



Welcome to the Ukiah Valley Water Authority (UVWA)

October 22, 2024

Welcome to the Ukiah Valley Water Authority! We are excited that Millview County Water District and Redwood Valley County Water District will be joining forces with the City of Ukiah to improve and streamline our valley's water services. This collaboration—the Ukiah Valley Water Authority—aims to enhance the quality of service and ensure efficient water management for our community.

What This Means for You

As part of this transition, you will notice some changes beginning in January 2025:

- **New Billing Format:** Your water bill will look different. The new format is designed to provide clear and detailed information about your water usage, charges, and payment options. In our next communication letter, we will provide a sample bill and a link to the new UVWA webpage.
- **Your water rates:** Good news—your water rates will not change at this time. What *will* change will include where and how you can pay your bill and who to contact if you have questions. Customer Service contact information will be available shortly.
- **Streamlined Payment Process:** As we consolidate billing under the City of Ukiah's system, you will have new payment methods available to you.
- **Customer Service:** UVWA is committed to providing excellent customer service. Beginning January 6, 2025, you will contact the City of Ukiah's Customer Service Team for all inquiries related to your bill or water service. Contact details will be provided before the transition, ensuring you can easily reach us for assistance.

Need Help or Have Questions?

As the integration progresses, we will send updates via email and postal mail with important details about payment locations, account numbers, and customer service contacts. Please ensure your current mailing and email addresses are updated with your water district to receive these notifications and stay informed throughout the transition.

Why UVWA?

UVWA was established to improve the coordination of water resources, reduce costs through shared infrastructure, and maintain local control over water services in our region. This Joint Powers Agreement between the City of Ukiah, Millview County Water District, and Redwood Valley County Water District ensures that the residents of our valley continue to receive safe, reliable, and cost-effective water services.

If you have any questions during this transition, please don't hesitate to reach out. We're here to help.

Sincerely,

Sage Sangiacomo
City Manager
City of Ukiah