

WELCOME TO LOS ANGELES COUNTY WATERWORKS DISTRICTS



PW Public Works
LOS ANGELES COUNTY

Bienvenidos al Distrito de Waterworks del Condado de Los Angeles

Mission

To provide reliable, high-quality water and responsive customer care in a safe, cost-effective, sustainable, and environmentally responsible manner; and to foster mutual respect, professional growth, and a positive workplace.

Misión

Para proporcionar agua confiable, de alta calidad y atención al cliente de manera económica, responsable y sostenible; y fomentar el respeto mutuo, crecimiento profesional y un ambiente de trabajo positivo.

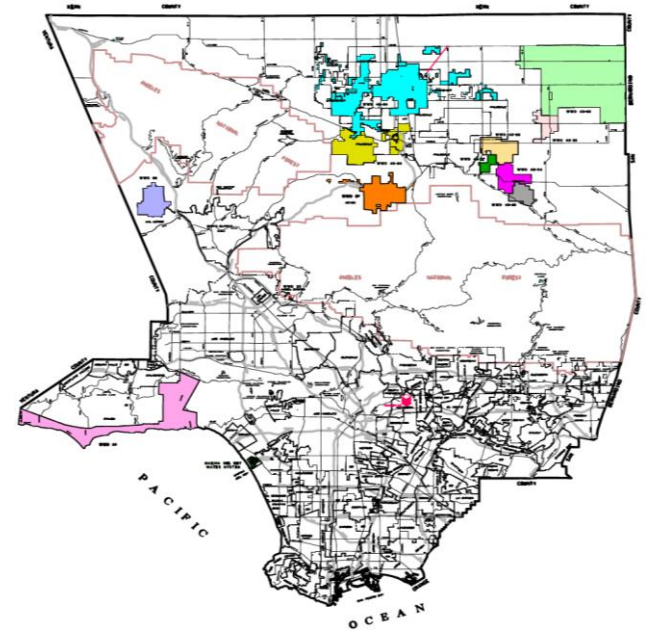


Service Areas

We provide retail water service to: Acton, Antelope Valley, Kagel Canyon, Malibu, and Val Verde. We also operate and maintain the Marina Del Rey Water System.

Áreas de Servicio

Proporcionamos servicio de agua a los siguientes lugares: Acton, Antelope Valley, Kagel Canyon, Malibu, y Val Verde. También operamos y mantenemos el sistema de agua de Marina Del Rey.



How can I pay my bill?

You can pay your bill in 5 ways:

1. Online
2. Phone
3. District Office
4. Mail
5. Deposit Box



¿Cómo puedo pagar mi factura?

Usted puede pagar su factura de 5 maneras: Por Internet, Teléfono, Oficina del Distrito, Correo, y Caja de Noche.

Online

Log on to www.lacwaterworks.org and click on **MyWAM** to pay your bill online.



Por Internet

Pague su factura usando MyWAM en www.lacwaterworks.org

Phone

Pay your bill over the Interactive Voice Response system.

Call **1-877-637-3661**



Teléfono

Pague su factura por el Sistema de Voz Interactiva. Llame al 1-877-637-3661

District Office

Make in-person payments using cash, check or credit cards at our counter windows.



Oficina del Distrito

Puede pagar personalmente en nuestras oficinas usando efectivo, cheques o tarjeta de crédito en nuestras ventanillas.

Mail

Mail your payment together with the bottom portion of your bill 7 to 10 days prior to your due date.

Los Angeles County Waterworks District

PO Box 512150

Los Angeles, CA 90051-0150

Por Correo

Envíe sus pagos junto con la parte inferior de su factura 7 a 10 días antes de su fecha de vencimiento.

LOS ANGELES COUNTY WATERWORKS DISTRICT

PO BOX 512150

LOS ANGELES CA 90051-0150



Deposit Box

After regular business hours, you can drop off your check payments at our deposit box located at the entrance of the District office.

DO NOT use this deposit box for cash payments or if you are scheduled for a turn-off.

Caja de Noche

Después de horas regulares, puede depositar su cheque de pago en nuestra caja de noche situada en la entrada de la oficina de distrito.

