

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

May 13, 2019

Account Number: [REDACTED]  
Service Address: [REDACTED]  
APN: [REDACTED]  
Past Due Amount: [REDACTED]

Dear: [REDACTED]

Our records indicate that there is a delinquent balance on the Wastewater/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 Wastewater/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 26, 2020. 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 28, 2019**, 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](http://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 Utilities Manager at the City of Rialto within ten (10) days of the mailing of this letter.

Sincerely,

Rialto Water Services  
(909) 820-2546

See Reverse for Frequently Asked Questions (FAQ)

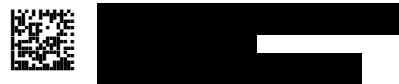
**Utility Billing**  
**Customer Service**  
PO Box 800  
Rialto, CA 92377-0800

Account Number	
[REDACTED]	
Due Date	Amount Due
June 28, 2019	[REDACTED]

There will be a \$25.00 charge on all returned checks.

RWL0507A  
3000000001 1/1

[REDACTED]



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

078249005000180864

## 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, your Wastewater/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 Wastewater / Sewer charges?

A: Per Rialto Municipal Code Ordinance 1406, delinquent Wastewater/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: Yes, if you contact Rialto Water Services prior to the due date. Due to County's deadline of tax roll submission, no extension or payment arrangement can be accommodated after the due date.

Q: I have received a property tax bill from San Bernardino County and it includes the Wastewater/ 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: Wastewater/Sewer charges may still be in your name, there may be an unpaid balance on the account or you did not contact RWS to close the account when you sold the property. Please contact Rialto Water Services for additional information or assistance.

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