

FREQUENTLY ASKED QUESTIONS

1. What are your business hours?

We are open from 7:30 am until 5:30 pm, Monday through Thursday except for holidays.

2. How can I check my balance or make a payment?

You may access your balance any time at www.ci.victorville.ca.us or by contacting Customer Service at 760.955.5001 during normal business hours.

You can pay your bill in person at City Hall or mail it to the address on your bill at City Hall. You can also pay on-line with a credit card or e-check at www.ci.victorville.ca.us. To pay by phone using your credit card or check, call Customer Service at 760.955.5001.

The City also has an after-hours drop box which is available 24 hours per day. It is a mail slot located to the left of the main customer entrance door of City Hall, 14343 Civic Drive. Note: Payments put in the drop box will not be posted until the next regular business day.

3. Why did I get a water charge when I didn't use any water?

A monthly service charge will appear on your bill, regardless of whether or not you actually used water. This charge helps offset the costs incurred to construct and maintain the wells, pumps, pipelines, valves, and meters that are used to make water services available to our customers, regardless of the amount of water used.

4. Do you have payment centers?

The City/District has no authorized payment centers other than at City Hall.

5. Do you have automatic payments?

Currently, the City/District does not offer automatic payments.

6. Do you offer payment plans?

Payments are due upon issuance of the bill and become delinquent if not paid within 15 days. Payment plans are not offered.

7. Can you adjust my bill because I had a leak?

All water pipes and fixtures on the customer side of the meter connection are the responsibility of the property owner. If a leak occurs in a customer pipe or fixture, the District will not extend an adjustment to your bill.

8. How can I keep my water lines from bursting in cold weather?

All water pipes and fixtures on the customer side of the meter connection are the responsibility of the property owner. To avoid the effects of freezing weather on your pipes and fixtures, consult a professional who can help winterize your property.

9. Why is my account blocked from paying online?

If an account is past due and up for turn-off, or if checks have been bounced, the account is marked as a "cash only" account and must be paid by cash at City Hall.

10. Where is my deposit?

Your deposit remains on your account. After twelve consecutive months of on-time payments, your deposit is credited to your account. If you move out and close your account and have a deposit remaining, it will be credited to your final balance. Any remaining credit after payment of the final bill will be refunded.

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11. I am interested in reducing my water bill. How can I do that?

Conservation is the best way to control your utility bills. The City of Victorville has a Conservation Division that can help you save water and save money. To learn about ways to reduce your water bill and help the environment by using these water-reducing conservation tips, programs, and events, go to our website at <http://www.ci.victorville.ca.us/Site/CityServices> or contact the Conservation Division toll-free at 1.866.955.4426. Conservation Specialists can talk with you over the phone, or can come to your home or business to assist you. Here is a list of services the Conservation Division can provide:

- Free water audits— inside/outside: consist of analyzing water usage inside and out, observing for and locating leaks, and assisting customer setting up a water efficient program for their landscape needs.
- Assist with programming sprinkler/irrigation timers
- Assist with locating the pressure regulator valve
- Help determine the location of a leak
- Consulting on desert adaptive water smart landscaping
- Cash for Grass program inspection, information and resources
- Water conservation questions, information, brochures, pamphlets, etc.,
- School education
- Research of abnormally high water use--and no changes were made to their irrigation system
- Water inside the meter box
- Run off in their neighborhood
- Water being wasted

To avoid late fees and notice or service charges, make sure that you pay your bill in full and on time.

12. I think my meter might be broken. What do I do?

Contact Customer Service at 760.955.5001 who can forward your concern to the proper department.

13. My water pressure seems to be low. What do I do?

Contact Customer Service at 760.955.5001 who can forward your concern to the proper department.

14. How do I check for leaks?

Your water meter can be used to tell if you have a leak and/or to isolate where a leak is. Here's how:

- Make sure all water in your house and yard are "off" so that no water is being used inside or outside the home; i.e., dishwasher or washing machine are not running, toilet has not been flushed; no one is using the shower, or flowing water from the bathroom or kitchen faucets, and no irrigation is running.
- After removing the meter box lid and lifting the register lid up, look at the glass face of the register for a minimum of 5 minutes; observe the blue triangle for movement.

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- If the blue triangle has moved, you most likely have water running somewhere along the customer service line either outside or inside the home, and you will need to proceed to isolate specific areas to identify where the leak is.
- Start by shutting off the main water supply to the home, isolating the inside from the outside and observe the triangle for movement. If the triangle has stopped you have identified the leak is somewhere inside the home.
- Then, turn the main supply valve back on and using a process of elimination, check the guest bathroom toilet first by shutting off the supply valve and observing the triangle for movement; if the movement has stopped you have located the leak and can make the necessary repairs.