NO utilice esta caja para pagos en efectivo o si tiene programada una desconexión.



Where are your payment locations?

There are 3 authorized payment locations:

- A Lancaster Office**
260 E. Avenue K-8, Lancaster
- B Malibu Office**
23533 W. Civic Center Way, Malibu
- C Alhambra Office**
900 S. Fremont, Alhambra



Hay 3 oficinas de pago autorizados:

Oficina de Lancaster - 260 E. Avenue K-8, Lancaster

Oficina de Malibu - 23533 W. Civic Center Way, Malibu

Oficina de Alhambra - 900 S. Fremont, Alhambra

What is MyWAM?

MyWAM stands for **My Waterworks Account Manager**

Sign up for MyWAM to:

- Access and manage your account
- Pay your bills / Sign up for eBills
- Set up automatic payments
- Monitor water consumption

Pay Online

Pay your water bill anytime, anywhere. if you are a new user, please register online.



MyWAM

¿Qué es MyWAM?

MyWAM significa **Mi Administrador de Cuentas de Obras Hidráulicas**. A través de MyWAM por internet, usted puede fácilmente acceder y administrar su cuenta, pagar sus cuentas/ inscribete para eBills, configurar pagos automáticos, y controlar su consumo de agua.

Pay Online

Pay your water bill anytime, anywhere. if you are a new user, please register online.



MyWAM

What happens if I do not pay by the due date or extension date?

Your service will be turned off the following business day. **NO EXCEPTIONS.** Once your service is turned off, you will have to pay a service termination processing fee to have your service restored.



¿Qué sucede si no cumplo con el acuerdo del extension del pago?

Su servicio sera suspendido al siguiente dia laboral. NO HAY EXCEPCIONES. Una vez que su servicio haya sido desactivado, tendrá que pagar una tarifa de terminación.

How much is the termination processing fee?

\$41 before 3:00 pm

\$82 after 3:00 pm

Payments received the day of the scheduled shut-off are **NOT** exempt from the fee.

Cuántas Las multas para que su servicio pueda ser reactivado nuevamente serán?

\$41 antes de 3:00 pm y \$82 después de 3:00 pm.

Por favor tenga en cuenta, que los pagos recibidos el día del cierre programado no están exentos de la cuota.

I am a new owner. How can I sign up for service?

You need to complete a "Customer Order Form" and provide a copy of your state-issued identification and proof of ownership.

Soy un nuevo propietario. ¿Cómo puedo inscribir me a nuevo servicio?

Debe completar un "Formulario de Pedido del Cliente - Customer Order Form" y debe proporcionar una copia de su identificación del estado y prueba de propiedad.



I am a new tenant. How can I sign up for service?

You need to complete and sign both the owner and tenant portion of the "Customer Order Form" and provide a copy of the owner and tenant's state-issued identification.

Soy un nuevo inquilino. ¿Cómo puedo inscribir me a nuevo servicio?

Debe completar las dos porciones de propietario y de inquilino del ("Formulario de Pedido del Cliente") y debe proporcionar una copia del identificación del propietario y del inquilino.



Where can I obtain the Customer Order Form?

You can obtain the form **online** under the Customer Service tab or at the **District office**.

¿Dónde puedo obtener el "Customer Order Form" (Formulario de Pedido de Cliente)?

Usted puede obtener el formulario por internet en "Forms & Reports" y haga clic en "Customer Order Form" en el menú desplegable o en la Oficina de Distrito.



COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC WORKS
WATERWORKS DIVISION



CUSTOMER ORDER FORM

310 Waterworks Dr.
1 (877) 637-3661

800 S. Rampart Avenue
Anaheim, CA 91803
(848) 300-3336
(848) 300-3385 FAX

260 East Avenue KB
Lodi, CA 95255
(925) 753-5774 FAX

23553 Civic Center Way
Hawthorne, CA 90255
(310) 517-4554 FAX

NOTE: If there has been a change in property ownership or tenancy, thereafter, the water service is temporary and subject to shut off without further notice pending satisfaction of Waterworks Division requirements. The water service can only become permanent upon satisfaction of Waterworks Division requirements, including payment of increasing bills completion and signing of this form, and presentation of verifiable proof of ownership.

