



NOTICE OF DELAYED PAYMENT PROCESSING

If you use Online Bill Pay Options through your Bank or other Merchant Services such as Doxo.com, Prismmoney.com or Billpaymentonline.net, it can take up to 10 business days for Diablo Water District to receive your payment which can lead to Late Penalties being added to your account.

Diablo Water District offers two options that will result in faster processing of your payment. The first option is to set your account up to have your payment automatically deducted from your checking account either on the 5th or the 20th of each month. The second option is to go to our website directly at DIABLOWATER.ORG where you can pay your bill with a Visa/MasterCard with **NO CONVIENCE FEES** and it will be posted to your account within one business day. Also at our website, if you register your account, you will be able to utilize the many features that it offers, such as:

- **Review Your Current Account Balance**
- **Review Your Payment History**
- **Review Your Usage Chart**
- **See Up to 12 Months of Water Bills**
- **GO GREEN: Sign up for Paperless Bills and have your bill Emailed to you**
- **Setup Automatic Recurring Monthly Payments with your Credit Card**
- **And Remember, the best part of the website is there are **NO CONVIENCE FEES!****
- **If you choose to sign up for the Automatic Withdrawal option through your Checking Account, you can download the form off of our website or come into the office. All we need is your signature, the date to withdraw and a voided check!**

Make sure to read the other side of this flier for instructions on how to wrap your pipes to prevent them from freezing during extreme cold spells.



ATTENTION DIABLO WATER DISTRICT CUSTOMERS PROTECT YOUR WATER PIPES FROM FREEZING AND SAVE MONEY \$\$\$

Unprotected water pipes can freeze and burst in freezing weather. This can cause severe damage and require expensive repairs, and temporarily force you to shut off the household water supply.

You can avoid this potential problem by wrapping foam insulation around the outside pipes that are under pressure (see sketch below).

87 Carol Lane
P. O. Box 127
Oakley, CA 94561-0127
925-625-3798
925-625-0814 Fax
www.diablowater.org

Directors:

Edward Garcia
President

Kenneth L. Crockett
Vice President

Howard Hobbs
Enrico Cinquini
John H. deFremery

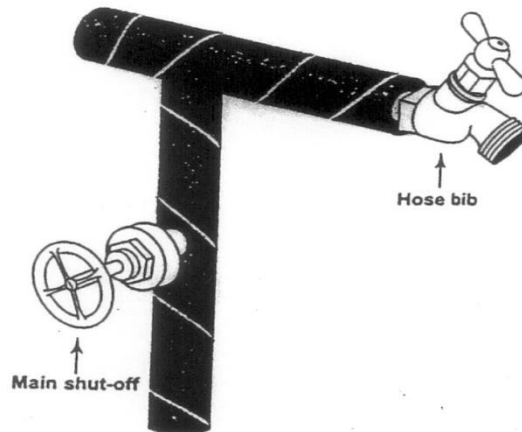
*General Manager
& Secretary:*

Mike Yeraka

General Counsel:
Jeffrey D. Polisner

Anyone Can Wrap Pipes – No Special Tools Needed

1. Measure the outside diameter of your pipe to determine the foam size and the length to be covered. (Foam insulation comes in ½", ¾", and 1" sizes.)
2. Go to any local hardware store to purchase the insulation that is needed. **Ace Hardware locations in Oakley/Brentwood/Antioch/Pittsburg are offering a 15% discount off the cost of foam pipe insulation to Diablo Water District customers. Please take this flyer with you to one of the participating Ace Hardware locations to receive the discount.**
3. Trim the foam to the right length. (Straight cuts with a serrated kitchen knife works fine.) Or try the following:
 - Cut two diagonals to make a turn
 - Cut out two V notches like this where the two pipes intersect.
4. Wrap around the foam insulation with electrical tape, duct tape or copper wire.



Stop by our office to see an example of how to wrap your pipes.

**Make sure to read the other side of this flier for more information on
Notice of Delayed Payment Processing.**