

IMPORTANT INFORMATION

2025 Water Rates:

Water Usage Charge = \$6.90 per CCF (1 CCF = 748 gallons)

Daily Service Charge is based on customer meter size

5/8" - 3/4" - \$2.68 1" - \$2.68 1-1/2" - \$5.04 2" - \$7.87

Water Usage Charge: Water usage is measured in CCF. 1 CCF equals one hundred cubic feet or 748 gallons.

Daily Service Charge: This charge covers a portion of infrastructure and maintenance costs needed to ensure the water system is ready to serve customers 24 hours per day, 365 days of the year, and is computed on the actual number of days between meter readings.

Paying Your Bills: Payment can be made by check or money order and mailed to the Kinneloa Irrigation District office or deposited in any of the courtesy drop boxes listed at the bottom. **Do not mail or deposit cash.** Account access and payment options are available at www.kinneloa Irrigation District info. Register your account using your Full Name on Bill and account number exactly as shown on your billing statement. Registering your account gives you access to many features: view your billing transactions or bill statement; make credit card payments; or request automatic payment from your checking or savings account. **Credit card payments cannot be made at the office. To pay by phone, call (877) 235-3182.** Payments not received on or before the last office business day of the month are not shown on this statement. **Failure to receive a bill will not excuse the responsibility for nonpayment penalties.** Call the office at (626) 797-6295 for any questions regarding payment.

Balance Forward: The balance shown on your water service statement that includes all previous charges and payments up to and including the "Balance Forward Date"

Balance Forward Date: The last calendar day of the month. This date reflects the last day payments, credits, and adjustments are posted. Any payments made or processed after this date will not be displayed on your water service statement for the current monthly billing cycle.

Delinquent Bills: Bills for service are due and payable upon presentation and become delinquent if not paid within 30 calendar days from the date of issue. On the twenty-first (21st) day of the month following presentation, which is approximately forty-five (45) days from the billing date, a penalty will be charged and a Past Due Notice will be

mailed to the water service Customer. If a payment of at least the past due balance is not made by the shut off date on the Past Due Notice, the water service is subject to termination. At least forty-eight (48) hours prior to actual termination, the District shall make a reasonable, good faith effort to contact an adult of the residence.

Water Code 22282.1: A District may refuse service to any land if outstanding charges for services already rendered such land have not been paid within a reasonable time.

Water Code 25806: Any charge for services not paid shall constitute a lien on the land upon which the service was rendered, even though the indebtedness may have been incurred by other than the owner.

Disputed Bills: Should you question this bill, please request an explanation and/or investigation by writing the District office within 10 days of the billing date. Nonpayment of a disputed or protested bill is not an excuse or mitigating circumstance. All bills must be paid on time. Your complaint should include the following: 1. A copy of your bill; 2. A letter explaining why you think the bill is incorrect; 3. A check or money order for the amount owed the District.

Rejected Payments: The Kinneloa Irrigation District will make demand upon the maker for a payment rejected by the financial institution for any reason. Rejected items are subject to a minimum \$30.00 service charge. Water service may be discontinued if a replacement payment is not made in a timely manner upon demand.

Late Charge: Any water service which is delinquent in payment will be charged a one time amount of \$15.00 and a simple interest amount at the rate of 10% per annum on the unpaid balance.

Service Charge: There will be a minimum charge of \$50.00 to begin water service or to reconnect any meter to the system for nonpayment of a bill or any other reason. There is no service charge if the customer requires the meter shut off/turned on to repair leaks. Please call the office if you need the water turned off at the meter.

Fluoride: The District staff is available to answer any questions or concerns about the existence of fluoride in the water system. Information about fluoride can be found in the Consumer Confidence Report which is available online at the District's website or a copy can be obtained by calling the office.

HOW TO CONTACT THE KINNELOA IRRIGATION DISTRICT

Office and Mailing Address: 1999 Kinclair Drive, Pasadena CA 91107-1017

Telephone: (626) 797-6295 • Fax: (626) 608-3168 • **24 Hour Emergency Service:** (626) 797- 6295 Option "9"

EMERGENCIES...Call 911

(Sheriff / Police / Fire / Medical)

OTHER COMMUNITY PHONE NUMBERS

USC Arcadia Hospital.....(626) 898-8000
Fire, Los Angeles County - Business (323) 881-2411
Fire, Los Angeles County Station 66 - Business.... (626) 798-3739
Fire, Pasadena – Business (626) 744-4655
Huntington Memorial Hospital.....(626) 397-5000

Pasadena Unified School District.....(626) 396-3600
Police, Pasadena – Business(626) 744-4241
Public Works, Los Angeles County(626) 458-5100
Sheriff, Los Angeles County - Altadena, Business...(626) 798-1131
California Highway Patrol.....(800) 835-5247

Make check or money order payable to:
KID or Kinneloa Irrigation District

The Kinneloa Irrigation District has 3 courtesy drop boxes:
❶ on the west side of Sierra Madre Villa north of Villa Knolls Drive
❷ on Kinneloa Canyon Road near Eaton Canyon Drive
❸ next to the driveway at 1999 Kinclair Drive

Comments

New Mailing Address

STREET _____
CITY _____ STATE _____ ZIP _____
DAY PHONE _____
EVENING PHONE _____
CELL PHONE _____ FAX _____
EMAIL _____

The Kinneloa Irrigation District: Formed in October of 1953 by Resolution of the Los Angeles County Board of Supervisors. It is a Public Water Agency operating under the rules and regulations of Division 11 of the State of California Water Code and **is not under the jurisdiction of the Public Utilities Commission.**