



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

## **Monthly Billing FAQs**

1. When is the change being made?

The change to monthly billing will take place on 10/01/2021

2. Why are you changing from every other month to monthly billing?

We are changing to a monthly billing format to allow bill due dates to be more consistent and easier to manage because monthly water bills will be like most of the other bills you receive. The bills will be more affordable and budget friendly since you will no longer be paying for two months of usage.

Monthly billing will better allow you to monitor your water consumption; increasing your knowledge of your usage and enhancing your water conservation efforts.

Veolia will be able to alert you of high consumption faster because we will read your meter monthly.

3. How will that affect my due dates and the amount of time that I will have to pay my bill?

You will still have the same amount of time to pay your bill once it is received. The only change is that you will be making 12 payments a year instead of 6. You will no longer have to remember when you received your last bill or which months you should expect a bill, so managing your bills and payments will be much easier.

4. Will monthly billing increase the current amount that I am paying in any way?

No, you will not pay more for monthly billing. We will be taking a reading every month so your bills will be on average about half of your bi-monthly bills were.

5. What methods are offered to pay my bill?

You can still pay your bill online <https://myaccount.eastpalaltowater.com/login> by mail with a check or money order, or over the phone using our automated system.

When paying by mail, please enclose the top portion of your bill, showing the service

address and account number, with your check to ensure proper credit. Please review the back of your bill or give us a call at (650) 322-2083 if you have more questions on payment options.

6. Do you offer automatic payments so that I don't have to manually pay a bill every month?

Yes, automatic payments are offered once you create a customer account on our website <https://myaccount.eastpaloaltowater.com/login>. You can always give us a call for more information on signing up.

7. Will the charges on my monthly water bill be different?

The fixed charges on your bill will be lower than they are currently due to the billing period being reduced from 60 days.

It is possible that the first few bills you receive after October 1<sup>st</sup>, 2021 will not be for exactly 30 days. The customers who are due to receive their bi-monthly bill in October will receive the normal bi-monthly bill that month. The customers who were billed in the month of September may receive a bill with a period of 30 days or less based on their billing period.

Please note that the bill charges will be calculated based on the number of billing days in the billing period.