



CITY OF SIMI VALLEY



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

City of Simi Valley
2929 Tapo Canyon Road
Simi Valley, CA 93063
Customer Service 805-583-6736

UTILITY BILL
Pay By Phone 24 hours a day: 1-855-288-1492
Pay Online: www.simivalley.org/onlinebill

CITY OF SIMI VALLEY

Customer Name				Service Address			
CUSTOMER				1 MAIN ST			
Bill Number	Bill Date	Account Number	District	Current Billing Due Date			
70038543	04/10/2019	100000-51000000	C	05/09/2019			
Charge Description	Meter Number	Previous Read Date	Current Read Date	Previous Reading	Current Reading	Usage (100 cu. ft.)	Charge Amount
WATER SERVICE CHARGE							392.10
WATER USAGE - LANDSCAPE	70165818	02/06/2019	04/08/2019	41170	41170	107	437.63

Consumption History

1 B.U. (100 cu. ft.) equals 748 gallons

Total Current Billing	829.73
Previous Balance	0.00
Adjustments	0.00
Less Payments Received	0.00
Other	0.00
Total Due	\$829.73

AUTO PAY NOT PAY

To learn more about your drinking water quality, view the annual Water Quality Report, or WQR, by visiting www.simivalley.org/WQR. Find rebates and more at www.simivalley.org/WaterConservation. Follow us on Facebook @SimiValleyH2O.

City of Simi Valley
2929 Tapo Canyon Road
Simi Valley, CA 93063
Customer Service 805-583-6736

REMIT PORTION
Pay By Phone 24 hours a day: 1-855-288-1492
Pay Online: www.simivalley.org/onlinebill

Service Address	Bill Number	Account Number	District	Due Date	Amount Due
1 MAIN ST	70038543	100000-51000000	C	05/09/2019	\$829.73

Please write your Account Number on your check and enclose this portion of bill with your payment.

Remit to:

CUSTOMER
1 MAIN ST
SIMI VALLEY, CA 93063

CITY OF SIMI VALLEY
PO BOX 511363
LOS ANGELES, CA 90051-7918

00006042019870038543800000829739

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

You Asked, We Listened!

New Customer Billing System – Secure, Easy-to-Use *with More Options*

NEW
Utility Billing

Starting in July 2019, Simi Valley Waterworks District No. 8 customers will have a new and improved secure utility bill payment system with easy-to-use options:



New Online Billing Portal

Secure web-based
access to complete
account details



Payment by Phone

Access to your
account via
phone for easy
bill payment



New Account Number

If you use online bill
pay from your bank,
your Simi Valley
utility billing account
number will need
to be updated
with your new
account number



Paperless Billing

Get all your bills
sent to your email
inbox (to ensure
we have up to date
information, all
customers will need
to re-register)



New Remit Address

If you pay by mail
there is a new
remit address

Read below for important information on how the new billing system affects you

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 NEW 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.