SERVICE ADDRESS: _____ CITY: _____ ACCOUNT NO. _____

DO YOU HAVE OR EVER HAD A WATERWORKS DISTRICT ACCOUNT: YES ___ NO ___ IF SO, ADDRESS: _____

This is a "Customer Order Form" for the County of Los Angeles Department of Public Works Waterworks Division which is to be completed and signed by the owner of the property (and the owner under certain conditions). The purpose of this form is to provide the Waterworks Division with correct billing information and to notify the property owner that he/she is ultimately responsible for the water bill for the property in accordance with Rules 14-22, 14-23, 14-24, and 14-25 of the Rules and Regulations of the County of Los Angeles Department of Public Works Waterworks Division as given on the reverse. The Customer Order Form must be completed, signed, and received by Waterworks Division, including an acceptable document verifying proof of ownership, before permanent water service can be provided. Owner participation with signature is also required. In the event a property owner signs form on the reverse with the Waterworks Division, the water service will be subject to discontinuance without further notice. The owner may request that the bill be sent to someone else, such as the tenant designated on the reverse. If this is the case, this paper is also to sign the reverse to Waterworks Division. However, the owner shall be responsible for the bill sent at this time.

NOTE: Damages with Waterworks Division equipment may result in meter removal and the equipment that repairs charges to paid before service will be restored.

I HEREBY THE OWNER (S) OF THE PROPERTY AT THE GIVEN ADDRESS AGREE TO ACCEPT RESPONSIBILITY FOR PAYMENT OF THE WATER BILLS FOR THIS LOCATION EVEN IF THE DESIGNATED PAYOR DOES NOT PAY THE BILL.

PRIMARY OWNER (PLEASE PRINT) DRIVERS LICENSE NO. STATE SIGNATURE

SECONDARY OWNER DRIVERS LICENSE NO. STATE SIGNATURE

MAILING ADDRESS CITY STATE ZIP CODE

PRIMARY TELEPHONE NO. CELL NO. BUSINESS NO. DATE SIGNED

EMAIL ADDRESS

Circle either a copy of the recorder Grant Deed or another equivalent document accessible to Waterworks Division verifying the Owner's interest in the property, if a Deed or other document is not available due to recent purchase, a letter from the County Company stating that the Deed has been recorded transferring interest and giving recording case and names of prior and new owners will be accepted as a temporary service basis for up to 30 days pending receipt of the copy of the recorder Deed.

I (WE) THE TENANT/PAYOR AM (ARE) AWARE THAT THE OWNER HAS DESIGNATED ME (US) TO RECEIVE AND TO PAY THE WATER BILL FOR THIS LOCATION.

TENANT/PAYOR NAME (PLEASE PRINT) DRIVER'S LICENSE NO. STATE SIGNATURE

SECONDARY TENANT DRIVER'S LICENSE NO. STATE SIGNATURE

MAILING ADDRESS CITY STATE ZIP CODE

PRIMARY TELEPHONE NO. CELL NO. BUSINESS NO. DATE SIGNED MOVE IN DATE

EMAIL ADDRESS

FOR OFFICE USE ONLY: DATE RECEIVED: _____ EMPLOYEE INITIALS: _____

MOVE IN / OUT ENTERED: _____ PICKUP / ACTIVE: _____

Can you explain my bill?

- You are billed every 2 months based on your meter size and usage.
- Your usage is recorded in HCF (hundred cubic feet).

1 unit = 1 HCF = 748 gallons

¿Puede explicar mi factura?

Usted recibirá una factura cada 2 meses y es basado en el tamaño del medidor y uso de agua.

1 unidad="1" HCF="748" galones

Water Bill



LOS ANGELES COUNTY
DEPARTMENT OF PUBLIC WORKS
WATERWORKS DISTRICTS
1-877-637-3661
www.lacwaterworks.org
Additional contact information on back of bill

Bill Date:	02/20/2013
Bill #	1234567
Due Date	03/18/2013
Total Due	\$42.89

Bill will become delinquent and a late fee may be assessed if payment is not received by the Due Date.

