



LAS VIRGENES MUNICIPAL WATER DISTRICT

60 YEARS OF SERVICE LOOKING BACK TO MOVE FORWARD

A Member Agency of the Metropolitan Water District of Southern California
4232 Las Virgenes Road, Calabasas, CA 91302
(818) 251-2150 LVMWD.com



November 28, 2018

RE: Relief for Customers who Lost their Homes

Dear Valued Customer,

Las Virgenes Municipal Water District is here to help our valued customers after this major catastrophe – the Woolsey Fire. If you are receiving this letter, it is because our records indicate we have turned off water service to your residence because your home was damaged or destroyed by the fire. In an effort to help you, we are providing the following relief:

- We will waive your water and wastewater charges for the billing period during which your home was destroyed or rendered uninhabitable due to the fire (you will not owe any money for this period – ever).
- We will not assess late fees for past due balances (billing periods that ended prior to the fire) during the time your water service is off. Past due balances will not be owed until such time that your water service is turned back on or your property changes ownership.
- We will not assess a ready-to-serve charge and you will not receive a bill while your water service remains off. You will only receive a final bill if you request to close your account.
- We will work with you to reinitiate your water service, should you need it prior to or during the rebuilding of your home for uses such as irrigation, providing water for livestock/animals, etc.
- We will not charge a “turn on” or initiation of service cost when it is time to turn your water service back on.
- We will work in close collaboration with local cities and the Los Angeles County Department of Public Works, to expedite the process and to minimize costs for customers to rebuild their homes.

Again, we are truly sorry for your loss and are here to help. If you need assistance or if you receive a bill that you believe is contrary to any of the above items, we are a phone call away at (818) 251-2100. We wish you the best and a brighter future in the coming months and years.

Sincerely,

David W. Pedersen, P.E.
General Manager

Dedicated to Providing High-Quality Water Service in a Cost-Effective and Environmentally Sensitive Manner

Officers: Glen D. Peterson, President, Division 2, MWD Representative; Charles P. Caspary, Vice President; Division 1, Jay Lewitt, Secretary, Division 5; Lee Renger, Treasurer, Division 3; Leonard E. Polan, Director, Division 4; David W. Pedersen, P.E., General Manager; Olivarez Madruga Lemieux O’Neill, LLP, Counsel