



Sign Up for eCheck

eCheck automatically pays your water bill directly from your designated bank account. This free service eliminates the cost of postage and pays your bill on time, even if you're out of town. You still receive a statement for your records (DSRSD bills you every 60 days).

Easy Sign Up and Cancellation

If you receive a paper bill, and aren't already set up for automatic payment, you will see the eCheck sign-up information on the remittance portion of your bill. Sign and date the form and return that portion of the bill with your check, as usual. Starting with your next bill, the amount due will be automatically withdrawn from your checking account on the due date.

Payments rejected by your financial institution because of insufficient funds, closed/unauthorized accounts, or any other reason will incur a \$25 service charge. DSRSD may cancel eCheck participation on any account for which payment is rejected more than once.

To cancel participation or make changes, contact Customer Service.

Other Payment Options

- Electronic payment through your bank's bill-pay system.
- By mail using the DSRSD bill stub and envelope.
- In person at our payment counter (7051 Dublin Blvd., Dublin) or in the drop box in our west parking lot.
- By credit card through Official Payments, a third party processor that charges \$5.95 per payment. To make a payment, call (800) 272-9829 or visit www.officialpayments.com. The DSRSD jurisdiction code is 1526. When you make a credit card payment to avoid disconnection of service, you must call DSRSD Customer Service and provide the Official Payments confirmation code.



Did You Know?

- **Paperless billing** sends your bill via email, saving time and resources. Sign up at dsrsd.com or call us at (925) 828-8524.
- **Your bimonthly bill is due upon receipt** – A 10% late fee is charged if payment is not received by the due date. Continued delinquency will result in discontinuation of service. Disconnect and reconnect fees will be charged and a deposit may be required to reinstate service. All charges and fees must be paid in full before service is reinstated.
- **Water meters** are the property of DSRSD and must be accessible to our employees at all times. Keep vegetation trimmed and do not construct anything near the meter. Please do not shut off your water at the meter box or tamper with the meter. If you damage the meter, you will be billed for repairs.



Save 20 gallons today to reduce your water bill and help solve California's water crisis. Find out more at www.dsrsd.com.



Contact DSRSD Customer Service

Call: (925) 828-8524
Email: customerservice@dsrsd.com
Hours: 8 am – 5 pm, Monday - Friday

To reduce operating expenses, we are closed these Fridays and holidays: July 9, 23; August 6, 20; September 3, 6, 17.



Report Water/Sewer Emergencies

During business hours: (925) 828-8524
After business hours: (925) 462-1212
Alameda County Sheriff Dispatch



Understanding Your Bill

A portion of your bill is based on the amount of water you consume, measured in billing units (one unit = 748 gallons). The following are definitions of the charges that may appear on your bill.

Zone 7 Cost of Water + Delta Surcharge – DSRSD purchases all of its water from Zone 7 Water Agency and charges you the actual cost plus 4.6% (for water used for firefighting and maintenance). Zone 7 added the Delta Surcharge (approximately \$0.08 per unit) in 2009 to support the Bay Delta Conservation Plan. The total rate is \$2.11 per unit. For more information, visit www.zone7water.com.

Water Consumption – DSRSD charges to deliver water to your address and to maintain the water system. Rate structures and prices vary by type of customer, as shown in the tables below. When DSRSD declares a water shortage, rates increase in stages to encourage conservation and recover revenue needed to operate the water system with declining water sales. Current rates are shown in **bold** below.

Water Consumption Rates - Tier 1, 2, or 3 Effective January 1, 2010 – Residential Customers

Per Billing Unit	Tier	Normal Rates	WATER SHORTAGE RATES			
			Stage 1	Stage 2	Stage 3	Stage 4
1-20 units	1	\$0.77	\$0.83	\$1.08	\$1.54	\$2.16
21-34 units	2	\$0.94	\$1.18	\$1.65	\$2.12	\$3.10
Over 34 units	3	\$1.07	\$1.39	\$2.30	\$3.49	\$4.83

Water Consumption - Commercial' Seasonal Rates Effective January 1, 2010

All Units	Normal Rates	WATER SHORTAGE RATES			
		Stage 1	Stage 2	Stage 3	Stage 4
Winter (Nov - April)	\$0.90	\$0.97	\$1.26	\$1.80	\$2.52
Summer (May - Oct)	\$1.08	\$1.35	\$1.92	\$2.75	\$4.06

¹ Commercial customers include institutional and master metered multi-family customers.

Water Consumption - Potable Irrigation Rates Effective January 1, 2010

All Units	Normal Rates	WATER SHORTAGE RATES			
		Stage 1	Stage 2	Stage 3	Stage 4
Year Round	\$1.12	\$1.43	\$1.96	\$3.51	\$4.86

Recycled Water – Irrigation customers pay 90% of the Normal Potable Irrigation Rate (Zone 7 component + District Water Consumption component). The Recycled Water rate does not increase in water shortages.

Power Charge – To cover pumping costs, a power charge of \$0.24 per billing unit applies to service locations above 389 feet in elevation.

Fixed Water Service Charge – To provide the year-round revenue needed to operate and maintain the water system, each customer pays a flat, bimonthly water service charge based on meter size.

Infrastructure Charge – This charge enables the District to repay debt incurred for water system improvements. The DSRSD Board of Directors may adjust or eliminate this charge as economic conditions improve and connection fee revenue increases.

Sewer Service Charge – Residential customers are billed annually for sewer service on their property tax bills. Multi-unit dwellings and commercial properties are billed bimonthly along with water service charges.



Your Account Information 24/7

Register for Online Account Access at www.dsrsd.com or call our automated voice response system at (925) 828-8524.