

CITY OF CHINO HILLS

PRESS RELEASE



PR15 – 141

Contact: Denise Cattern
(909) 364-2615

Valerie McClung
(909) 364-2618

Date: November 4, 2015

CITY OF CHINO HILLS PROVIDES USEFUL INFORMATION WITH NEW UTILITY BILL DESIGN

In an effort to be responsive to feedback from residents, the City of Chino Hills is launching a newly-designed utility bill that provides customers with additional information and water consumption history, and is much easier to understand. Customers have had access to water consumption history online, but the new design will make it conveniently available on the monthly bill.

According to City Manager Rad Bartlam, as residents have been working to reduce their water use, they have been giving the City feedback on the kinds of information they would find helpful.

“Residents wanted to see their water usage in gallons, not the typical “hundred cubic feet (CCF)” used by water providers,” said Mr. Bartlam. “They also wanted to see the results of their water saving efforts on a monthly and yearly basis. The City is very interested in our residents having that information so that we can continue to work toward meeting our State-mandated 28% reduction in water use.”

Residents will receive new utility bill, and a flyer explaining the new utility bill, starting with bills mailed on November 9th. The new utility bill includes a previous month and current month comparison of their total monthly water usage in gallons and “CCFs.” Customers will also see an easy-to-read bar graph that shows a month-by-month comparison of water consumption data for the current year and previous year, if the historical information is available for the account.

-more-

Descriptions of the components of the water bill are more clearly stated in language that is more transparent. The water section of the bill includes charges for the system that delivers the water, as well as the cost of the water used. The line item “City Maintenance Charge,” reflects the costs to have the system ready to deliver water (water pipes, pumping stations, maintenance, personnel, etc.) and is based upon the size of the meter.

For residential properties, the cost of water is tiered, so the costs increase as the usage increases. The bill now reflects the Tier 1, 2, and 3 rates and provides the final total for water charges. The Tier rates also vary depending upon the rate zone, which is noted at the top of the bill under “Account Information.” The City is divided into three rate zones, based upon geography (low, intermediate, high), to reflect the costs of pumping the water to higher elevations.

The sewer section of the bill also includes the amount charged by the Inland Empire Utilities Agency (IEUA) for sewer treatment labeled as “IEUA Pass-thru Treatment Fee,” and the “City Maintenance Charge” which reflects the costs to have the City’s sewer system ready to move sewage to the IEUA treatment Plant (sewer pipes, pumping stations, maintenance, personnel, etc.). “City Pumping Charge reflects the costs to pump sewage within the City sewer system, if necessary.

Trash charges on the bill are listed as a line item and the “Bill Summary” section has the typical items such as the last payment, outstanding balance, adjustments, current charges, and the total balance due. The bill also includes a “Special Message” section for messages of general interest to residents and businesses. For additional information or for questions about the new utility bill, please call (909) 364-2660.

Your New Water Bill... *Made Easy!*



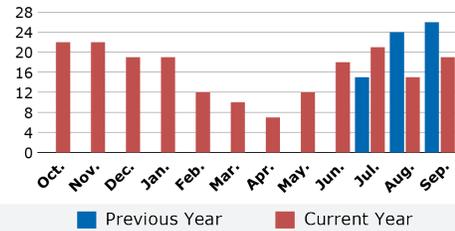
City of Chino Hills
Utility Billing Office
 14000 City Center Drive
 Chino Hills, CA 91709
 Ph: (909) 364-2660 Fax: (909) 364-2675

Customer: Mr. John Doe
 Account#: 00000-01234
 Meter #: 0123456
 Service Address: 12345 Main Street

Consumption History

| METER NUMBER | PERIOD | DAYS | MONTHLY USE IN CCF | MONTHLY USE IN GALLONS |
|--------------|----------|------|--------------------|------------------------|
| 0123456 | Current | 33 | 19 | 14,212 |
| 0123456 | Previous | 29 | 15 | 11,220 |

CCF= Hundred Cubic Feet One CCF= 748 Gallons



Special Message:

Thank you for your prompt payment!

For more detailed information about the water, sewer, and trash charges which appear on your utility bill, visit www.chinohills.org/CityUtilities.

After July 1, 2015 you can learn about your drinking water by viewing the 2014 Consumer Confidence Report (CCR) online at the following URL: www.chinohills.org/CCR. If you would like a copy of the 2014 CCR mailed to you or would like to speak to someone about the report, please call (909) 364-2800.

Account Information

Rate Zone: LOW SINGLE FAMILY
 Cycle-Route: 01-12
 Billing Date: 09/10/2015
Due Date: October 01, 2015
 Service Period: 08/06/15 - 09/08/15
 Billing Cycle: 33
 Current Meter Read: 2624
 Previous Meter Read: 2605
 Current Water Usage: 19 CCF/14,212 GAL.

Current Charges

Water Service:

City Maintenance Charge: \$19.79
 Tier 1 Rate: (0-12) CCF @ \$2.08 \$24.96
 Tier 2 Rate: (13-30) CCF @ \$2.37 \$16.59
 Tier 3 Rate: (31+) CCF @ \$3.31 \$0.00

Total Water Charge: \$61.34

Sewer Service:

IEUA Pass-thru Treatment Fee: \$14.39
 City Maintenance Charge: \$7.20
 City Pumping Charge: \$0.00

Total Sewer Charge: \$21.59

Trash Service:

Total Current Charges: \$102.77

Bill Summary

Last Payment -THANK YOU \$93.29
Outstanding Balance: \$0.00
Adjustments: \$0.00
Total Current Charges: \$102.77
Total Balance Due: \$102.77

City of Chino Hills
 14000 City Center Drive
 Chino Hills, CA 91709
 Ph: (909) 364-2660

Please detach and return this bottom portion with your payment.

Account No: 00000-01234 Service at: 12345 Main Street

10% late charge or \$10 minimum if payment is received **42 DAYS** after the billing date

Due Date:
October 01, 2015

Total Amount Due:

\$102.77

00008042900032983500000010277

1 Provides a comparison of your total water use, on a month by month basis, and also conveniently converts hundred cubic feet (CCF) to gallons to track your monthly water use in easy to understand terms.

2 Provides a breakdown of current charges. **Water:** City Maintenance Charge reflects the costs to have the system ready to deliver water to your household and is based on the size of your meter(s). Tier 1, 2, & 3 refers to the cost of water per CCF and costs increase the more water you use. Tier 1, 2, & 3 rates change based on whether your account is a Single Family Residential (SFR) or Multi Family Residential (MFR). **Sewer:** IEUA Treatment Fee reflects the cost Inland Empire Utilities Agency charges to treat the sewage/water flushed down the system. City Maintenance Charge reflects the costs to have the system ready to move sewage to the IEUA treatment plant. City Pumping Charge reflects the costs to pump your sewage to the City sewer system, if necessary. **Trash:** Reflects the current trash service charge.

3 Provides an area for special messages of general interest to residents/businesses of Chino Hills.

4 Provides a summary of the last payment, any outstanding balance, any adjustments or penalties, and current charges to arrive at the current balance due. Remove the handy detachable payment stub and return with your payment.