



# CALAVERAS COUNTY WATER DISTRICT

120 Toma Court • Post Office Box 846 • San Andreas, CA 95249 • Main Line (209) 754-3543

## Dear Customer:

Welcome to Calaveras County Water District (CCWD). Attached you will find several documents, one which requires your immediate attention and others which provide you with information to be aware of as a new customer to CCWD:

**Helpful Information about CCWD Water and/or Wastewater Services** –The District also has a robust website, [www.ccwd.org](http://www.ccwd.org), which provides up to date information, forms, and tools for our customers. We welcome any questions you may have.

**Water and Wastewater Service Agreement** - Please review the Water and Wastewater Service Agreement which outlines the District's and your responsibility while connected to CCWD service. We need you to verify all the information we have for you is accurate and then sign, date and return by the date indicated on the bottom of the form. If any information is incorrect, please cross out the incorrect information and provide the correct information so we may update our files.

**Water and Wastewater Rates** - Attached you will find information on the District's current rates and how the rates are calculated.

**Billing Calendar, Procedures and Bill Paying Tips** – Please keep the included billing calendar handy. The calendar displays all due dates for your planning. If you misplace your calendar you may find a copy of it on the District's website, [www.ccwd.org](http://www.ccwd.org), under Customer Service. Also attached is information on the District's billing procedures as well as helpful bill paying tips.

Please review these attached information sheets and do not hesitate to contact the Customer Service Department if you have any questions. Additionally, here is some helpful information when contacting CCWD:

**Business Hours** - District's regular business hours are Monday – Friday, from 8:00 a.m. to 4:00 p.m. excluding weekends and holidays.

**How to Get a Hold of Us in an Emergency** - If you have an emergency after hours and wish to speak to a CCWD Representative, you may do so by calling the main office number at (209) 754-3543. Tell the operator the nature of the emergency and a CCWD representative will call you back promptly. In most cases our knowledgeable staff can remedy a problem over the phone. Depending on the nature of the emergency however, a staff member may need to be dispatched to the property. Should this occur and the problem is determined to be the owner's responsibility rather than the District's, an afterhours call-out fee shall apply. Rest assured, CCWD shall respond quickly night or day. So don't hesitate to call even if you're not sure if the problem is yours or not. We're here to help and there is no charge for calling after hours and asking to speak to one of our knowledgeable staff members.

We would like to once again welcome you to beautiful Calaveras County and are pleased to have you as a new customer. We look forward to serving you and please do not hesitate to call if you have any questions.

Calaveras County Water District  
*Customer Service Department*  
Main Line: 209.754.3543  
E-mail: [Customerservice@ccwd.org](mailto:Customerservice@ccwd.org)

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