

LAKEWOOD

News from the
City of Lakewood

www.lakewoodcity.org
CityLine: 925-4357

Water conservation is critical this summer.
How to read your new bill.
Connect to all of Lakewood with a single click.
Wait! Are you using the right envelope?

Briefs

IS YOUR
HOME
WATER
TIGHT?

CONSERVE
LAKEWOOD
It's up to us.

It's up to us!

Court rulings protecting the endangered Delta smelt (a tiny fish) have mostly shut the tap that brings water from the Sacramento-San Joaquin Delta – water that had been allocated for aquifer replenishment in the Los Angeles Basin. And that affects Lakewood, whose water comes entirely from the aquifers below the city.

The lingering drought and water reductions from northern Cali-

fornia have led some cities – notably Los Angeles – to impose mandatory water restrictions. Lakewood is currently in the first, voluntary stage of the city's multi-stage water conservation plan.

Voluntary conservation is working. Residents have consistently used 10 percent less water each month in 2009.

What more can you do?

The most important thing to do: Think as you use water! The conservation steps you can take today require almost nothing but a little common sense:

1. Your lawn may be your biggest water user. Typically, up to 60 percent of the water consumed by households is used outdoors. To conserve, water your lawn only when it needs it. Step on your grass. If it springs back when you lift your foot, it doesn't need water. Set your sprinklers for more days in between watering. And when you do water, set your timer for the early mornings, before 7:00 a.m. **Saves 750-1,500 gallons per month.**

2. If a faucet drips at a rate of just one drop per second, you can expect to waste 2,700 gallons of water per year. **Saves 20 gallons per day for every leak stopped.** Retrofit all household faucets by installing aerators with flow restrictors to slow the flow of water. **Saves 500 to 800 gallons per month.**

3. More than 10 percent of all water used in the home is used in the washing machine. Make every load count! Run only full loads. Set the water level for the size of load you are using. **Saves 300 to 800 gallons per month.** Consider replacing old appliances. A front loading washer; uses 1/3 less water than a top loader.

4. A low-flow showerhead will save 50 gallons of water during a 10-minute shower. Most models have a shut off valve that

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Thousands of Lakewood residents stay connected each week at the Lakewood Online website and with personal service accounts. Getting connected is as easy as:

- 1. Go to www.lakewoodcity.org/service.**
- 2. Set up a personal account and password.**
- 3. Make a service request – any time, any day.**
- 4. Return later for an update on the status of every request in your account.** (And, if we need more information to serve you better, we'll call you on our next business day.

All your city service requests online, in one place, and easy to track – that's Lakewood Connect. Now, you'll know what city services you've requested, when your requests were made, and what's been done to meet your service needs.

But Lakewood Connect is even more:

■ **On the road?** Call CityLine (925-4357) anytime to record a service request for action on our next business day.

■ **Need to speak to a city staff member?** Our **Get connected** Customer Service Liaisons are ready to be of service during city hall business hours (7:30 a.m. to 5:30 p.m. weekdays, except closed Fridays).

■ **Want lots of information fast?** Lakewood Connect offers phone numbers, program descriptions, and frequently asked questions for hundreds of city and county services. Just click to www.lakewoodcity.org and use our site's search function.

■ **Prefer to drop in?** Our Customer Service staff members are just as friendly in person. They're ready to assist you during city hall business hours.

■ **Ready to watch?** CityTV (cable channel 31) offers 24/7 programming that looks at life in Lakewood. You can tune in for programs about personal safety, water conservation, park activities, and Lakewood's diverse neighborhoods.

eMagazines

Subscribing to Lakewood's weekly eMagazines allows community members to receive e-mails linking them directly to topics of interest – general news, recreation programs, community events, and access to city services. An easy-to-

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LAKEWOOD
Connect

www.lakewoodcity.org/service • 562-866-9771



It's up to us!

will save even more water by stopping the water while you lather up. **Saves up to 700 gallons per month.**

5. Under Lakewood's conservation plan, water use for hard-scape cleaning is strictly limited. Use a broom instead of a hose to clean driveways and sidewalks. Adjust your sprinklers so that water lands on your lawn or garden and not on the sidewalk or street. Deep soak gardens once weekly rather than sprinkle lightly several times a week. **Saves up 600 gallons a month.**

How to read your new Lakewood utility bill

Keep this portion of your bill for your records. **1** If you need billing help, call the Administrative Services Department at 562-866-9771, extension 2630 during city hall business hours. **2** If your name or address is incorrect, please update us on the return portion (C) of your bill. **3** Customer service hours are longer for your convenience. **4** We'll use this space to tell you about water conservation and other steps your family can take to help protect the environment. **5** Your bill due date is important. The city no longer sends a past due reminder to customers with a delinquent bill. **6** Your account number. **7** Your bill amount – for most residents, it includes both water service and trash collection.

