



# DIABLO WATER DISTRICT NEW CUSTOMER GUIDE

## CUSTOMER QUICK LINKS

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[Customer Portal](#)

[Monthly Service Charge Discount](#)

[How to Read Your Meter](#)

[Water Efficiency and Rebates](#)

[How to Turn Off Your Water](#)

**Our average residential customer uses  
12 units per month.**

Winter bills are typically lower, and range from \$40-90 per month.

Summer bills range from \$90-300 per month. As much as 75% of your summer bill can be for outside watering.

## WE ARE HERE TO SERVE

Welcome to Diablo Water District. Our customers are the heart of our community. We are dedicated to serving our 45,000+ customers with excellent customer service and the best tasting water in East Contra Costa.

**We love hearing from you.**

### District Hours:

Monday – Thursday 8 am to 5 pm and  
Fridays by phone until 4 pm.

(925) 625-3798 or [customers@diablowater.gov](mailto:customers@diablowater.gov)

Please let us know how we can serve you better. We encourage you to attend one of our Board meetings which are open to the public. The District's Board of Directors typically meets on the fourth Wednesday of the month at 6:30 pm at the District Corporation Yard, 3990 Main Street, Oakley. Please [visit our website](#) for future meetings.

## YOUR WATER RATES AND BILL

The District is a not-for-profit Public Agency that was formed in 1953 to serve the local community. The basic water bill consists of a Water Consumption Charge, based on the amount of water you use, plus a Service Charge to pay a portion of the fixed costs of the water system. For a full list of water consumption, service charges, and other charges, please [click here](#).



*When comparing the costs of products we use daily, tap water is the best deal around!*

### Water Usage Rates:

Tier 1: 0-6 units \$4.37 per unit

Tier 2: 7-14 units \$6.04 per unit

Tier 3: 15-22 units \$8.32 per unit

Tier 4: 23+ units \$9.91 per unit

(1 Unit = 100 cubic feet or 748 gallons)

### Monthly Service Charge:

5/8-inch meter = \$24.31 (average home)

## OUR WATER QUALITY PROCESS

Diablo Water District buys raw water from the Contra Costa Canal that originates from Rock Slough, Old River, Middle River, and the Los Vaqueros Reservoir.

Water is treated at our modern treatment plant using the best available technology and includes many monitoring points to ensure reliability and high-quality drinking water.

To learn more about our intensive water treatment process, and your water story, please [visit our website](#).

**Important Notice: Fish tank owners and those on kidney dialysis, please [click here](#).**