



South Mesa Water Company

Telephone (909)795-2401 · Fax (909)795-5299

391 West Avenue L · P.O. Box 458

Calimesa, California 92320-0458

www.southmesawater.com

Email – info@southmesawater.com



December 15, 2019

IMPORTANT NOTICE

On November 11, 2019, the Board of Directors of the South Mesa Water Company approved a change that will consolidate our bi-monthly billing cycles into a single monthly cycle for all South Mesa Water Company customers in order to comply with Senate Bill 998. In addition, we will be rolling out a new billing system offering online bill pay, paperless billing, text notifications and email notice options that will enable you to manage your account online. Once the new system is implemented there will be a convenience fee in the amount of \$3.50 per transaction associated with paying online or by phone with a credit card.

South Mesa Water Company will be working diligently to implement the single month billing cycle and online billing option as smooth as possible for our customers. This process will span over the course of the next few months. The new monthly billing cycle and billing system is scheduled to be implemented in early 2020.

As we take steps to comply with the new California Senate Bill 998 you will begin to see changes to the bill date and due date beginning in late January. Customers signed up for automatic debit will start to see payments processed in conjunction with the new billing format. There is no need to change anything with ACH “Easy Pay”, this will happen automatically.

You will start to receive your South Mesa Water Company bill at the end of each month, typically during the last week of the month. Payment will be due upon receipt to avoid late charges and/or disconnection charges. We will no longer send out a separate notice for second due, however late fees will still apply and will be outlined on each monthly bill.

It will be your responsibility to make sure payment is received by the office staff on time to avoid late fees and possible shut off. Once the new system is in place, we will make every attempt to contact the resident/owner by mail, email, text or phone in the event of impending shut off. In order to make this possible we will be collecting email addresses and phone numbers to keep on file. If we are unsuccessful in contacting the customer/owner by the means above, we will post a notice at the residence.

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To avoid disconnection and reconnection fees while you are away on extended vacation, we suggest you contact the office prior to leaving to make payment. We will assist in making payment arrangements to ensure that your water service is not interrupted. Advance payment will also avoid any late payment charges upon your return.

Once the new system is in place in the coming months of 2020, there will be several convenient ways that you can pay your South Mesa Water Company bill. The options will be:

- **Automatic Payment**- sign up for ACH “Easy Pay” and have your bill paid automatically from your checking or savings account.
- **Over the Web**- Access your account online using My Account and pay by credit or debit card for a small convenience fee.
- **By Phone**- call 909-795-2401 and pay over the phone with debit card or credit card for a small convenience fee.
- **By mail**-You can mail your check or money order to us at:
SMWC
P. O. Box 458
Calimesa, Ca. 92320-0458
- **In Person at Our office**- you can pay your bill in person at the SMWC office. Our office is open Monday – Friday 8:00 am to 4 pm.
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Calimesa, Ca. 92320

If you have any questions about this change, please contact our office at 909-795-2401. We thank you for your understanding during this transition period. We will do our best to keep you updated on any other changes that may result from SB998 compliance.

South Mesa Water Company