



Dear Customer,

We are excited to announce that we have revamped our billing system. This change will allow you to sign up for e-billing to receive your monthly bills through email. Also, as part of this new system, we are launching an online customer self-service portal, called **My Account**, where you can do the following:

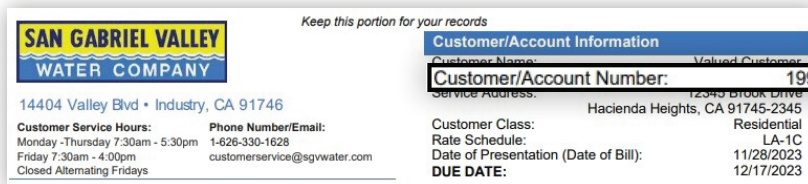
- View and pay your bills
- Compare your water usage
- Request to transfer or stop your service

This new system will provide you with online access to this information any time of day. Please visit our website at [www.sgvwater.com](http://www.sgvwater.com) for news about the new portal, when it will be available, and step-by-step instructions on registering for this service.

### CUSTOMER AND ACCOUNT NUMBER CHANGES

As part of this system-wide upgrade, you are being assigned a new Customer Number and Account Number. The Customer Number will stay with you if you move within the system or start service at an additional location. The new Account Number is specific to the service location.

Your new Customer Number and Account Number can be found on your billing statement.



Customers who use the online bill pay feature through their bank will need to update their account information with their banks before the next billing cycle. If you mail in your payment or pay at any one of our offices, please include your bill stub to ensure that your payment is credited correctly.

If you have registered with InvoiceCloud, our third-party service for online payments, you will automatically be registered in **My Account**.

We are excited about these changes so we can better serve you. Our team of customer service professionals is available to answer any questions at the phone numbers listed below, Monday through Thursday from 7:30 a.m. to 5:30 p.m. and on alternating Fridays from 7:30 a.m. to 4:00 p.m.

**EL MONTE OFFICE**  
 11142 Garvey Avenue,  
 El Monte, CA 91733  
 626-448-6183

**INDUSTRY OFFICE**  
 14404 Valley Boulevard  
 City of Industry, CA 91745  
 626-330-1628

**WHITTIER OFFICE**  
 11579 Hadley Street  
 Whittier, CA 90606  
 562-699-1041

Thank you,  
San Gabriel Valley Water Company