How to read your water bill

CVWD uses a tiered rate billing structure. Customers are assigned a water budget. A water budget is the amount of water each home or landscaped area needs for reasonable use.

Efficient water users who stay within their budget (tiers 1 and 2) pay the base rate or a discounted rate. Inefficient water users who exceed their budget (tiers 3-5) pay more.

Your monthly bill tells you if you are within your water budget. You are billed only for the water you use. If you are using more water than you are budgeted, visit www.cvwd.org for conservation tips.

This graph compares your water use history this year to last year. It also shows how your water use fits in the tiered rate system. Efficiency is based on household size, weather, and landscaped area needs for reasonable use. Everyone who stays beneath Tier 3 is in Tier 1; Tier 3 users pay the base rate.

The bill detail shows your water budget. Each customer’s water budget is different. It is based on household size, weather, and landscaped area. A discounted rate applies to the first 10 units of water a residential customer uses in a 30-day period. Additional units cost more depending on which tier they are.

CVWD has adopted a tiered rate billing system. As shown in the bill detail on the left, you are charged a different rate in each tier per 100 cubic feet of consumption. Tiered rates encourage efficient water use. For more information, please visit www.cvwd.org or call the tiered rate help line at (888) 388-3255.

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