

# Welcome to Arroyo Grande

The following information is provided to help you understand the City's water and sewer service billing and payment procedures. Please read the information provided carefully and don't hesitate to ask our staff for assistance if you have any questions.

## ❖ BILLING

Accounts are billed every other month. Your billing month is determined by the service location address using Hwy 101 as the dividing line between the East and West sides of the City with the East side being billed in odd months (Jan, Mar, May, July, Sept, Nov) and the West side being billed in even months (Feb, Apr, June, Aug, Oct, Dec).

Billing Schedule

| East Side-Odd Mo. | West Side-Even Mo. |
|-------------------|--------------------|
| January           | February           |
| March             | April              |
| May               | June               |
| July              | August             |
| September         | October            |
| November          | December           |

## ❖ SECONDARY PARTY NOTICE

If requested, a duplicate past due notice may be sent to a second party of your choice. The designation would remain in effect until a change notice is presented to Utility Billing.

## ❖ CURRENT BILLING CHARGES

The average bi-monthly bill for a single-family residential home using City utilities is \$174.64. This is based on a bi-monthly use of 32 units of water (1 unit=100 cubic feet or 748 gallons). The water portion of this bill is \$59.98; Sanitation District, \$27.04; Lopez Treatment & Bonds, \$69.46; and Sewer Service, \$18.16.

## ❖ DUE DATE OF PAYMENTS

All bills are due and payable upon receipt. Any bills not paid by 5:00 PM on the specified due date (always the 3rd day of the month following your Billing cycle month from the previous table) will be considered delinquent. (Municipal Code Chapter 13.04.040)

## ❖ PAYMENT METHODS

Payments may be made by mail, in person at City Hall (214 E. Branch St.), by deposit in the drop box available outside the City Hall front door, by credit/debit card (Visa, MasterCard or Discover) or by AutoPay Service. ***As of October 1, 2009, credit card payments can be made through our website at [www.arroyogrande.org](http://www.arroyogrande.org).***

The drop box is emptied periodically during the day with a final pick-up and posting at 5:00 PM.

## ❖ AUTOPAY PAYMENT METHOD

Autopay is available if you prefer to have your utility payment amount automatically deducted from your bank account. Authorization forms are available from the Utility Billing office at City Hall. Complete the form and submit it with a **voided** check to the Utility Clerk. If AutoPay is selected, future bills will indicate, "*Do Not Pay-Paid by Bank Draft*" under Amount Due. The amount due will be deducted on the due date indicated on your statement.

## ❖ LATE NOTICES

Late notices are sent the first day following the specified due date (3<sup>rd</sup> of the month) or the 31<sup>st</sup> day following the original bill date (see Billing Schedule). At that time, a **10% Penalty** is added to the outstanding amount due. (Municipal Code Chapter (Municipal Code Chapter 13.04.040).

## ❖ SHUT-OFF & \$30 RESTORATION FEE

Shut-off notices are sent on the 11<sup>th</sup> day after the bill due date (on the 14<sup>th</sup> of the month) and are due within 10 days. Accounts not paid by 5:00 PM on the specified due date will be turned **off**. *Postmarks are not accepted.*

A \$30.00 restoration fee will be added to accounts that are unpaid by 5:00 PM of the final due date whether or not the water is physically turned off.

❖ **PAYMENT ARRANGEMENTS**

Payment arrangements are allowed one time in a calendar year and must be requested in person at our office at 214 E. Branch St. If special payment arrangements are approved before the shut-off date, the \$30 restoration fee will not be charged.

❖ **RETURNED CHECKS**

Payment for returned checks must be made in person at City Hall. Please do not mail or drop these types of payments in the drop box. A \$25 charge will be added to all returned checks.

❖ **NON-DELIVERY OF BILL**

Late or non-delivery of utility bills by the post office **does not** void the utility billing and payment policies. If the post office has not delivered your bill by the 15<sup>th</sup> day following your bill date shown in the Billing Schedule table, contact the Utility Billing office at 805-473-5438.

❖ **NEW ACCOUNTS**

A deposit in the amount of \$180, will be required before providing service for utility accounts established in the name of renters. In lieu of a renter security deposit, the City will accept a written consent submitted by the property owner requesting that the account be maintained in the name of the owner. The deposit will also be waived if the property owner assumes, in writing, the responsibility for any unpaid water invoices. (Municipal Code Chapter 13.04.030)

Renters must complete a Tenant Service Application before new service can be started. In addition to the deposit, a copy of the signed rental agreement and identification is required at the time of application.

A \$15 set up fee is charged for new accounts and is added to the first bill. This charge offsets the costs incurred by the City to program the utility billing system, the meter reading devices, and the cost of City personnel to turn on the water. This is a non-refundable, one-time fee.

❖ **BILLING APPEALS PROCESS**

A Utility Billing Adjustment Committee (UBAC) is available for customers requesting billing adjustments or clarifications. A letter or other formal written request must be made by the second Monday of the month. Please address this request to UBAC at 214 E. Branch St., Arroyo Grande, 93420. The UBAC consists of representatives from the Administrative Services, Recreation and Maintenance Services and Community Development departments. The committee meets bi-monthly at 3:00 PM on the fourth Thursday of the month. For further information regarding the appeals process, call the Utility Billing Department at 805-473-5438.

# *CITY OF ARROYO GRANDE*



## **BILLING AND PAYMENT POLICIES FOR WATER AND SEWER UTILITIES**

Revised October, 2009