



Important Notice about Online Payment Processing

STARTING MAY 1, 2017

We regret to inform you that our current online payment processor has notified us that it will be going out of business as of April 30th. We have been working very hard at finding a new vendor that will provide new and improved technologies that many of you have been asking us for. We are very excited to announce that we have partnered with Point and Pay LLC, who will be launching our ALL NEW online payment portal starting May 1, 2017. The new portal will provide an easy and convenient billing and payment experience for our customers. However, due to the short notice to launch the new portal, there will be phases as to when the new features will be available. With the transition to the new portal, customers will need to know the following important information:

- If you have a current online registered account at www.diablowater.org your logins and auto-payments will not be transferred from the previous payment portal. We apologize in advance for this inconvenience.
- The first time you visit the new payment portal starting May 1st, you will need to re-register and create a new account.
- Everyone will receive a paper bill in the month of May. If there have been any changes to your mailing address, please call the office to update this in our system 925-625-3798, then press 0.

We want to thank you for your patience during this transition. Please note, if you are a current PAPERLESS customer, you may receive an email from noreply+DiabloWater@paydici.com. We encourage you to read this email thoroughly as it will provide instructions and other important information about the new payment portal.

Sincerely,

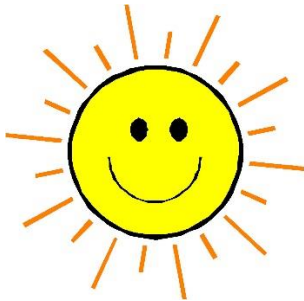
Jennifer McCoy
Accounting Operations Manager
Diablo Water District



SCIENCE WEEK – EXTREME DELTA

Join us on Saturday, April 15, 2017 at Ironhouse Sanitary District, 450 Walnut Meadows Drive in Oakley from 10am – 1pm for the final day of Science Week.

There will be hay rides, booths with crafts and activities for the children, along with a live raptor show.



IRRIGATION REMINDER

The weather is getting warmer! What does this mean? This means we will all begin to turn our irrigation systems back on. Diablo Water District asks that you check your irrigation systems regularly for leaks and malfunctions to avoid excess usage and high water bills. Check to ensure that your sprinklers aren't causing excess runoff and remember to turn off irrigation systems during the rain and 48 hours following any rain. Thank you!