

**Apple Valley Foothill County Water District**  
**22545 Del Oro Road**  
**Apple Valley, CA 92308**



January 27, 2026

**IMPORTANT INFORMATION ABOUT YOUR UTILITY ACCOUNT**

Property Owner  
12345 Any Street  
Apple Valley, CA 92308

**Utility Account No. 123-45-67**

**WATER UTILITIES – PAST DUE NOTICE**

Dear Water Utility Customer:

We are writing to our customers with an unpaid account balance to share information and to remind you that your utility account for water service at 12345 Any Street has a **past-due balance of \$XXX.XX**. Payment is required. If you have recently paid the entire balance on this account, please disregard this notification.

*FYI: The changes in both office and field staffing has caused delays in the normal billing schedule. We expect to be back on the regular schedule later this month.*

It is important that the Water District receive payment for the utility services provided to your home. Unpaid water utility bills could lead to higher-than-normal rate increases in the future. Soon, the water district will resume the normal practice of water shut-offs and/or imposing penalty fees or property liens. It is now time for you make full payment or apply for a payment plan, which can help you eliminate your past-due balance and avoid water shut-offs and/or other enforcement measures. An application for a payment plan is enclosed. See the next page for more information. ➔

English: This important letter regarding your water and sewer utility is available in other languages at the internet address below.

Spanish: Esta importante carta con respecto a su servicio de agua y alcantarillado está disponible en otros idiomas en la dirección de Internet a continuación.

Korean: 귀하의 물 및 하수도 유틸리티에 관한 이 중요한 편지는 아래 인터넷 주소에서 다른 언어로 제공됩니다.

Arabic: أدناه الإنترنت عنوان في أخرى بلغات متاحة بك الخاص الصحي والصرف بالماء المتعلقة الهامة الرسالة هذه.

Filipino: Ang mahalagang liham na ito hinggil sa iyong tubig at panahi utility ay makukuha sa iba pang mga wika sa internet address sa ibaba.

Russian: Это важное письмо, касающееся вашей канализации и канализации, доступно на других языках по интернет-адресу ниже.

Hindi: आपके पानी और सीवर उपयोगिता के बारे में यह महत्वपूर्ण पत्र नीचे इंटरनेट पते पर अन्य भाषाओं में उपलब्ध है।

<https://www.avfwater.org/new-customer-portal>



## **WATER UTILITIES – PAST DUE NOTICE**

- Your account has a past due balance. Payment of all current and past-due utility charges is required. The Water District encourages customers to make regular payments to reduce or eliminate outstanding account balances. Payments can be made using the District’s website, by telephone, mail, or the payment drop box at the District Office (see below). Due to current limited staffing please schedule an appointment as the office may be closed during normal operating hours.
- The Water District has created a payment plan to help residential customers pay-down their past-due balance. With a payment plan in place, the Water District will not impose late fees, turn off your water, or place a property lien at the service location.
- **Financial assistance with utilities and rent/mortgage may be available for qualifying low-income households. Call (909) 723-1500 or visit <http://www.capsbc.org/> for information.**
- Unless full payment is made or a voluntary payment plan is established, the Water District may take additional steps to ensure payment. For example, the Water District may:
  - Impose late fees;
  - discontinue water service (shut-off);
  - create a water utility lien on the property; and
  - refer the account to a collection agency.

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*When water shut-off occurs, the property cannot be considered to be sanitary and occupiable. Water Service will not be restored until the total account balance is paid in full. The Water District is hopeful customers will make payments and that these collection measures will not be needed.*

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Please make utility payments so that your past-due balance is minimized or eliminated. We look forward to continuing to serve you.

## **APPLE VALLEY FOOTHILL COUNTY WATER DISTRICT - CONTACT INFORMATION**

General account information:	<b>760-247-1101</b> <a href="https://www.avfwater.org/">https://www.avfwater.org/</a>
Payment Plan Option:	<b>760-247-1101</b> <a href="mailto:info@avfwater.org">info@avfwater.org</a>
Pay online. Search “Pay my Bill” on the district’s website	<a href="https://www.avfwater.org/new-customer-portal">https://www.avfwater.org/new-customer-portal</a>
Pay by telephone:	<b>760-247-1101</b> or <b>760-881-9843</b>

**AVOID LATE FEES, WATER SHUT-OFFS, LIENS – PAY ALL WATER UTILITY CHARGES OR SIGN UP FOR A PAYMENT PLAN.**

**IMPORTANT INFORMATION ABOUT YOUR WATER UTILITY ACCOUNT**