



January 10, 2025

Welcome to Ukiah Valley Water Authority (UVWA)! Redwood Valley County Water District (Redwood) and Millview County Water District (Millview) have joined forces with the City of Ukiah to improve and streamline our valley's water services. As of January 6, 2025, all customer service and billing functions have been transferred to the City of Ukiah for UVWA. Please visit UVWA website at [cityofukiah.com/uvwa](https://cityofukiah.com/uvwa). There you will find copies of prior communications, a sample of the new bill format, information on where and how you can pay your bill and answers to frequently asked questions.

Your new account number is noted above. If you had an outstanding balance with Redwood or Millview, that balance will be transferred to UVWA, and beginning January 6, 2025, you will pay all outstanding amounts to UVWA.

To protect your payment information, if you have saved credit card or bank information in the online bill pay system of Redwood or Millview, you will need to create a new online account and set up AutoPay, save payment information or sign up for paperless bill delivery. The UVWA online portal can be accessed here: <https://ebiz.cityofukiah.com>. Below we would like to share some helpful information:

**Customer Service Contacts:**

- **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, Customer Service Desk: 300 Seminary Ave, Ukiah
- **Website:** [cityofukiah.com/uvwa](https://cityofukiah.com/uvwa)

We encourage you to reach out to the UVWA Customer Service Department to supply updated mailing addresses, phone numbers as well as email addresses so that we can communicate effectively in the future.

**Payment Options:** Please note your new account number on your check or include the bottom portion of your bill.

- **Online Bill Pay:** UVWA will use Invoice Cloud, the same platform as Redwood and Millview. Visit the new UVWA site at <https://ebiz.cityofukiah.com>.
- **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 Customer Service Desk or use one of the two payment drop boxes. A map of drop off locations is at [cityofukiah.com/uvwa](https://cityofukiah.com/uvwa).

We are excited to welcome you to the UVWA family and look forward to serving you!

Sincerely,

Sage Sangiacomo  
City Manager  
City of Ukiah

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