



December 10, 2024

As we near the final integration of regional water districts into the Ukiah Valley Water Authority (UVWA), we want to share important updates. In our last letter, we explained your new bill and confirmed that water rates will remain the same, with notifications for future rate changes. You can review that letter on the UVWA website: [cityofukiah.com/uvwa](https://www.cityofukiah.com/uvwa).

By January 6, 2025, we expect to fully integrate Redwood Valley County Water District (“Redwood”) and Millview County Water District (“Millview”). Your first bill from UVWA will follow shortly after, and your utility account will be assigned a new account number as part of this transition.

Here we would like to share information about how and where to pay your bill and provide contact information for our customer service staff.

**Payment Options:**

- **Online Bill Pay:** UVWA will use Invoice Cloud, the same platform as Redwood and Millview. Visit the new UVWA site at <https://www.invoicecloud.com/cityofukiah>. You will need to create a new login and password even if you already have an Invoice Cloud login currently. If you use autopay already, you will have to sign-up again. You will still be able to make one-time payments without setting up a new login.
- **Payment by Mail:** Send checks payable to the City of Ukiah, along with the bottom portion of the bill, to: *City of Ukiah, 300 Seminary Ave, Ukiah, CA 95482*.
- **Bank Bill Pay:** Update your payment instructions to reflect your new account number and the address above.
- **In-Person or Drop-Off Payments:**  
Payments will no longer be accepted at your current water district offices after January 1, 2025. Instead:
  - Visit the Utility Customer Service Desk at the City of Ukiah Civic Center (300 Seminary Ave, Ukiah) during business hours. Bring your bill or bottom portion of the bill; a payment receipt will be provided.
  - Use a payment drop box. A map of drop off locations is at [cityofukiah.com/uvwa](https://www.cityofukiah.com/uvwa). Include the bottom portion of the bill or account number.

**Customer Service:**

Many questions are answered in the FAQ section of the UVWA website. For additional support, contact the Utility Customer Service team:

- **Phone:** (707) 463-6715
- **Email:** [uvwacs@cityofukiah.com](mailto:uvwacs@cityofukiah.com)
- **Hours:** Monday–Friday, 8 a.m.–5 p.m.
- **Location:** City of Ukiah Civic Center, 300 Seminary Ave, Ukiah
- **Website:** [cityofukiah.com/uvwa](https://www.cityofukiah.com/uvwa)

Thank you for your patience as we complete this transition. We look forward to serving you!

Sincerely,

Sage Sangiacomo  
City Manager  
City of Ukiah

300 Seminary Avenue, Ukiah, California 95482  
[cityofukiah.com/uvwa](https://www.cityofukiah.com/uvwa)