



City of East Palo Alto – Operated by Veolia
2415 University Ave, 2nd Floor
East Palo Alto, CA 94303-114

Dear Customer,

Our commitment to providing safe and potable drinking water to you is our highest priority. We are committed to and value each of you as members of our East Palo Alto community.

This commitment includes providing you with timely billing that is easy to understand, as well as offering several simple payment and account management options; like creating an online account to monitor consumption history, enrolling in paperless billing and so much more. We also offer auto-pay for worry free payments. All of these options are intended to give you more flexibility and make managing your account as seamless as possible.

Our service commitment continues with a decision to move to monthly billing. This will allow us to serve you better in several key ways starting **10/01/2021**.

1. Bill due dates will be more consistent and will be easier to plan for and manage because monthly water bills will be like most or all of the other bills you receive. You will know to expect a bill every month, making it easier to track when the last bill was paid.
2. The bills will be more affordable and budget friendly since you will no longer be paying for two months of usage.
3. Water conservation efforts are always one of our concerns; monthly billing can allow you to better understand your water usage and make adjustments if necessary.

Please give us a call at (650) 322-2083, email us at epawater@veolia.com or visit our website at www.eastpaloaltowater.com if you have any additional questions.

Thank you,

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2415 University Avenue, 2nd Floor
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(650)322- 2083 Office – 7:30 am to 3:30 pm