EVERY WINTER, MANY HOMEOWNERS FACE THE EXPENSE AND INCONVENIENCE OF FROZEN WATER PIPES - MAKE SURE YOU'RE NOT ONE OF THEM BY TAKING A FEW SIMPLE PRECAUTIONS. FOR MORE INFORMATION GO TO NEWS & EVENTS AT dpw.lacounty.gov/wwd/web/

Account # 04000000	Customer # 0012345
JOHN SMITH 123 WATERWORKS WAY, LANCASTER	

Water WA1

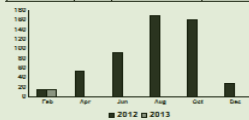
Meter #	Meter Size	B.U.	Service Period			Meter Reading		Usage (HCF)
			From	To	Days	Previous	Current	
12345678	3/4"x1"	1.0	12/17/12	2/19/13	64	3819	3836	17

YOUR ACCOUNT SUMMARY

Prior Bill Amount	\$55.59
Payment - Thank You	\$55.59CR
*PAST DUE BALANCE (subtotal)	\$0.00
NEW CHARGES	
Monthly Service Charge	\$35.14
Consumption - Tier 0	10.00 UNITS @ \$ 0.0000 \$0.00
Consumption - Tier 1	7.00 UNITS @ \$ 0.8880 \$6.22
Quantity Facilities Construction Surcharge	17.00 UNITS @ \$ 0.0900 \$1.53
CURRENT CHARGES (subtotal)	\$42.89
TOTAL AMOUNT DUE	\$42.89

Compare Your Usage

Period	Days	Units (HCF)	Daily Use (HCF)
Current	64	17	0.27
Last Year	62	16	0.26



*Accounts with a PAST DUE BALANCE may be subject to shut-off at anytime.

Detach Here



LOS ANGELES COUNTY
DEPARTMENT OF PUBLIC WORKS
WATERWORKS DISTRICTS
Pay online at www.lacwaterworks.org

Bill # 1234567	Due Date 03/18/2013	Total Due \$ 42.89
Account # 04000000		Customer # 0012345
JOHN SMITH 123 WATERWORKS WAY, LANCASTER		

Make Checks Payable to: "LA County Waterworks"

JOHN SMITH
123 WATERWORKS WAY
LANCASTER CA 93534

LOS ANGELES COUNTY
WATERWORKS DISTRICTS
PO BOX 512150
LOS ANGELES, CA 90051-0150

Customer Information

Usage Information

Payment Information

Factura del Agua



LOS ANGELES COUNTY
DEPARTMENT OF PUBLIC WORKS
WATERWORKS DISTRICTS
1-877-637-3661
www.lacwaterworks.org

Page 1 of 2
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Account # 04000000 Customer # 0012345
JOHN SMITH
123 WATERWORKS WAY, LANCASTER

Water WA1

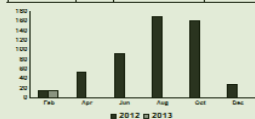
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JOHN SMITH
123 WATERWORKS WAY
LANCASTER CA 93534

LOS ANGELES COUNTY
WATERWORKS DISTRICTS
PO BOX 512150
LOS ANGELES, CA 90051-0150

6540000017354020004034719000042890000428998755

Información del cliente


Información de consumo de agua

Información de pago

Customer Information

Bill
Summary

Page 1 of 2



**LOS ANGELES COUNTY
DEPARTMENT OF PUBLIC WORKS
WATERWORKS DISTRICTS**
1-877-637-3661
www.lacwaterworks.org
Additional contact information on back of bill

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Important
Message

Account
Number

Linked to the
service address

Customer
Number

Linked to the
customer

Información del cliente

Breve resumen
de su factura

LOS ANGELES COUNTY
DEPARTMENT OF PUBLIC WORKS
WATERWORKS DISTRICTS
1-877-637-3661
www.lacwaterworks.org
Additional contact information on back of bill

