



# City of Rio Vista

1 Main St.

Rio Vista, CA 94571

(707) 374-6451, Fax (707) 375-2560

Form can be found on City Web Page: [www.riovistacity.com](http://www.riovistacity.com)

## Utility Application Form

NEW ACCOUNT  BILLING ADDRESS CHANGE  ADJUSTMENT  FINAL BILL REQUEST

**Service Address:** \_\_\_\_\_

OWN  RENT Escrow Close Date: \_\_\_\_\_ Moving In/Out Date: \_\_\_\_\_

**Applicant Information** \*All applicants must be listed on either the Recorded Grant Deed or the Final Settlement Statement

Name:	Telephone No:	
Soc Sec No./FIN:	Identification No. / Driver's License No.:	State: DL
Email:		

**Co-Applicant Information** \* All co-applicants must be listed on either the Recorded Grant Deed or the Final Settlement Statement

Name:	Telephone No:	
Soc Sec No./FIN:	Identification No. / Driver's License No.:	State: DL
Email:		

Notes: \_\_\_\_\_

<b>Forwarding Mailing Address (if different from Service Address):</b>			
Name:		Telephone No:	
Billing Address:			
City:	State:	Zip:	Email:

<b>Landlord / Property Management:</b>			
Name:		Telephone No:	
Address:			
City:	State:	Zip:	Email:

### Title 13, Chapter 13.04 Billing and collection of charges

All water charges shall be billed monthly and be due and payable upon receipt.

All bills are due no later than the thirtieth (30th) day of the month, except for the month of February, and if all or any part of any bill is not paid by five p.m. on the due date a 10% delinquency penalty on the current amount will be added to the following bill.

Meter billings: Water meters shall normally be read at the end of each calendar month and the resulting water charges shall normally be mailed no later than three (3) working days following the 1<sup>st</sup> of the following calendar month.

Water customers are responsible for charges, even if they do not receive water bills.

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Co-Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Office Use Only

Date Entered: \_\_\_\_\_ Initial: \_\_\_\_\_ Account #: \_\_\_\_\_



# CITY OF RIO VISTA

1 Main Street, Rio Vista, California 94571

Phone: (707) 374-6451

## INFORMATION RELEASE

### PAY YOUR WATER BILLS ONLINE

Since October 2018, an online payment portal powered by AquaHawk for utility services has been available. We encourage our customers to sign up for this quick, safe, and convenient option for contactless payment for your utility account. You can register by going to the City's website at – [www.riovistacity.com](http://www.riovistacity.com) and just under the picture you will see “[Pay Utility Bill](#)” - click on that and follow the directions.

The online system includes the AquaHawk Alerting Customer Portal, which is a free service that allows customers to monitor their water usage, set up and receive alerts, and it provides tools to manage your monthly water bills.

For questions registering for your online account, please contact the Finance Department at 707-374-6451.

If you would like to make a payment by phone, call 1-844-446-6486, available 24 hours a day / 7 days a week. Please have your account number (listed on the left side of your bill) ready and follow the voice prompts.

Due to COVID-19 we are encouraging our customers to take advantage of this quick, safe and convenient option for contactless payment for your utility account. City Hall continues to remain closed at this time due to COVID-19.

###

# We have a new water conservation ordinance, so here are a few things you need to know about your water usage.

## No!

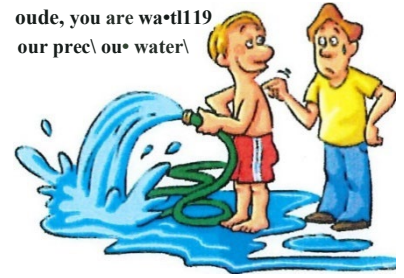
No lawn/garden watering, or other outdoor water use **between 10:00 A.M. and 6:00 P.M. on any day.**

Do not overwater where water drains across sidewalks or down gutters.

No watering outdoor landscaping while raining, or within forty-eight (48) hours after measurable rainfall (.01 or one hundredth of an inch).

No Hosing down driveways, streets, parking lots, or building exteriors **without the consent of the Director of Public Works except for valid health or safety reasons.**

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**\*\*\*THERE IS NO WATERING ALLOWED ON MONDAYS, THURSDAYS, OR FRIDAYS\*\*\***

## YES!

Water early in the morning or later at night to reduce evaporation.

Homes with **odd-numbered street addresses may water only on Sundays and Wednesdays.**

Homes with **even-numbered street addresses may water only on Saturdays and Tuesdays.**

Washing vehicles, equipment or boats can be done during your watering days and times. You will need to use a bucket, or a water-hose equipped with an automatic shutoff nozzle. Check your soap label to make sure it is "biodegradable and Storm Drain approved".

Water is necessary to ensure the health of trees and other non-turf perennial plantings during your water days and times.

## PLEASE!

Have leaky faucets or plumbing fixtures fixed!

Turn outside water faucets completely off after using.

Remember to turn the water off while you are brushing your teeth!

Only run FULL loads of laundry or dishes.

Check your sprinklers to make sure that they are set to water during the **correct time and day.** and that the spray does not water sidewalks and gutters.



**Let's all use our water responsibly and slow the flow!**

**Save  
Our  
water** 

If you have questions or need additional information, please contact Public Works at (707) 374-6451

If you have a water **emergency after normal business hours**, please call (707) 249-7510

Department of Public Works~ City of Rio Vista