



# City of Montebello

September 26, 2013

To Montebello Water System Customers,

Effective October 1, 2013, San Gabriel Valley Water Company (San Gabriel) will take over the operations and maintenance of Montebello's Water System from California Water Service Company. While Montebello's City Council is responsible for review and approval of all water rates and charges, here is what you can expect as a result of this management change.

### **Operations and Maintenance**

Operations and maintenance of the water system will be performed by San Gabriel employees. Vehicles working in your neighborhood will be blue and display the yellow, blue and white San Gabriel logo. San Gabriel employees wear light blue shirts and dark blue trousers.

The look of your bill and notices will change and will come from San Gabriel Valley Water Company located in El Monte. The return payment envelope will be addressed to San Gabriel's office at the following address:

San Gabriel Valley Water Company  
P.O. Box 5970  
El Monte, CA 91734-1970

### **Meter Reading and Billing Schedule**

You will still receive a water bill every two months although the meter reading and billing schedule will change to coincide with San Gabriel's current customers in Montebello.

Your first bill from San Gabriel will pick up from your last bill from California Water Service Company, mailed on September 1, 2013.

### **Payment Locations**

All payment locations are open Monday thru Friday, 8:00 A.M – 5:00 P.M. Offices will be closed in observance of all national holidays.

**Whittier**  
11579 Hadley Street  
(562) 699-1041

**El Monte**  
11142 Garvey Avenue  
(626) 448-6183

**Industry**  
14404 Valley Boulevard  
(626) 330-1628

### **Payment Options**

**By Mail** – Using check or money order, please include the payment stub in the return envelope provided.

**In Person** – Using cash, check or money order at any of the convenient payment locations listed above. An after-hours drop box is also available at each location.

**Autopay** – This service can be set up with San Gabriel to automatically deduct your payment from your checking or savings account. If you are currently enrolled in Autopay through California Water Service Company, an application will be mailed to you to reapply for this service through San Gabriel.

**Bill Pay** – Your bank or financial institution may offer a bill payment service. Send payments to the following mailing address:

San Gabriel Valley Water Company  
P.O. Box 5970  
El Monte, California 91734-1970

**Third-Party Bill Pay** – If you currently make your payment through a third-party, such as Western Union, please be aware that it will take longer for San Gabriel to receive your payment. Contact your third-party payment company to give them your new account number and payee information and to find out how much time it will take for San Gabriel to receive you payment. After October 1<sup>st</sup>, please direct all payments and correspondence to San Gabriel Valley Water Company.

For more than 20 years, California Water Service Company has provided exceptional water service to the City of Montebello water customers. You can expect that same level of service from our new partner San Gabriel Valley Water Company. If you have any questions or comments about this transfer of water service operations, please contact the City of Montebello Public Works Department at (323) 887-1200.

Sincerely,



Danilo Batson  
Director of Public Works

cc: San Gabriel Valley Water Company