15. Where does my water come from?

The source of drinking water supply for the Victorville Water District is “groundwater”, i.e. water which is naturally stored below the surface of the ground. Imagine a surface body of water underneath the ground, (water table). The Victorville Water District supplies this water to your home by drilling into the ground and withdrawing it using pumps (wells). The water is pumped into tanks above the ground. The water tanks store the water until there is a demand for it and then it is gravity fed through using water mains/pipes (the Distribution System). Water mains (Pipes) installed and maintained by the Water District are connected to these tanks and buried underneath the ground. The water inside these pipes is under pressure and made available to our customers 24/7. Before the water is distributed to homes and businesses, it is disinfected with a small amount of chlorine.

The water which comes out of your faucet was made available to you this way: It was pumped out of the ground, disinfected, stored in a tank and then brought to your home by flowing through underground water mains underneath the street. A District service line (“Lateral”) connects the water main to a water meter that serves water to your property. This water meter is usually located 2 feet outside the property line, near the sidewalk, and inside a concrete or plastic box, and usually is in line with the water spigot, (faucet). A customer service line (pipe) connects to the water meter and enters your property, carrying the water to your home.

16. Do you offer discount programs for low income residents or seniors?

For the “Solid Waste Services” portion of the bill, there is a discount of \$1.99 per month off the bill for individuals who meet eligibility requirements. To qualify, you must be over 62 or disabled, own and live in your home, and meet income limits. The City uses the income limits established for the State of California Homeowner’s Assistance Program. To request an application for discount, contact Customer Service at 760.955.5001.

There are no discounts for any other part of the water/sanitation bill. You may wish to contact other utility service providers about possible discounts they may offer.

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DISCOUNT PROGRAMS

Name	Bill Type	Phone/Contact	Program
Southern CA Edison	Electric	1.800.447.6620, Opt. 2 or 1.800.655.4555, Opt. 4 Discount programs – CARE, FERA and Energy Assistance	20% discount on electric bills to customers who meet income eligibility requirements; reduced rates.
Southwest Gas Company	Gas	1.877.860.6020, Opt. 3 CARE Program	20% discount on bills to customers who meet income eligibility requirements.
California Public Utilities – LifeLine	Phone	1.866.272.0349 (English) Ask for Life Line www.cpuc.ca.gov – Communications – Discounted Telephone Service Programs	Discount on monthly baseline service rate and installation costs for customers who meet income eligibility requirements or with certain public assistance programs.

We have contact information for charitable organizations and consumer aid agencies that sometimes assist those having difficulty paying their utility bill. You might also want to check with your church or other faith-based organization.

OTHER UTILITY ASSISTANCE PROGRAMS

Community Action Partnership of San Bernardino County

696 S. Tippecanoe Ave

San Bernardino, CA 92415-0610

Phone: 1.909.723.1500 | Fax: 1.909.723.1509

Office Hours: Monday through Friday, 8:00 am - 5:00 pm

Contact: Maggie at 1.909.723.1680

Not taking appointments until February 2013

- Energy, Education and Environmental Services Program
- Family Development Program
- Food Bank Program
- Individual Development Accounts
- Homeless Management Information System

Salvation Army

14585 La Paz Drive

Victorville, CA

Tel: 760.245.2545

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United Way—Inland Empire United Way (IEUW)

Corporate Office

9644 Hermosa Avenue

Rancho Cucamonga, CA 91730

Fax: 1.909.466.6867

Program Office

9624 Hermosa Avenue

Rancho Cucamonga, CA 91730

Phone: 1.909.980.2857 | Fax: 1.909.980.2957

Catholic Charities

Catholic Charities provides a wide range of necessary social services over a very large geographic area, so we can be family to those who need us. We are a family that cares for families. Catholic Charities programs and services aim to increase the stability, safety, and health of families when they have no where else to turn for help.

1450 North D Street San Bernardino CA 92405

Phone: 1.909.880.3625 | Fax: 1.909.384.1130

info@ccsbriv.org

17. What is wastewater? Why is there a charge for wastewater?

“Wastewater” is sewage. It is the water that leaves your home through drains and sinks, from your showers, sinks, toilets, washing machines, and dishwashers. This “wastewater” is transported through sewer pipes to a contracted wastewater treatment plant. Here, the wastewater is treated to remove contaminants. Eventually, the water is clean enough to discharge into percolation ponds and/or into the Mojave River.

You are charged a monthly fee for “Wastewater” or “Sewer Use” to pay for the cost of treating the wastewater. The wastewater fee also pays for City costs to maintain, replace, and repair the sewer pipes that collect sewage from homes and businesses and transport the sewage to the treatment plant.

Note: Only households which are connected to the sewer system are charged this fee. If your home is on septic, but you are being charged the “wastewater fee”, please contact the Customer Service Division at 760.955.5001 so that your account can be updated.

