



Dear Customer,

We are excited to announce that we have revamped our billing system. This change will allow you to sign up for e-billing to receive your monthly bills through email. Also, as part of this new system, we are launching an online customer self-service portal, called **My Account**, where you can do the following:

- View and pay your bills
- Compare your water usage
- Request to transfer or stop your service

This new system will provide you with online access to this information any time of day. Please visit our website at [www.fontanawater.com](http://www.fontanawater.com) for news about the new portal, when it will be available, and step-by-step instructions on registering for this service.

### CUSTOMER AND ACCOUNT NUMBER CHANGES

As part of this system-wide upgrade, you are being assigned a new Customer Number and Account Number. The Customer Number will stay with you if you move within the system or start service at an additional location. The new Account Number is specific to the service location.

Your new Customer Number and Account Number can be found on your billing statement.

Keep this portion for your records

Customer/Account Information	
Customer Name:	Valued Customer
Customer/Account Number:	19999991-199991
Service Address:	7004 Bernard Avenue Fontana, CA 92336-2567
Customer Class:	Residential
Rate Schedule:	FO-1C CARW
Date of Presentation (Date of Bill):	11/28/2023
<b>DUE DATE:</b>	12/17/2023

15966 Arrow Route • Fontana, CA 92335

**Customer Service Hours:** Monday -Thursday 7:30am - 5:30pm  
Friday 7:30am - 4:00pm  
Closed Alternating Fridays

**Phone Number/Email:** 1-909-822-2201  
customerservice@fontanawater.com

Customers who use the online bill pay feature through their bank will need to update their account information with their banks before the next billing cycle. If you mail in your payment or pay at any one of our offices, please include your bill stub to ensure that your payment is credited correctly.

If you have registered with InvoiceCloud, our third-party service for online payments, you will automatically be registered in **My Account**.

We are excited about these changes so we can better serve you. Our team of customer service professionals is available to answer any questions at **909-822-2201**, Monday through Thursday from 7:30 a.m. to 5:30 p.m. and on alternating Fridays from 7:30 a.m. to 4:00 p.m.

Thank you,  
Fontana Water Company