



## 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 Starting with your next bill, the amount due will be automatically withdrawn from your checking account on the due date.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

- Use the remittance coupon on your bill to make your payment.
- Use your VISA, MasterCard, Discover, or electronic check from your checking account by calling Paymentus at (888) 287-9004, or via the link on our website at [www.dsrds.com](http://www.dsrds.com). Paymentus charges a \$3.50 convenience fee for each transaction.
- Checks or cash payments can be made at the customer service counter in the District Office.
- Checks can be left in the payment box located near the driveway on the west side of the District Office.
- Set up electronic payments through your banks bill-pay system.

*Stage 1 Water Shortage rates remain in effect because our Delta water supply is still restricted and groundwater reserves used during the drought need to be replenished. DSRSD water rates discourage waste and provide the necessary revenue to operate a safe and reliable water system.*



## Did You Know?

- **Paperless billing** sends your bill via email, saving time and resources. Sign up at [dsrds.com](http://dsrds.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 or your designee damage the meter, you will be billed for repairs.



## Your Account Information 24/7

Call our automated response system at (925) 828-8524.



## Contact DSRSD Customer Service

**Call:** (925) 828-8524  
**Email:** [customerservice@dsrds.com](mailto:customerservice@dsrds.com)  
**Hours:** 8 am – 5 pm, Monday - Friday



## 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** – DSRSD purchases all of its potable water from Zone 7 Water Agency and charges you the actual cost plus 4.6% (for water used for firefighting and maintenance). The total rate is \$2.27 per unit. For more information, visit [www.zone7water.com](http://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.

**Recycled Water** – Irrigation customers pay 90% of the Normal Potable Irrigation Rate (Zone 7 component + District Water Consumption compo-

### Water Consumption Rates - Tier 1, 2, or 3 Effective January 1, 2012 – Residential Customers

Per Billing Unit	Tier	Normal Rates	WATER SHORTAGE RATES			
			Stage 1	Stage 2	Stage 3	Stage 4
1-20 units	1	\$0.80	<b>\$0.86</b>	\$1.12	\$1.60	\$2.25
21-34 units	2	\$0.98	<b>\$1.23</b>	\$1.72	\$2.21	\$3.23
Over 34 units	3	\$1.11	<b>\$1.45</b>	\$2.39	\$3.62	\$5.02

### Water Consumption - Commercial<sup>1</sup> Seasonal Rates Effective January 1, 2012

All Units	Normal Rates	WATER SHORTAGE RATES			
		Stage 1	Stage 2	Stage 3	Stage 4
Winter (Nov - April)	\$0.94	<b>\$1.01</b>	\$1.31	\$1.87	\$2.62
Summer (May - Oct)	\$1.12	<b>\$1.41</b>	\$2.00	\$2.86	\$4.22

<sup>1</sup> Commercial customers include institutional and master metered multi-family customers.

### Water Consumption - Potable Irrigation Rates Effective January 1, 2012

All Units	Normal Rates	WATER SHORTAGE RATES			
		Stage 1	Stage 2	Stage 3	Stage 4
Year Round	\$1.16	<b>\$1.49</b>	\$2.04	\$3.64	\$5.05

nent). The recycled water rate does not increase in water shortages.

**Power Charge** – A charge of \$0.27 per billing unit applies to service locations where water must be pumped due to 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 based on economic conditions and revenue from capacity reserve fees.

**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.



## Report Water/Sewer Emergencies

**During business hours:** (925) 828-8524

**After business hours:** (925) 462-1212

Alameda County Sheriff Dispatch