This portion of your bill details your water use (if you are a Lakewood water customer). The information will help you conserve. **8** Bills are read approximately every 60 days. **9** Comparing current water use with last year's is a good way of measuring your conservation efforts. **10** Your bill includes a meter fee and a service charge that covers a minimum water allowance. Water usage above the minimum is charged separately. **11** Water customers pay a 3% utility users tax. **12** This line summarizes your account activity.

This portion of the bill must be returned with your payment. **13** Make changes in your address and telephone number here. **14** Remember to write your account number on your check. **15** Be sure to fill in the amount you are paying. **16** Use the white return envelope and be sure that our return address is showing.

Get connected

use subscription management page allows Lakewood subscribers to control their account. They can always reach a live person by e-mail or phone if they have a question or request.

Lakewood Online

At Lakewood Online, you can create a family account for recreation programs through the eCatalog, get a CityTV program guide, and search a comprehensive guide to city services that even long-time residents will find valuable.



City of Lakewood
5050 N. Clark Avenue
PO Box 220
Lakewood, CA 90714
(562) 866-9771 Ext. 2630
www.lakewoodcity.org/service

UTILITY BILL
Customer Copy
Keep this portion for your records

Bill Number 600885	Amount Past Due .00	Account Number 1000001-6925
Bill Date 03/09/2009	Current Charges 79.74	
Due Date 04/12/2009	Amount Due \$79.74	

Return check charge: \$25.00

Account Summary

Previous Balance	.00
Late Fees	.00
Adjustments	.00
Payments	.00
Unpaid Balance	.00
Current Charges	79.74
Amount Due	\$79.74

Customer Service Hours: Monday - Thursday 7:30 - 5:30, Friday 7:30 - 5:00 (closed alternate Fridays)
Building and Cashier services begin at 7:00 a.m.

Special Messages:
REMEMBER TO SAVE WATER

Customer DOE, JOHN		Service Address 5939 HENRILEE ST.	
Bill Number 600885	Bill Date 03/09/2009	Account Number 1000001-6925	Due Date 04/12/2009
Service Period 01/09/2009 to 03/09/2009	Days of Service 59	Meter Readings Current 1050 Previous 1027	Water Usage/Hundred Cu. Ft. Last Year Current 23

MINIMUM CHARGE: 3/4 - 5/8" INCH METER	\$13.50
7 Hundred cubic feet allowance	0.00
16 Hundred cubic feet @ 1.91	30.56
TOTAL WATER CHARGES	\$44.06
UTILITY USERS TAX	1.32
REFUSE ONCE A WEEK PICK UP	34.36
TOTAL CURRENT CHARGES	\$79.74

Last Payment Amt .00	Last Payment Date	Past Due .00	Current Charges 79.74	Amount Due \$79.74
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DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT



City of Lakewood
5050 N. Clark Avenue
PO Box 220
Lakewood, CA 90714
(562) 866-9771 Ext. 2630

UTILITY BILL
Remit Portion
Please write your Account Number on your check and enclose this portion of the bill with your payment.
Make checks payable to: City of Lakewood

Customer DOE, JOHN	Service Address 5939 HENRILEE ST.	Past Due .00	Due Date 04/12/2009
Bill Number 600885	Account Number 1000001-6925	Current Charges 79.74	Amount Due \$79.74

Amount Enclosed \$

Check here if your address or phone number has changed. Mark changes below.

DOE, JOHN
5939 HENRILEE ST
LAKEWOOD, CA 90713
USA

CITY OF LAKEWOOD
FILE 749086
LOS ANGELES, CA 90074-9086

00006042009900600885800000079749

Wait!

Before you mail your check, are you sure that you're using the right envelope to return your payment?

You should be using the white envelope with two clear windows. Your payment stub should be removed from the bill and placed in the white envelope so that the addresses are clearly showing through the envelope windows. That way, your payment will go directly to the city's payment processing center.

Remember: Write your account number on your check! Use the white return envelope! Be sure that both the return and mailing addresses show through the envelope windows!