

Your Bill Explained

IRVINE RANCH WATER DISTRICT



ACCOUNT NAME JOHN Q. CUSTOMER
 SERVICE ADDRESS ANY STREET
 SERVICE VILLAGE ANY VILLAGE
 BILLING PERIOD FROM 6/03/11 TO 7/05/11

ACCOUNT NUMBER 0000000000
 METER NUMBER 00000000
 BILL TYPE REGULAR BILL

| | | | | |
|-----------------|--------------|----------------|------------------|-------------------------|
| ② Previous Read | Current Read | Usage in CCF * | Usage in Gallons | Average Gallons Per Day |
| 379 | 381 | 2 | 1,496 | 47 |

*1 CCF=748 gallons

THANK YOU FOR YOUR PAYMENT 6/30/11
 BALANCE FORWARD \$22.32
 \$0.00

--WATER USAGE IN TIERS (CCF)--

| | | | |
|--------------------------------|-----|-------|---------|
| ⑤ USAGE - LOW VOLUME | 2 @ | .910 | \$1.82 |
| USAGE - CONSERVATION BASE RATE | 0 @ | 1.220 | \$0.00 |
| USAGE - INEFFICIENT | 0 @ | 2.500 | \$0.00 |
| USAGE - EXCESSIVE | 0 @ | 4.320 | \$0.00 |
| USAGE - WASTEFUL | 0 @ | 9.480 | \$0.00 |
| TOTAL WATER USAGE CHARGE | | | \$1.82 |
| WATER SERVICE CHARGE | | | \$8.75 |
| SEWER SERVICE CHARGE | | | \$12.70 |

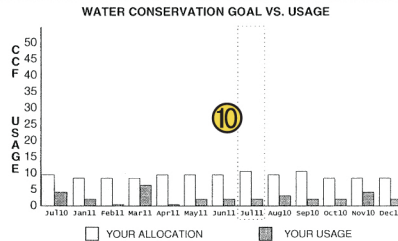
⑦ YOUR ALLOCATION FOR THIS BILL IS 10 CCF / 7480 GALLONS
 BILL CALCULATION BASED ON 436 SQ FT LANDSCAPE + INDOOR ALLOCATION

Rates for water usage in the Inefficient, Excessive, and Wasteful tiers include a surcharge for costs of treating urban runoff generated by excessive irrigation.

AUTOMATIC PAYMENT SCHEDULED 8/02/11 \$23.27

⑨ A new Operating Budget for Fiscal Year 2011-2012 was approved by IRWD's Board of Directors on June 27. New rates are effective July 1. For answers to specific questions about changes to your rates, visit www.irwd.com. Click on the 2011-2012 Rates quick link.

| AVERAGE GALLONS PER DAY COMPARISON | | |
|------------------------------------|-----------------|------------|
| # DAYS BILLED | YOUR ALLOCATION | YOUR USAGE |
| 32 | 233 | 47 |



Bill Print Date 07/12/11 To pay by credit card call 1-866-543-0112 (See reverse side for important information)



IRVINE RANCH WATER DISTRICT

15600 SAND CANYON AVE IRVINE, CA 92618-3102

AUTOMATIC PAYMENT SCHEDULED 8/02/11

BILLING INQUIRIES (949) 453-5300
 8:00 A.M. TO 5:00 P.M. Monday - Friday
 Pay Your Bill On Line: www.irwd.com



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 JOHN Q. CUSTOMER
 ANY STREET
 IRVINE CA 92603-3744

IRVINE RANCH WATER DISTRICT
 PO BOX 51403
 LOS ANGELES CA 90051-5703

0000000000 AUTOMATIC PAYMENT CUSTOMER \$23.27

① **Account Number**
 Use this number when you request information regarding your account.

② **Usage Information**
 Previous and current meter reading/water usage in ccf and gallons/average gallons per day.

③ **Last Payment Posted**
 Reflects the last payment posted to your account prior to printing the current bill statement.

④ **Balance Forward**
 A balance from your last bill statement that was not paid or received at the time your current bill statement was generated.

⑤ **Allocation-Based Conservation Rate Structure**
 To pay the lowest rates, keep your water use within the Low Volume and Conservation Base tiers. If you see charges in the Inefficient, Excessive, and Wasteful tiers, please see "Common causes for high water bills".

⑥ **Water and Sewer Service Charges**
 These charges are set to recover the fixed costs of maintaining IRWD's water distribution system and sewage collection and treatment services.

⑦ **Your Allocation**
 Your allocation is your target for water use and is based on the type of home you live in, the number of people living there, landscape square footage, and the weather. For more information see "How is my allocation determined?"

⑧ **Due Date and Amount Due**
 If payment is not received by the due date, a 10 percent late charge will be levied on the original unpaid balance plus 1.5 percent interest thereafter until paid.

⑨ **Important Information**
 Check this area for important information.

⑩ **Usage Graph**
 Compare your monthly allocation with your water use for the past 13 months.

⑪ **District Information**
 District address, phone number, business hours, and website address.