18. What is the Solid Waste Services Fee?

The Solid Waste Services Fee pays for trash collection, disposal, and recycling programs required by state law. Trash is collected by the City’s franchised hauler, Victorville Disposal. Trash is disposed of at the County’s Victorville Landfill at a cost of \$38.79 per ton (effective August 2012). Recycling programs are required per CA state law Assembly Bill 939 which requires a 50% reduction of waste sent to landfill. Failure to make progress towards meeting this goal could result in fines of up to \$10,000 per day from the State of California. Specifically, the fee pays for the Curbside Recycling Program as well as a percentage of the costs to build and operate the Victor Valley Materials Recovery Facility (MRF) where recyclable materials are processed.

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19. What is the Household Hazardous Waste Fee? Why do I have to pay it?

This fee pays to operate the City's household hazardous waste disposal program. Residents may dispose of household hazardous wastes such as oil, paints, pesticides, and garden chemicals at the Household Hazardous Waste Collection Center operated by the City Fire Department. For more information about the HHW program, call the Fire Department at 760.955.5229 or go to www.VictorvilleRecycles.com.

20. Where is the dump? What are the days and hours for the dump? How do I get to the dump?

San Bernardino County provides solid waste disposal service at its Victorville Landfill. The Victorville Landfill is located at 18600 Stoddard Wells Road and is open Monday through Saturday from 8:00 a.m. to 5:00 p.m. The landfill is CLOSED on Sundays. The landfill is operated by the County's contractor, Burrtec Waste Industries. Call San Bernardino County Solid Waste Division at 1.909.386.8701 or 1.800.722.8004 for more information regarding disposal fees, other sites, and hours.

Landfill Fees: Payment for waste disposal at the landfill is by cash or County-issued credit card only. Effective August 1, 2012 fees for waste disposal at all County sites are:

- \$12.97 for up to 300 pounds of ordinary refuse
- \$57.95 per ton for ordinary refuse over 300 pounds
- \$111.09 per ton for waste requiring special handling
- \$5.31 per tire. No more than 9 tires accepted per load.

Additional fees apply for wastes that require special handling. NOTE: Uncovered loads are charged double the normal disposal fee. So make sure to "Cover your load before you hit the road!" Reduce litter and save money.

"Free Dump" Days—Discontinued as of April 2012: The County used to sponsor two Community Cleanup Days each year at their landfills. Effective May 2012, this program has been discontinued. There are no more "Free Dump Days" at the County landfill. Please check with your City/Town or trash hauler about bulky item pickup options in your community.

Directions to County Landfill:

- The County's Victorville Landfill is located on Stoddard Wells Road, just north of the City limit.
- Take I-15 North towards Barstow. Cross over the Mojave River bridge, then take the first Stoddard Wells Road exit. At the end of the ramp, make a right turn, then make another right turn to double back over the I-15 freeway.
- After crossing over the freeway, veer Right. You are now heading North on Stoddard Wells Road.
- The landfill is a few miles up the road on the left hand side. The entrance to the landfill is near Osborne Pipe & Supply.

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Before you go to the Dump, Please stop by the Victor Valley materials Recovery Facility (MRF) Recycling Center. The MRF located at 17000 Abbey Lane—just off of Stoddard Wells Road—on the way to the landfill. Residents can make a quick left hand turn onto Abbey Lane, go to the MRF and drop off the following items for free, then jump back onto Stoddard Wells Road, and go to the landfill. Going to the MRF first—to recycle—will save you money on landfill disposal fees. The MRF accepts for free:

- TVs, computers, electronic wastes
- Scrap metal (no cars or car parts, gas tanks, propane tanks)
- Cardboard*
- Newspapers
- All other kinds of clean, dry paper and cardboard
- All kinds of plastics—including plastic shrink wrap and bags
- Glass Bottles & Jars, Tin/Aluminum Cans
- Clothing and Shoes

The MRF is also a buy-back center for CRV materials, cardboard, and newspapers.

The MRF does not accept any trash!

The MRF is open Monday through Friday 8 a.m. to 4 p.m. and Saturdays 8 a.m. to 12 noon. For more information call the MRF at 760.241.1284 or call the City of Victorville Recycling Program at 760.955.8615.

21. I forgot to put out my trashcans. What do I do?

Service issues such as late set outs, missed pickups, or damaged cans are all handled by Victorville Disposal. Call Victorville Disposal directly at 760.245.8607 for assistance.

Victorville Disposal's office hours are Monday through Friday from 8:00 a.m. to 5:00 p.m.

22. How do I get a free Bulky Item collection?

Residents of single-family homes in Victorville can schedule two free bulky item pickups per year. You can put out up to five (5) items per pick up. To schedule your free bulky item pickup, please call Victorville Disposal at 760.245.8607.

23. What is the Storm Drain Fee? I don't have a storm drain on my street, so why am I charged the fee?

The storm drain fee pays for storm drain construction and maintenance throughout the City. It also pays for emergency response to flooding, sandbagging, and subsequent repairs to roads damaged by floods. All households which use City roads benefit from the storm drain program, and this is why all households are charged the fee, even if there is no storm drain on your street. The storm drain program is administered by the Public Works Department. For more information about the storm drain program, call the Public Works Department at 760.955.5201.