

P 951.928.1922
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30427 11th Street
Nuevo, CA 92567

Hours of Operation
Monday - Friday
8:00 AM - 4:00 PM

INFO TO KNOW:

- Water usage is measured in cubic feet.
- 748 gallons equals 100 cubic feet or one billing unit
- Meters are read monthly between the 16th and 20th



WATER METERS FAQ

A water meter is like an odometer for your water use. It's a device installed by your water company that records how much water flows into your home. This helps The Nuevo Water Company (NWC) bill you correctly for the amount of water you use, just like how an electricity meter tracks your electricity usage.



HOW TO READ YOUR WATER METER

To determine your water usage, read the numbers on your water meter from left to right. Next, locate the water meter number on your last water bill. Subtract this from the new meter reading and multiply the result by 100. This will indicate your water usage in 100 cubic feet, or one billing unit.



WHEN IS MY BILL DUE?

The current month's bill is due within 45 days of receipt of the bill, by 4:01 pm PST. After that, the bill becomes delinquent and is subject to a late fee of \$15.00

WHAT IF I HAVEN'T PAID MY BILL?

An account is subject to a "Turn-Off" if the bill and late fee are not paid by 4:01 pm PST, on the 60th day from the date of the bill. A "Shut-Off Processing Fee" of \$50 will automatically be applied to your account. Past-due charges and fees must be paid before your water services can be restored.

PAYMENT METHODS

Payments can be made via the Payment Drop Box or by mail:
NWC, 30427 11th Street, Nuevo, CA 92567



Check or Money Order **Credit or Debit**

We advise against using DOXO as they charge higher fees compared to the web portal, and payments made through DOXO are received via US Mail, causing potential delays instead of immediate processing. A Third-Party Transaction Fee applies to NWC credit or debit transactions.