Page 1 of 2

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Mensaje
importante

Numero de
cuenta

Identifica la dirección
del servicio

Numero del
cliente

Identifica al
cliente

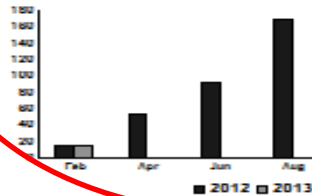
Usage Information

Usage for 2 months

Usage Comparison Table and Graph

Compare Your Usage

Period	Days	Units (HCF)	Daily Use (HCF)
Current	64	17	0.27
Last Year	62	16	0.26



Water WA1

Meter #	Meter Size	B.U.	Service Period			Meter Reading		Usage (HCF)
			From	To	Days	Previous	Current	
12345678	3/4"x1"	1.0	12/17/12	2/19/13	64	3819	3836	17

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<hr/>	
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<hr/>	
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<hr/>	
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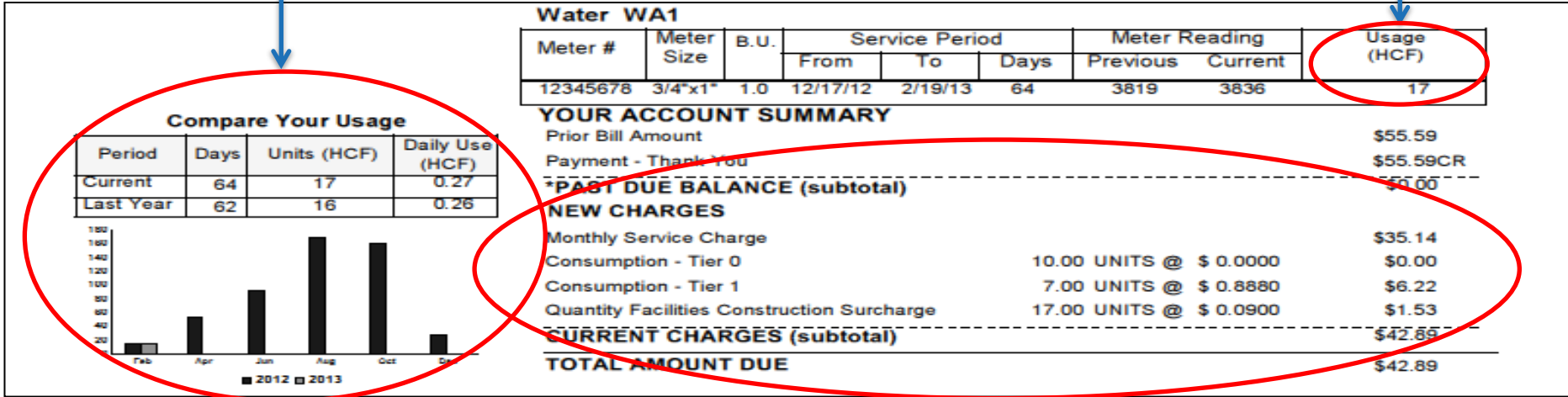
Compares current water use to the previous year

Detailed Charges

Información de consumo de agua

Tabla de comparación del consumo de agua

Consumo de agua para dos meses



Compara consumo de agua del año en curso con el año pasado

Detalles de cargos

Payment Information

Due Date

Total Amount Due

***Accounts with a PAST DUE BALANCE may be subject to shut-off at anytime.**

Detach Here



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DEPARTMENT OF PUBLIC WORKS
WATERWORKS DISTRICTS**
Pay online at www.lacwaterworks.org

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LANCASTER CA 93534

LOS ANGELES COUNTY
WATERWORKS DISTRICTS
PO BOX 512150
LOS ANGELES, CA 90051-0150

65400000017354020004034719000042890000428998755

Payment Mailing Address

Información de pago

Fecha de
vencimiento

Aumento
total

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LOS ANGELES COUNTY
WATERWORKS DISTRICTS
PO BOX 512150
LOS ANGELES, CA 90051-0150

65400000017354020004034719000042890000428998755

Dirección del
pago

How can I update my account information?

Call the District office and speak to a representative to update your account information for any changes in:

- Name
- Mailing address
- Phone number
- E-mail



¿Cómo puedo actualizar la información de mi cuenta?

Si ha cambiado su dirección de correo, número de teléfono, correo electrónico, o nombre, deberá informarnos. Puede actualizar su información de cuenta llamando a la Oficina y hablando con un representante.

How can I request to disconnect my water service?

Call the District office and request that your service be disconnected **24 hours** in advance.

Disconnections are scheduled Monday to Thursday, except Holidays.

¿Cómo puedo desactivar mi servicio del agua?

Tiene que llamar a la Oficina y solicitar que su servicio seá desconectado 24 horas de anticipación.

Desconexiones están programadas del lunes al jueves, con excepción de los días festivos.



There is a locking device on my meter. How can I remove it?

Only Waterworks staff has permission to remove the locking device off the meter. If your service has been locked off, please wait for Waterworks staff to remove the locking device.



Hay un dispositivo de bloqueo o candado en mi metro/contador. ¿Cómo lo puedo quitar?

Sólomente el personal del Waterworks tiene permiso para eliminar el dispositivo de bloqueo del medidor. Si su servicio ha sido bloqueado, por favor asegúrese de esperar a que lleguen nuestros trabajadores a quitar el bloqueo.

What will happen if I remove the locking device?

Unauthorized removal of this locking device can result in hefty fines and possible removal of the meter.



¿Qué sucede si quito o rompo el bloqueo/candado en el medidor?

Está prohibida la eliminación de este bloqueo por el cliente porque puede resultar en multas caras y posible retiro del medidor.

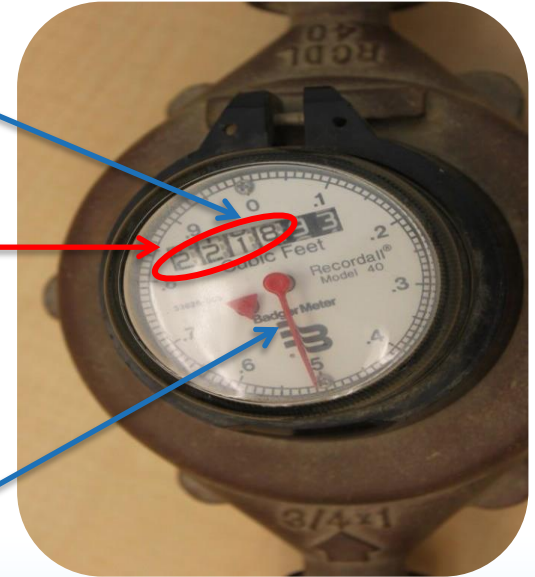
How do I read my analog water meter?

Your analog meter has a dial and an odometer. Read the numbers with white background on the odometer from left to right. This will give you your meter reading in HCF (hundred cubic feet).

Odometer

Meter Reading

Dial



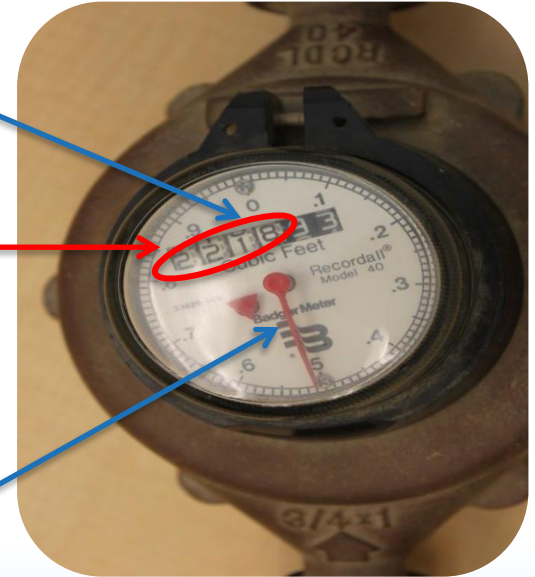
¿Cómo leo mi medidor analógico de agua?

El medidor analógico tiene un marcador y un cuentakilómetros/odómetro. Lea los números con el fondo blanco en el cuentakilómetros/odómetro de izquierda a derecha. Esto le dará su lectura en el medidor exacto en unidades de cientos de pies cúbicos (HCF).

Odómetro

Lectura
de
medidor

Marcador



How do I read my AMR water meter?

