

YOUR WATER BILL

was redesigned

to provide you with more information.

The new bill is a result of customers' responses to a recent survey asking what information is most helpful. The following page explains the new details on the bill.

1

PREVIOUS STATEMENT Payment received since the previous billing period and any unpaid balance due.

2

BILL PERIOD Previous meter read date to current meter read date.

3

WATER USAGE Charge for actual water used during bill period. Charge calculated by multiplying the ccf usage x the quantity rate.

4

WATER SERVICE CHARGE Utilities have expenses known as fixed costs. In the case of water utilities, these costs are a part of the daily operations of providing customer service, fire protection, and a safe, reliable water supply. Fixed costs are an expense to the utility regardless of water sales. This charge is similar to charges seen on other utility bills, such as telephone, electric, and gas.

5

STATE REGULATORY FEE A fee on your water bill mandated by the State Legislature to fund the California Public Utilities Commission.

6

TOTAL AMOUNT DUE Previous balance due and current charges.

7

USAGE HISTORY Current meter read listed in gallons and hundred cubic feet (ccf) and usage for last year during this service period. (1 ccf = 100 cubic feet = 748 gallons) We now show your meter number.

8

OTHER CHARGES Miscellaneous charges billed on behalf of cities and municipalities (on some bills).

9

MESSAGES Current information the company would like to share with customers.

How to reach us

KEEP THIS PART FOR YOUR RECORDS
Bring entire bill when making payment in office.

Company Name _____ **Local Customer Service Office**

Customer: Jane Doe 9/22/99 : Bill Date
Service at: 1234 Main Street 0000000-0 : Account #
(800) 999-4033 : 24-Hour Phone

1 Previous Statement

PREVIOUS BILLING - 7/14/99	74.48
PAYMENT RECEIVED - 7/30/99 Thank You	74.48
PREVIOUS BALANCE	.00

2 BILL PERIOD- 7/14/99 TO 9/14/99

3 **4** **5**

Current Statement

WATER USAGE	33.02
WATER SERVICE CHARGE	19.70
STATE REGULATORY FEE	.74
OTHER CHARGES (see detail below)	3.83

CURRENT BALANCE DUE BY 10/12/99 57.29

6 **TOTAL AMOUNT DUE** 57.29

METER NUMBER	READINGS PREVIOUS	CURRENT	CURRENT USAGE CCF AVG/DAY	USAGE LAST YEAR CCF AVG/DAY
1837077	308	327	19	12

7 Usage History

13 Month Usage History Bar Graph (in the near future)

8 Other Charges

CITY SEWER MAINT FEE	1.19
CITY TAX	2.64
TOTAL OTHER CHARGES	3.83

9 Messages

You can now contact us via email at customer_service@scwater.com

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