

# How to read your Utility Bill

THE CITY OF PLEASANTON  
 CITY OF PLEASANTON  
 P.O. BOX 520  
 PLEASANTON, CA 94566

Service address  
 5555 MAIN ST  
 PLEASANTON, CA 94566

UTILITY BILL  
 John Doe

Customer Name John Doe			Service Address 5555 MAIN ST PLEASANTON, CA 94566		
Bill Number 475299	Account Number 12345	Customer Number 123456	Statement Date 09/03/2019	Current Billing Due Date 10/03/2019	
Meter Number 55555555	Previous Read Date 07/30/2019	Previous Meter Read 157	Current Read Date 08/29/2019	Current Meter Read 164	Usage (Units) 7

1 Unit = 1 CCF = 748 Gallons

THIS IS A FINAL BILLING STATEMENT.  
 CUSTOMER SERVICE CENTER - (925) 931-5500  
[www.cityofpleasantonca.gov](http://www.cityofpleasantonca.gov)

PLEASANTON WATER FIXED CHARGE 9.71  
 PLEASANTON WATER VAR CHARGE SINGLE FAMIL 0.00  
 CAPACITY EXPANSION SURCHARGE 0.00  
 ZONE 7 COST  
 RECYCLED WATER  
 PLEASANTON SEWER FIXED RESIDEN 13.51  
 DSRSD SEWER FIXED RESIDEN 27.92

This bill is due upon receipt and is delinquent if not paid on the day after the Current Billing Due Date. If delinquent, service may be discontinued and penalties assessed. A cash deposit and reconnection charge may be required to reestablish service. See Municipal Code §14.04.090.

Payments Received	147.68
Penalty	0.00
Adjustments	0.00
Deposits Applied	0.00
Previous Balance	0.00
Total Current Billing	\$74.59
Total Amount Due	\$74.59

10% Late Payment Penalty will be added after 10/03/2019

Two-year consumption history chart  
 Detach and return the portion below with your payment

THE CITY OF PLEASANTON  
 P.O. BOX 520  
 PLEASANTON, CA 94566-0802

JOHN DOE  
 5555 MAIN ST  
 PLEASANTON, CA 94566

Service Address  
 5555 MAIN ST

Muni Code 000	Category Code 60	Bill Year 2020
Account 12345	Customer 123456	Bill Number 475299
Statement Date 09/03/2019		Amount Due \$74.59
Due Date 10/03/2019		Amount Enclosed

Checks Payable To: City of Pleasanton  
 P.O. BOX 101732  
 Pasadena, CA 91189-1732

1017320000604202060047529940000074591

**Transaction activity:**

- 1) Payments received since last bill
- 2) Any Penalty applied since last bill (penalties are applied when the bill is considered delinquent, which is the day after the Current Billing Due Date)
- 3) Any bill Adjustments applied since last bill
- 4) Any Deposits that were applied since last bill
- 5) Previous Balance includes all of the above
- 6) Total Current Billing is the current bill
- 7) Total amount due is the Previous Balance and the Total Current Billing amounts.

For definitions of the various charges, please see back page

Send in the bottom portion of the bill with your payment

Checks are payable to our payment processing center located in Pasadena

## Definitions:

**Water:** The City of Pleasanton conducts a rate study every five years and any changes to water rates typically occur on January 1 each year. These changes may include an Annual Consumer Price Index Adjustment. The City of Pleasanton also collects fees for services provided by outside agencies including Zone 7 Water Agency for wholesale treated drinking water and these charges are a pass-through. The fees for services by outside agencies are not controlled by the City of Pleasanton. These timelines are subject to change.

- **Pleasanton Water Fixed charge:** This fixed charge is based on the size of your meter and covers the operating expense of pumping and distributing water to your residence.
- **Pleasanton Water Variable charge:** Variable charges are measured in Ccf (Hundred Cubic Feet) and calculated using a tiered rates system that is designed to promote water conservation. Pleasanton Water Variable charge (Distribution Charge) (21- over 60 Ccf) fund such items as water facility repair and maintenance, daily health and safety inspections and the replacement of aging infrastructure and is applied to Tier 2 which is 21 or more CcF a billing cycle.
- **Capacity Expansion Surcharge:** Covers the costs incurred by improvements resulting from the Vineyard Avenue Corridor Specific Plan to accommodate increased demand by residential users and is applied to Tier 4 which is 60 or more CcF a billing cycle.
- **Zone 7 cost:** Covers the cost of service which includes the cost of water purchased from the City's wholesale water supplier, Zone 7 Water Agency.
- **Recycled Water Surcharge:** Funds the City of Pleasanton's recycled water commercial irrigation program. Recycled water benefits all water users by freeing up potable water capacity for domestic water usage and is applied to Tiers 2 through 4 which is 21 CcF a billing cycle.

**Sewer:** The City of Pleasanton conducts a rate study every five years and any changes to sewer rates typically occur on July 1 each year. These changes may include an Annual Consumer Price Index Adjustment. The City of Pleasanton also collects fees for services provided by Dublin-San Ramon Services District (DSRSD) and the City of Livermore. The rates charged for services by DSRSD and Livermore are not controlled by the City of Pleasanton.

- **Pleasanton Sewer Fixed charge:** Funds the collection and pumping of sewage from your residence, by the City to the nearest Wastewater Treatment Facility.
- **Pleasanton Sewer Variable charge:** Funds the collection and pumping of sewage from your business, by the City to the nearest Wastewater Treatment Facility.
- **DSRSD/Livermore Sewer charge:** Covers that particular agencies' sewer treatment costs.