



Ventura County Water and Sanitation District 38 (Lake Sherwood) Billing Schedule 2025

On the fourth Wednesday of each month, bills are generated for metered accounts.

To find your bill date, locate the due date on your current bill and track it to the bill date on the charts below. Autopay is deducted on the due date. Also shown below is your bill view, both front and back. Once you locate your bill date on the table below, this is your billing schedule for 2025.

Charges are based on the actual water usage measured by a meter. The meter reading is taken monthly, and the current reading is subtracted from the previous one to determine the exact usage. This usage is then multiplied by the water rate to calculate the bill.

BILLING PERIOD	READ DATE	BILL DATE	DUE DATE/ AUTOPAY DEDUCTED
1	1/14/2025	1/22/2025	2/13/2025
2	2/18/2025	2/26/2025	3/20/2025
3	3/18/2025	3/26/2025	4/17/2025
4	4/15/2025	4/23/2025	5/15/2025
5	5/20/2025	5/28/2025	6/19/2025
6	6/17/2025	6/25/2025	7/17/2025
7	7/15/2025	7/23/2025	8/14/2025
8	8/19/2025	8/27/2025	9/18/2025
9	9/16/2025	9/24/2025	10/16/2025
10	10/14/2025	10/22/2025	11/13/2025
11	11/18/2025	11/26/2025	12/18/2025
12	12/16/2025	12/24/2025	1/15/2026

Bill Number: 1234567 **Bill Date:** 01/22/2025
Billing Period: 12/17/2024 - 1/14/2024
Customer Account No.: 123456-12345
Total Amount Due: \$98.73

JOHN AQUA
 6767 SPRING RD
 THOUSAND OAKS CA 91361

Account Summary				
Previous Bill				\$ 57.62
Payments	1/8/2025 - Thank you			\$ -57.62
Previous Balance				\$ 0.00
Current Charges Due	2/13/2025			\$ 98.73
Total Amount Due				\$ 98.73
Current Bill Details				
Water Usage (HCF*)				
Tier 1 Water	9.33	x	\$ 4.45	\$ 41.52
Tier 2 Water	5.67	x	\$ 6.02	\$ 34.13
Service Charge-M&I 3/4"				\$ 23.08
Total Current Charges				\$ 98.73
Meter and Total Consumption Information				
Billing Period: 12/17/2024 - 1/14/2025		Days in Billing Period: 28		
Meter	Previous Read	Current Read	Usage in HCF*	Usage in Gallons
12345678	2155	2170	15.00	11220
*Water usage is billed in hundred cubic feet (HCF): 1 HCF = 748 gallons				

Contact us:

Phone: 805-378-3000
Email: wscs@ventura.org
Customer Service: Monday - Friday, 9am to 4pm

Service Address: 6767 SPRING RD

MESSAGE CENTER

As approved by the Board of Supervisors new rates are in effect as of January 1, 2025. For more information, please visit our website <https://www.vcpbublicworks.org/wsd/ratesandcharges>

Please detach and return stub with payment.

WAYS TO PAY

Online: <https://www.invoicecloud.com/vcpwa>
 By Phone: 855-844-0357
 In-Person: 6767 Spring Rd., Moorpark, CA 93021

Customer Account No.: 123456-12345

Previous Balance \$0.00	Current Charges \$ 98.73	TOTAL AMOUNT DUE \$ 98.73
	DUE BY 2/13/2025	TOTAL PAID



PLEASE MAIL CHECKS PAYABLE TO:
 Water & Sanitation
 Payment Processing Center
 PO Box 1470
 Hemet, CA 92546-1470



To avoid penalties Current Charges are due on 2/13/2025.

The Water and Sanitation Department of the County of Ventura, Public Works Agency, is responsible for the operation, maintenance, administration, and billing of the Ventura County Waterworks Districts Nos. 1, 16, 17, 19, and 38, and Camarillo Utility Enterprise. If you have any questions about these water and sewer utilities, or this bill, please contact the Water and Sanitation Department Office: 6767 Spring Road, PO Box 250, Moorpark, CA 93020-0250. Phone: (805) 378-3000. Email: wscs@ventura.org

To review the Ventura County Waterworks Districts Rules and Regulations, for Waterworks Districts Nos. 1, 16, 17, 19, and 38, please visit: <https://www.vcpbublicworks.org/wsd/publicationsanddocuments/>

WAYS TO PAY

Online: <https://www.invoicecloud.com/vcpwa>

By Phone: 855-844-0357

In-Person: 6767 Spring Rd., Moorpark, CA 93021

By Mail:

Water and Sanitation
Payment Processing Center
PO Box 1470
Hemet, CA 92546-1470



SCAN QR CODE TO
MAKE A PAYMENT

FREQUENTLY ASKED QUESTIONS

How do I start or stop water service?

Submit a form on our website visit www.vcpbublicworks.org/wsd/customerservice/accounts/
*Residential water service must be established by the Property Owner.

What is a service charge?

A fixed charge based on the size of the water meter or the number of units (dwellings) served. The Service Charge offsets a portion of the fixed costs such as meter reading, billing, depreciation, and other costs.

What is a commodity rate?

Recovers all remaining costs related to water supply, production, base delivery, and extra capacity.

Tiered Residential

Tier 1: HCF based on the average indoor usage for residential customers per District.
Tier 2: HCF based on the average summer usage for residential customers per District.
Tier 3: HCF represents usage above the average indoor and outdoor water usage for the average residential customer per District.

If I didn't use any water why am I still getting charged a service charge?

When a customer does NOT use any water, the District incurs fixed costs in connection with the maintenance of meters, the ability or readiness to serve the connection, and/or the billing services provided.

How do I monitor my water usage?

To monitor your water usage, sign up for the AMI customer portal.
<https://www.vcpbublicworks.org/wsd/customerportal/>

Do you offer any assistance programs?

To view information on SB998, please visit <https://www.vcpbublicworks.org/wsd/legislation>

Where can I view the Miscellaneous Fee Schedule?

Please visit <https://www.vcpbublicworks.org/wsd/ratesandcharges>

Where can I view the water quality report?

Please visit www.vcpbublicworks.org/wsd/publicationsanddocuments

For more Frequently Asked Questions, please visit: www.vcpbublicworks.org/wsd/ws-faq

NOTICE TIMELINE

NOTICE 1

- If the balance due is not paid within 22 days from the bill date, the account will be delinquent and subject to a \$10.00 or 10% late penalty fee.

NOTICE 2

- If the balance due is not paid within 43 days from the bill date, a reminder call giving notice of past due bill will be placed to the customer.*

NOTICE 3

- If payment is not made by 10 days before the shut-off date, a courtesy call giving notice of pending shut-off will be placed to the customer.*

NOTICE 4

- If the balance due is not paid before 83 days from the bill date a shut-off notice will be delivered to the service address. The account will be charged a Shut-Off Notice fee, possible deposit equal to two times the average bill and service will be discontinued (shut-off).

*Calls will be placed to phone number on file. It is the customer's responsibility to keep contact information updated.

Sign up for the AMI customer portal to monitor water usage.



For information on rebates, please visit:

<https://www.vcpbublicworks.org/wsd/waterconservation>

Please return this portion with your payment.

Enter new Mailing Address below:
