTS	\$506.61-
			ADJUSTMENTS	\$0.00
			PENALTIES	\$0.00
			PAST DUE AMOUNT	\$0.00
CURRENT READING	PREVIOUS READING	USAGE	WATER BASE	184.23
11,953	13,453	1,500	WATER CONSUMPTION	42.30
			SEWER BASE	312.68
			CURRENT BILL	\$539.21
			AMOUNT DUE	\$539.21

Winter is coming, don't wait for an emergency. Find your main shut-off valve now. If a pipe breaks, you can stop excessive water loss and flooding by turning off your main shut-off valve at your meter. If you do not have a customer shut off valve, it is worth having one installed by a plumber. Test your valve by turning the handle to be sure it is working properly and identify its location with a tag or steak if you live at snow level.

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

There will be a charge on all returned checks.
Please return this portion with your payment.
When paying in person, please bring both portions of this bill.

Account Number	AMOUNT DUE
123-45678-00	\$539.21
Due Date	After Due Date Pay
10/20/2026	PAID BY DRAFT
Service Address	
1234 Waterfront RD	



CALAVERAS CO WATER DISTRICT
120 TOMA COURT
SAN ANDREAS, CA 95249-9335
(209) 754-3543
www.ccwd.org

John & Diane Waterpeople
1234 Waterfront RD
Calaveras County

CALAVERAS COUNTY WATER DISTRICT
P.O. Box 981224
West Sacramento, CA 95798-1224

**EXAMPLE BI-MONTHLY
BILL SHOWING COMBINED
WATER AND WASTEWATER
CHARGES BASED ON 1,500
CUBIC FEET, USING RATES
EFFECTIVE JULY 16, 2026.**

Bi-Monthly Water & Sewer Bill

Name		Service Address			Account Number	
John & Diane Waterpeople		1234 Waterfront RD			123-45678-00	
Status	Service Dates			Bill Date	Penalty Date	Due Date
	From	To	# Days			
Active	7/16/2026	9/15/2026	62	9/25/2026	10/21/2026	10/20/2026

			PREVIOUS BALANCE	\$506.61
			PAYMENTS	\$506.61-
			ADJUSTMENTS	\$0.00
			PENALTIES	\$0.00
			PAST DUE AMOUNT	\$0.00
CURRENT	PREVIOUS			
READING	READING	USAGE	WATER BASE	184.23
11,953	13,453	1,500	WATER CONSUMPTION	42.30
			SEWER BASE	312.68
			CURRENT BILL	\$539.21
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	184.23
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WATER CONSUMPTION	312.68
SEWER BASE	
CURRENT BILL	\$539.21
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*EXAMPLE OF BI-MONTHLY
WATER & SEWER BILL
26/27 RATES

Name		Service Address			Account Number	
John & Diane Waterpeople		1234 Waterfront RD			123-45678-00	
Status	Service Dates			Bill Date	Penalty Date	Due Date
	From	To	# Days			
Active	7/16/2026	8/15/2026	31	8/25/2026	9/21/2026	9/20/2026

PREVIOUS BALANCE \$147.50
 PAYMENTS \$147.50-
 ADJUSTMENTS \$0.00
 PENALTIES \$0.00
 PAST DUE AMOUNT \$0.00

SEWER BASE 156.34
 CURRENT BILL \$156.34
 AMOUNT DUE \$156.34

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Account Number	AMOUNT DUE
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Due Date	After Due Date Pay
9/20/2026	PAID BY DRAFT
Service Address	
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Monthly Sewer Bill

PREVIOUS BALANCE	\$147.50
PAYMENTS	\$147.50-
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00
PAST DUE AMOUNT	\$0.00
SEWER BASE	156.34
CURRENT BILL	\$156.34
AMOUNT DUE	\$156.34

*EXAMPLE OF MONTHLY SEWER BILL
 26/27 RATES

Name		Service Address			Account Number	
John & Diane Waterpeople		1234 Waterfront RD			123-45678-00	
Status	Service Dates			Bill Date	Penalty Date	Due Date
	From	To	# Days			
Active	7/16/2026	9/15/2026	62	9/25/2026	10/21/2026	10/20/2026

			PREVIOUS BALANCE	\$211.62
			PAYMENTS	\$211.62-
			ADJUSTMENTS	\$0.00
			PENALTIES	\$0.00
			PAST DUE AMOUNT	<u>\$0.00</u>
CURRENT READING	PREVIOUS READING	USAGE	WATER BASE	184.23
11,953	13,453	1,500	WATER CONSUMPTION	42.30
			CURRENT BILL	\$226.53
			AMOUNT DUE	\$226.53

Winter is coming, don't wait for an emergency. Find your main shut-off valve now. If a pipe breaks, you can stop excessive water loss and flooding by turning off your main shut-off valve at your meter. If you do not have a customer shut off valve, it is worth having one installed by a plumber. Test your valve by turning the handle to be sure it is working properly and identify its location with a tag or steak if you live at snow level.

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Bi-Monthly Water Bill

PREVIOUS BALANCE	\$211.62
PAYMENTS	\$211.62-
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00
PAST DUE AMOUNT	<u>\$0.00</u>
WATER BASE	184.23
WATER CONSUMPTION	42.30
CURRENT BILL	<u>\$226.53</u>
AMOUNT DUE	\$226.53

*EXAMPLE OF BI-MONTHLY WATER BILL
26/27 RATES

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John & Diane Waterpeople		1234 Waterfront RD			123-45678-00	
Status	Service Dates			Bill Date	Penalty Date	Due Date
	From	To	# Days			
Active	7/16/2026	8/15/2026	31	8/25/2026	9/21/2026	9/20/2026

			PREVIOUS BALANCE	\$105.82
			PAYMENTS	\$105.82-
			ADJUSTMENTS	\$0.00
			PENALTIES	\$0.00
			PAST DUE AMOUNT	\$0.00
CURRENT READING	PREVIOUS READING	USAGE	WATER BASE	92.12
11,953	13,453	750	WATER CONSUMPTION	21.15
			CURRENT BILL AMOUNT DUE	\$113.27

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Monthly Water Bill

PREVIOUS BALANCE	\$105.82
PAYMENTS	\$105.82-
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00
PAST DUE AMOUNT	\$0.00
WATER BASE	92.12
WATER CONSUMPTION	21.15
CURRENT BILL AMOUNT DUE	\$113.27
	\$113.27

*EXAMPLE OF MONTHLY WATER BILL
 26/27 RATES

We Want to Hear from Our Community

- WHAT BILLING APPROACH BEST SERVES THE COMMUNITY?
- WHAT WOULD MAKE BILLING CLEARER AND EASIER TO UNDERSTAND?
- WHAT CONCERNS OR PRIORITIES SHOULD BE CONSIDERED?
- WHAT INPUT CAN HELP GUIDE THE DISTRICT'S NEXT STEPS?

