

The East Palo Alto Water System is now operated by Veolia North America. The bill layout has remained very similar and the water rates are consistent with what has been published by the city, but please contact us if you have any questions.

You can still PAY YOUR BILL several convenient ways:

BY PHONE: Call 888-970-0594 and pay by credit, debit card or e-check through our automated system. Payment by phone is only offered through the aforementioned number. Veolia Agents are not permitted to take payments by phone.

ONLINE: The new customer portal is now much more robust, we suggest that you create an account to view previous statements, account history and make payments. You can access the portal: myaccount.eastpaloaltowater.com

IN-PERSON: Due to the Coronavirus we are unable to take payments in person, we will provide updates once the office is reopened and we can receive payments.

BY MAIL: Please refer to the instructions on the opposite page for mailing a check and note the new address.

IMPORTANT WATER QUALITY MESSAGE: We encourage you to read your annual Water Quality Report that can be viewed electronically at <https://www.cityofepa.org/publicworks/page/utilities>.

IMPORTANT BILLING INFORMATION

Late Charge

A late charge of 1.5% of the bill balance, or a \$5.00 minimum charge, will be assessed when the payment is not received by close of business on the due date.

Account Set-up Fee

An Account Set-up Fee of \$75.00 will be charged from the individual that requests to open an account in order to receive water service from the District. The account set-up fee must be paid prior to the provision of water by the District.

Discontinuation of Service

If water service is discontinued for non-payment, unauthorized use, or meter tampering, the District must receive full payment for all past due charges and a restoration charge prior to restoring water service.

Returned Check

A Return Check Charge of \$30.00 will be assessed on the customer's account.

Access to Meters

Meters shall be readily accessible to the District personnel. In the event that the water meter is inaccessible, the quantity of water usage shall be estimated for billing purposes. The District shall discontinue water service to customers who, after written notice, fail to provide the District with ready access to the water meter.

Closing Account

Please provide the District with a forwarding address at the time of closing the account. Your final bill with outstanding balance will be sent to your forwarding address.

Please contact us with any questions or concerns:

Phone: (650) 322-2083, Monday – Friday 7:30 AM - 3:30 PM

Email: epawater@veolia.com

Website: eastpaloaltowater.com