



Mailed to all WHWD Customers the week of September 15th, 2025

Dear Western Hills Water District Customers,

As we're sure that you're aware now, the District continues to face significant financial challenges.

At our public Board meeting on September 13th, we reported that 195 customers collectively owe \$253,000 in past-due balances, with many accounts delinquent for several months. While we recognize that financial hardships exist, unpaid bills place an additional burden on those who consistently meet their obligations. To ensure fairness, and to have any chance of reducing water rates, it is critical that all customers do their part by keeping accounts current.

At the September 13th meeting, the Board, supported by those public members in attendance, voted unanimously to begin enforcing our policy on delinquent accounts. A copy of this policy is enclosed for your reference. This approach is consistent with how other water districts handle past-due accounts.

In the coming weeks, official notices will be sent to customers with unpaid balances. These notices will include warnings of service shut-offs for nonpayment. We are sharing this information now to ensure everyone is aware and has time to address their account before any action is taken. For anyone experiencing financial hardship, reach out to the California Department of Community Services and Development.

We remain dedicated to protecting and sustaining this essential resource for all. Thank you for your continued understanding, cooperation, and support.