



**SouthWest
Water Company®**

SWWC Services, Inc.
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December 13, 2011

«Business_Partner»
«BAS_House_Number» «BAS_Street»
«BASHouse_NoSuplmt»
«BAS_City», «Region» «BAS_Postal_Code»

Dear Valued Customer,

SouthWest Water Company is the Operator for your water utility district. We recently implemented a new billing system that we hope will better serve you. However, during the transition we experienced a billing issue that affected the timely mailing of your November statement. Since then we have worked through the issue and your November statement was mailed on Tuesday, December 13th. **No late payment penalties or termination activities will be processed against this balance for this billing period.**

Your December invoice will be mailed on time. We apologize for the inconvenience and appreciate your patience as we transition to our new billing system. Should you have any questions, please call our Customer Service department at 713-405-1750.

Sincerely,

Billing and Collections Department
SouthWest Water Company

«District»-«Billing_Portion»-«Contract_Account»