

How to Read Your Utility Bill Statement

Your utility bill gives you information about your water usage and other charges on your utility bill.

Key Information At-A-Glance

- A** This area provides the telephone numbers to call for billing and other service-related questions or concerns.
- B** **Account Information:** A summary of your billing information, including the billing dates, amount due and due date. Note: if payment is not received by due date, finance charges will be added to your next bill.
- C** **Water:** A breakdown of water usage by tier in the rate structure and is based on meter size, usage and number of days in the billing period. Note: one unit of water equals 748 gallons.
- D** **Water Usage:** A summary of water usage with a 12-month graph comparing your water usage for the current year to the previous year. Note: single-family residential customers have an additional bar showing the average water usage for all single-family homes.
- E** **Bill Details:** A breakdown of the *Total Amount Due*.
Water is the total of the *Cost* in section C.
Meter Charge is based on your meter size and days in your billing period (this pays for the fixed costs related to water operations and maintenance).
Sewer is a flat rate for residential customers and a variable rate based on water usage for commercial customers.
Trash is a list of the type, size, number and frequency of containers.
- F** **Messages:** A ****DO NOT PAY**** message indicates that you have signed up with the City to have your bill automatically paid. No payment needs to be sent. This area will also periodically contain special-interest messages from the City.
- G** **Payment Coupon:** This portion should be returned with your payment made payable to the City of Mountain View and mailed to the address indicated. Please write your account number on your check. Other payment options are:
 - Automatic payment through the City (call 650-903-6317).
 - Automatic payment through your bank.
 - Drop box at City Hall (left of main doors).
 - Payment by phone with credit card (call 650-903-6317).
 - Payment in person at the Finance and Administrative Services Department (2nd floor of City Hall).



CITY OF MOUNTAIN VIEW
 500 CASTRO STREET, POST OFFICE BOX 7540
 MOUNTAIN VIEW, CALIFORNIA 94039-7540
 www.mountainview.gov

JANE DOE
 123 ANY ST
 MOUNTAIN VIEW CA 94039

UTILITY BILL

Billing Inquiries: (650) 903-6317
 (M-F, 8AM-5PM)
 Water/Wastewater Emergency: (650) 903-6329
 (M-F, 7AM-4PM)
 Call Police Dept: (650) 903-6344
 (After 5PM, holidays, and weekends)

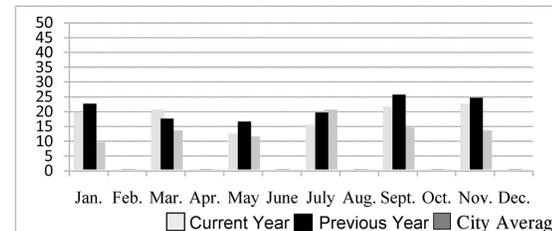
Account Information

Account Number: 1234-567890.00
 Customer Name: JANE DOE
 Service Address: 123 ANY ST
 Bill Date: 03/07/2011
 Service From: 12/15/2010
 Service To: 02/15/2011
 Days In Billing Period: 63
 Payment Due By: 04/06/2011
 Total Amount Due: \$155.14

Bill Details

Water	57.28
Meter Charge	11.56
Sewer	48.40
Trash Residential 32 Gal	37.90
Subtotal	155.14
Prior Balance	151.66
Payments Received	-151.66
Total Amount Due:	155.14

Water	Rate/Unit	Units Used	Cost
Tier 1 0 - 6	1.654	6.1967	10.25
Tier 2 6 - 50	3.407	13.8033	47.03
Tier 3 50 +	6.769		0.00



Water Usage	Usage	Days	Gallons/Day
Current Period	20	63	237
Prior Period	19	56	253
Same Period Last Year	17	64	198
Water Meter Readings:			
Current	Prior	Total	
1615	1595	20	

**** DO NOT PAY ****
 Auto Pay-Paid 10th Day From Bill Date

 Attend a Free Gardening Class
 Call or visit our website:
 Water Conservation (650) 903-6216
 www.conservewater.mountainview.gov

 Automatic Bill Payment
 Go to www.DirectPaymentPlan.com or
 call (650) 903-6317 for details

*** Please return this portion with payment ***

CITY OF MOUNTAIN VIEW
 FILE No 73015
 P.O. Box 60000
 San Francisco, CA 94160-3015

Name: JANE DOE
 Address: 123 ANY ST
 Account #: 1234-567890.00
 Due Date: 04/06/2011
 Total Due: \$155.14
 Auto Pay Do Not Pay