

IMPORTANT INFORMATION

Paying Your Bill. Please pay this bill as soon as you receive it. Send your payment in the enclosed envelope or drop the payment in the drop box at the District office. You may pay your bill online at: www.jcsd.us Payments made after the billing date will not appear on this bill.

Past Due Bills. An unpaid bill becomes past due 26 days after the billing date. If you are unable to pay this bill please call us at (951) 685-7434.

Disputed Bills. Should you question this bill, please request an explanation and/or investigation from us by calling (951) 685-7434. Any customer who has initiated a complaint or request an investigation within five days of receiving a contested bill for domestic service to a residential dwelling shall be given the opportunity for review of such complaint or investigation by manager/supervisor of the District. If, after a determination by the District, you believe you have been billed incorrectly, the amount of the bill should be deposited with the JCSD Board of Directors, 11201 Harrel Street, Mira Loma, CA 91752, to avoid disconnection of service. Make remittance payable to JCSD and attach the bill and a statement supporting your belief that the bill is not correct.

OTHER CHARGES

Returned Checks. We charge a fee if your check is returned from the bank unpaid.

Late Charges and Disconnection Charges. Policy allows 26 days from the billing date for payment, after 26 days there is a 10% penalty. Following notification, water service is discontinued 45 days from billing date, and charges will be added to your account notwithstanding the fact that the water service has not been physically disconnected.

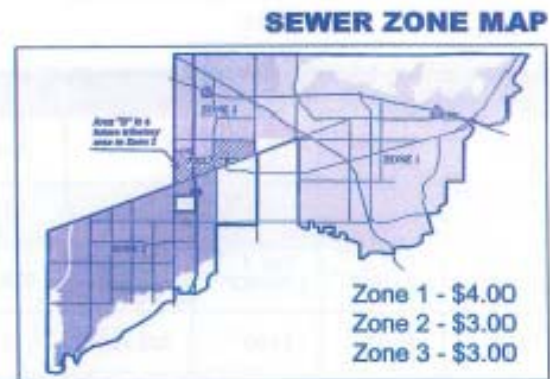
HOW TO REACH US

Office Hours: 7:30 a.m. to 5:30 p.m.
Monday through Friday

Billing Questions, Customer Service, and
24 Hour Emergency Service: (951) 685-7434

Office Location: 11201 Harrel Street,
Mira Loma, CA 91752

Board Meetings are held on second and fourth Monday
of each month at 7:00 p.m., at the Jurupa Community Services
District Office located at 11201 Harrel Street, Mira Loma, CA 91752.



Graffiti Hot Line
(951) 727-3500