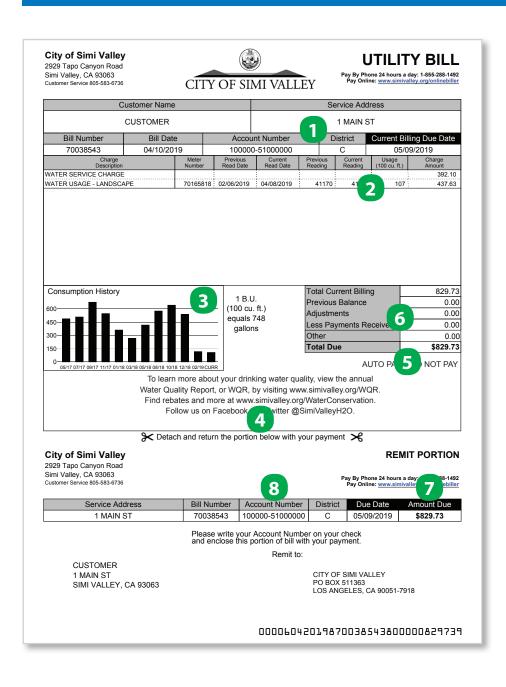


NEW Customer Billing System

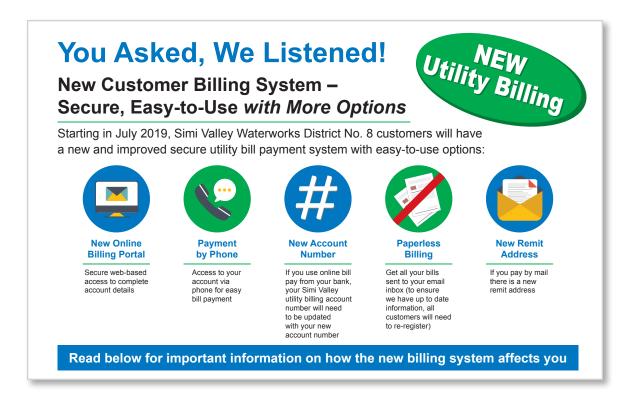


Here's a helpful guide on how to read your new bill and details that will be provided to you every month.

HOW TO READ YOUR NEW BILL



- Your account information and payment due date
- 2 Meter information and service charge details
- Graph of your water use history
- Important messages from the City of Simi Valley
- Indicates account is setup for EFT(ACH) auto payments
- 6 Total current charges
- 7 Total payment due
- Your customer account number



How does this affect bill pay through my bank?

IMPORTANT: If you have setup City of Simi Valley bill payments via your bank, your utility billing account number will need to be updated with your bank. Please log in to your banking bill pay service and update your Simi Valley utility billing account number with your new account number. Please refer to the example bill on the reverse side of this document to determine where to find your new account number, or call 805-583-6736 to obtain your new account number.

How does this affect my EFT (ACH) Auto Pay?

If you have previously signed up for EFT (ACH) autopay, and your <u>NEW</u> billing statement says "AUTO PAY – DO NOT PAY", you are all set. We have updated your account number for you and there is no action necessary on your part. If your statement does not show the auto pay message, you will need to register again on the new payment portal with your new account number. Please use the example bill on the reverse side of this document to determine where to find your new account number, or call 805-583-6736 to obtain your new account number.

How does this affect my one-time online/phone payments?

If you make payments through our payment portal or via our phone system (855-288-1492), you will need to use your new account number. Please refer to the example bill on the reverse side of this document to determine where to find your new account number, or call 805-583-6736 to obtain your new account number.

How does this affect my paperless billing?

All customers will need to re-register for paperless billing. You will need to use your new account number. Please refer to the example bill on the reverse side of this document to determine where to find your new account number, or call 805-583-6736 to obtain your new account number. We encourage all customers to sign up for paperless billing.

How does this affect my recurring credit card payments?

For security reasons, no credit card information has been transferred to the new billing system. Customers wishing to pay by credit card can log in to the payment portal to make a one-time credit card payment. For those wanting the convenience of setting up recurring payments, please sign-up for the automatic EFT payments.