

Understanding your NEW Vandenberg Village CSD Bill

VANDENBERG VILLAGE CSD
 3757 CONSTELLATION
 LOMPOC CA 93436
 Phone: (805)733-2475
<http://vvcasd.org>

Please make your check payable to VVCSD

SERVICE ADDRESS	BILLING DATE	DUE DATE	TOTAL AMOUNT DUE
TEST TEST	Jan 08 2009	Jan 27 2009	72.81

TEST CUSTOMER
 TEST TEST
 LOMPOC CA 93436

TO AVOID PENALTY, PAYMENT MUST BE RECEIVED ON OR BEFORE DUE DATE

CUSTOMER ID	AMOUNT PAID
ZZZ002	

MQZZZ0020000072.81

VANDENBERG VILLAGE CSD
 Mail to: 3757 CONSTELLATION
 LOMPOC CA 93436

Detach and return above portion with your payment. Retain lower portion for your records

VANDENBERG VILLAGE CSD

SERVICE ADDRESS	CUST ID	ROUTE	FROM	TO	DUE DATE
TEST TEST	ZZZ002	999-9998	12/23/08	01/08/09	01/27/09

METER READ

DESCRIPTION	VALUE
PRIOR METER READ	58
CURRENT METER READ	58

CONSUMPTION 100 CU FT

USAGE THIS PERIOD	USAGE ONE YEAR AGO
0	N/A

A MESSAGE FROM VVCSD
 FROSTY WEATHER IS HERE -
 DON'T FORGET TO INSULATE
 YOUR WATER PIPES
[HTTP://VVCASD.ORG](http://vvcasd.org)

SEE REVERSE SIDE

Your bill is due 19 days after the billing date

Total Amount

Account Number

Service Address

Use your customer ID and Route Number to log into your account via our website.

Water Usage

Look here for important messages from us

You can pay by credit card by completing this information or by logging into our website.

Card Number _____
 Expiration Date _____
 Payment Amount _____
 Phone Number _____
 Signature _____

Or visit our website at <http://vvcasd.org>
 To pay your bill online or to sign up for Automatic payments.

V.V.C.S.D.
 3757 Constellation Road
 Lompoc, CA 93436

Please Detach and Return This Portion with Payment

Vandenberg Village Community Services District
 3757 Constellation Road
 Lompoc, CA 93436
 (805)733-2475
<http://vvcasd.org>

Bill Regulations

This regular billing is due and payable upon date of presentation. Pursuant to Government Code (G.C.) §80373, this bill will become past due if not paid within 19 days after date of presentation. Past due bills are subject to interest and late fees in accordance with G.C. §81115. A 10% penalty will be assessed when delinquent.

Should the amount of this bill be questioned, the customer must request an investigation or initiate a complaint with the District within five days of receiving this bill per G.C. §80372.

All bills are the responsibility of the customer who signs for service and remains their responsibility until the District is notified that the service is to be taken out of their name and the account is paid in full.

Sewer fees are billed one month in advance.

Customer Information

- Visit our website at <http://vvcasd.org>
 Pay your bill online
 Sign up for e-billing
 Manage your account
 Sign up for rebates
- Call the District at 733-2475 for information on water conservation rebates or sign up online.

What do you do if you question your bill?

How to get more information.

In an effort to provide better customer service we have changed our billing format. The new bill is easier to read and costs the District less than our previous form. Although it is a new format there are no new charges. The typical charges are:

- Water Service covers all water related expenses including 24-hour emergency service, meter maintenance, and reserve replenishment.
- Water Use is the charge for the amount of water that was used during the billing period.
- Sewer Serv Charge covers City of Lompoc wastewater treatment & capital costs, District operating costs, and reserve replenishment.
- LRWRP Upgrade covers expenses related to the Lompoc Regional Wastewater Reclamation Plant Upgrade. The District share is estimated to be approximately \$20 million. See our newsletter for updates on this project.

If you have any questions, please call the District office at (805)733-2475 or visit our website at <http://vvcasd.org>