Rialto Water Services, LLC
437 N. Riverside Ave.
Rialto, CA 92376
Phone 909-820-2546
Fax 909-784-0312

[Today Date]

Account Number: [Acct_Num]
Service Address: [Service_Address]
APN: [APN_num]
Past Due Amount: [Amount_Due]

Dear [Name] *(this field may say "Property Owner" or "Current Occupant")*

Our records indicate that there is a delinquent balance on the Waste Water/Sewer account associated with the service address stated above. This letter is being sent to both the account holder and the property owner (if different). Per Rialto Municipal Code ordinance, the City is authorized to place the delinquent Waste Water/Sewer accounts on the Property Tax Roll through the San Bernardino County Tax Collector's office.

Payment can be made through the U.S. mail, the automated phone payment system or online at rialtowater.com. Payment must be received by **June 24, 2022**. If no payment is received, the most current past due balance at the end of City's Fiscal Year End, on June 30, will be submitted to the San Bernardino County for collection.

After June 24, 2022, RWS will no longer be able to process the payment. The payment will need to be made at;
San Bernardino County Auditor-Controller/Treasurer/Tax Collector's office;
268 W. Hospitality Lane, Ground Floor, San Bernardino, CA 92415, 909-387-8308
Business Hours 8:00 AM to 5:00 PM – Monday through Friday – Excluding Official County Holidays
www.mytaxcollector.com

After reviewing the Frequently Asked Questions (FAQ) on the reverse side, should you still have any questions, please contact RWS at 909-820-2546. Per Rialto City Ordinance, written appeal must be filed with the Utility Manager at the City of Rialto within ten (10) days of the mailing of this letter.

Sincerely,

Rialto Water Services
(909) 820-2546

RIALTO WATER SERVICES
Utility Billing
Customer Service
PO Box 800
Rialto, CA 92377-0800

RWT0124C
3000000003 3/1

[redacted]

Account Number	
Pay By	**Amount Due**

RIALTO WATER SERVICES
PO BOX 60450
LOS ANGELES CA 90060-0450

023016508000186618

Frequently Asked Questions (FAQ)

Q: Why am I receiving this letter when my water service is being provided by West Valley Water District (WVWD) or another water company?
A: Your water service may be provided by another company, however the Waste Water/Sewer service is being provided by Rialto Water Services (on behalf of the City of Rialto)

Q: My property is being rented or leased, as property owner, why am I responsible for the Waste Water / Sewer charges?
A: Per Rialto Municipal Code Ordinance 1406, delinquent Waste Water/Sewer charges can be placed on the tax roll to be paid by the property owner. This notice is being sent to both the property owner and the account holder, which may be your tenant.

Q: Can I obtain extension or payment arrangements?
A: No. Due to County's deadline of tax roll submission, no extension or payment arrangement can be accommodated.

Q: I have received a property tax bill from San Bernardino County and it includes the Waste Water/Sewer amount, can I make the payments to RWS or City of Rialto.
A: No. Once the tax roll has been submitted to San Bernardino County as bad debt, payment can only be made directly to the San Bernardino County Tax Collector's office.

Q: I have sold the property and I am no longer the owner. Why am I receiving this notice?
A: Waster Water/Sewer charges may still be in your name or there is an unpaid balance, if you did not contact RWS to close the account. Please contact Rialto Water Services for additional information.

(Remainder of the page – intentionally left blank to accommodate perforation of the payment stub)