

The Rio Linda / Elverta WaterWays

A Publication of the Rio Linda Elverta Community Water District
P.O. Box 400, Rio Linda, CA 95673
916-991-1000
www.rlecwd.com

The District Office lobby is still CLOSED until further notice due to COVID-19

Rio Linda/Elverta Water District's top priority is to ensure safety of its employees and customers as we face the evolving situation involving the COVID-19 virus. Customers should be assured that our water supplies are not affected by the COVID-19 virus, and the District will continue to serve our community 24/7. District staff will continue to monitor the situation and provide updates as needed.



During this time, customers can take advantage of our online bill pay <https://rlecwd.epayub.com/> by logging into your account or using the quick pay option. The District cannot take payments by phone, but our staff is here to help. The District has a drop box located next to the front door. (NO CASH) To reach a Customer Service Representative call the District office at 916-991-1000 during business hours.

Consumer Confidence Report (CCR)

Per the Environmental Protection Agency (EPA), the District is responsible to provide our customers an annual report by July 1 of year. This annual drinking water quality report, provides information on your local drinking water quality. The EPA determines what levels of contaminants are safe to have in your water, and your CCR will show you the level of contaminants in your water source. If you would like a copy please visit our website at <http://www.rlecwd.com/uncategorized/2020-rlecwd-consumer-confidence-report-ccr/> or stop by the District office to pick up a copy. Further, we understand that the format of the CCR required by EPA can and does inspire questions. So, feel free to call or email your questions or concerns to the District.



Report Water Waste

Email us or Call Us

You can report water waste issues by contacting our Customer Service at [our email](#) or call us at 916-991-1000 with the address and information about the water waste.

Thanks for working together to save our water.

3/20/2020 – 5/20/2020 Billing Period



Bills will be mailed no later than May 29, 2020 for the period of 3/20/2020 to 5/20/2020. The fee free date is on **June 24, 2020**. ** Late fee of \$5.00 will be applied to all outstanding bills on **June 25, 2020**. Also, please note that there is \$50.00 charge for any afterhours turn on. **Payment arrangements can be made in the District Office or found on the District's website. Office hours are Monday thru Friday, 7:00am to 4:00pm. Payment arrangements must be made at least one day before the Free Fee Date, which for this billing cycle is June 24, 2020.

Payments can be made online, in person, via postal service, and at the District Office's night depository slot located next to main door. Reminder, the District Office does **Not Accept Cash**.

Payment Delays

Whether it is your bank sending payments or payments that you are sending in, please know the length of time for your payment to reach us, allow time for delays. With COVID-19 we have started experiencing postal delays. Please review your banks process for sending payments, since it is a physical check. Please review our payment methods for ways to pay your bill.



Beware of Third-Party Payment Websites



When paying your bill make sure you are on our website at <http://www.rlecwd.com/>.

There is a third-party website (doxo.com) that is out there. Please be aware that it is **not** affiliated with us.

[RLECWD | Pay Your Bill Online | doxo.com](https://www.doxo.com/info/rlecwd)

<https://www.doxo.com/info/rlecwd>

Also Known as: RLECWD Rio Linda Elverta Community Water District was added to the directory by a user on August 30, 2011. doxo is a secure, all-in-one bill pay service enabling payments to thousands of billers. doxo is not an affiliate of Rio Linda Elverta Community Water District.

Does Rio Linda Elverta Community Water District o...

Where can I login to my online Rio Linda Elverta Co...

I'm not able to login to my online Rio Linda Elverta Co...

Paying your Water Bill

Payment can be made on the District's website www.rlecwd.com, in person, via postal service, and the District's Office's night depository slot located next the main door. Reminder, the District Office does **Not Accept CASH!** Check, Money Order, Visa/Mastercard or Discover card.

Bill payments scheduled through your financial institution are sent to the District via the postal service as a bank draft. Please allow for mail time on these payments as they can take anywhere from 7 to 10 working days to be received by the District. For faster payment processing, the District can set your debit/credit card for Recurring Payments to be automatically paid on the Due Date. The District has also enabled an alternative payment method, Automated Clearing House (ACH), which features no convenience fee.

For more information please visit our website at <http://www.rlecwd.com/billing-information/> or call our office at 916-991-1000.



ACH PAYMENT