Your AMR (automatic meter reading) meter has a digital screen that alternates between a display with 9 numbers and a display with the word “rate” and 4 numbers. Read the display with 9 numbers from left to right above the black rectangle. This will give you your meter reading in HCF.

Rate



Meter Reading

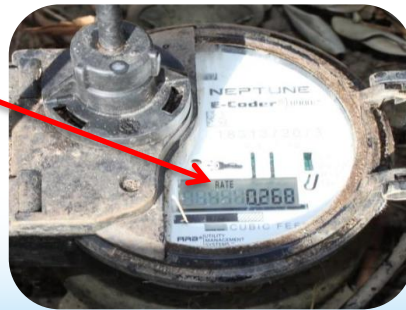


Black rectangle

¿Cómo leo mi medidor de agua AMR?

El Medidor AMR (Automatic meter reading) tiene una pantalla digital. La pantalla digital alterna entre una pantalla con 9 números y una pantalla con la palabra “rate” (tasa) con 4 números. Lea los 9 números de la pantalla (encima del rectángulo negro) de izquierda a derecha. Esto le dará su lectura en el medidor exacto en unidades de cientos de pies cúbicos (HCF).

Tasa



Lectura de
medidor

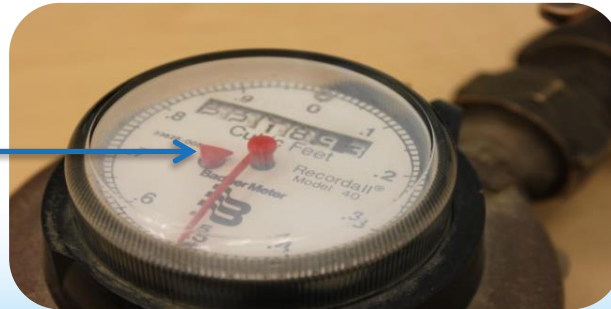
Encima del
rectángulo
negro



How can I tell if I have leaks?

First, make sure all water fixtures are turned off. Then, check the low flow indicator on the water meter register. If the indicator is stationary, there is no leak. If the indicator is rotating, water is passing through the meter, which could indicate a possible leak in the property.

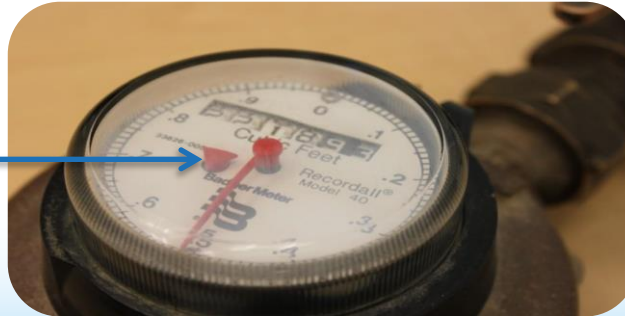
Low flow
indicator



¿Cómo puedo saber si tengo fugas?

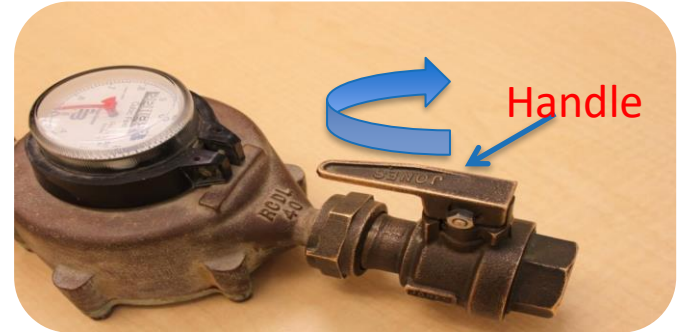
En primer lugar, asegúrese de que todos accesorios y grifos de agua estén apagados. Después, cheque que el indicador de flujo, bajo en el registro del medidor de agua. Si el indicador está parado, no hay fuga. Si el indicador está girando, el agua esta pasando a través del medidor, lo cual podría indicar una fuga en la propiedad.

Indicador
de flujo



How can I turn off my water in case of a leak or emergency?

Look for the customer valve handle on the houseline side of the water meter. To turn off the water, turn the handle a quarter or half of a turn clockwise.



¿Cómo puedo desactivar mi agua en caso de una fuga o de emergencia?

Busque la manija de la válvula del cliente cerca del medidor en el lado de la casa. Para apagar el agua, gire la manivela un cuarto o la mitad de una vuelta a la derecha.

Do you have rebates for water saving devices?

Yes, we have rebates for:

- **\$100** High efficiency clothes washer
- **\$100** Weather based irrigation controller
- **\$4** High efficiency sprinkler nozzle

Obtain an application form online or at the District office.

¿Tienes descuentos para dispositivos de ahorro de agua?

Si, ofrecemos los siguientes descuentos: \$100 descuento en Lavadoras de alta eficiencia, \$100 descuento en controladores de riego basados en el clima, \$4 descuento en boquillas de aspersion de alta eficiencia. Usted puede obtener un formulario de solicitud por internet o en la Oficina del Distrito.



Do you have rebates for replacing grass?

Yes. We offer **\$1 to \$2 per square foot** if you remove your grass and replace it with eligible water efficient landscaping. Obtain an application form online or at the District office.



¿Tienes descuentos para la substitución de césped?

Sí. Ofrecemos \$2 por pie cuadrado si quita el césped y lo reemplaza con material elegible de jardinería eficiente. Usted puede obtener un formulario de solicitud por internet o en la Oficina del Distrito.

When should I water my lawn?

The best time to water your lawn is at night or early morning as the cooler temperature reduces evaporation. Make sure to do periodic checks on your sprinkler system for leaks or broken heads.




¿Cuándo debo de regar mi césped?


El mejor momento para regar su césped es de noche o temprano en la mañana, como la temperatura desciende y reduce la evaporación. Asegúrese de hacer revisiones periódicas de su sistema de riego para fugas o cabezas rotas.

How can I save water?

Here are 3 easy ways:



TIP:
Plant Drought-tolerant
Landscapes
SAVE HUNDREDS
OF GALLONS




Visit myAVwater.com




TIP:
Fix Indoor Faucet and
Toilet Leaks
SAVE HUNDREDS
OF GALLONS



Visit myAVwater.com



TIP:
Set Sprinklers
for Nighttime
SAVE HUNDREDS
OF GALLONS



Visit myAVwater.com

My water smells funny and does not taste right. What should I do?

Call the District office to report if water tastes, looks, or smells different. It will be investigated immediately.



Mi agua huele mal y no sabe bien. ¿Qué debo hacer?

Llame a la Oficina de Distrito para reportar que el agua tiene sabor diferente, apariencia diferente, o huele diferente. Se investigarán inmediatamente.

Where is my water from?

Your water is from local groundwater and imported water. Local groundwater is pumped from the groundwater basin to the surface through wells. Imported water is obtained from the Sacramento River/San Joaquin Delta via the State Water Project.



¿De Dónde viene mi agua?

LACWD proporciona a los clientes con agua subterránea local y agua importada. El agua subterránea local se bombea de la cuenca de agua subterránea a la superficie a través de pozos. El agua importada se obtiene del Delta del Rio Sacramento/San Joaquín mediante el Proyecto De Agua Del Estado (State Water Project).

Where can I find the Rules and Regulations on your website?

www.lacwaterworks.org

Click on About, then click on Rules and Regulations in the drop down menu.



¿Donde puedo encontrar las reglas y los regulaciones en su sitio Web?

Haga clic en "About" (acerca de), luego haga clic en "Rules and Regulations" (Reglas y Regulaciones) en el menú desplegable.

How are we doing?

You can fill out a **Customer Service Feedback Form** at the counter or online. We want your feedback!



¿Lo estamos haciendo bien?

Usted puede llenar un (Formulario De Servicio Al Cliente) en la ventanilla o por internet. ¡Déjenos saber sus comentarios para brindarle un mejor servicio!

[About](#)

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[Maintenance](#)

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[Water Quality](#)

[Water Sources](#)

[Customer Service](#)

1 (877) 637-3661

www.lacwaterworks.org

