


## PAYMENT OPTIONS

- **Mail** your payment with stub in the return envelope provided, making checks payable to "City of Santa Rosa".
- **Phone** payments can be made 24/7 with a credit or debit card. Call (707) 543-4470. You will need your Utility Customer **and** Account number.
- **Automatic Bill Payment** pays your bill each month by direct debit to your checking account, debit or credit card. 
  - Enroll online by registering at <https://myutilities.srcity.org>
- **One-Time Online Payment** is available at our website: <https://myutilities.srcity.org>. You will need your Utility Customer **and** Account number.
- **Your Bank's Online Bill Pay** by setting up the City of Santa Rosa as a payee. Use your combined 13 digit Utility Customer and Account number.
- **A Drop Box** is located at the rear of the City Hall Annex and is available 24/7 for making payment with a check or money order.
- **7-Eleven** accepts cash only payments 24/7. Take your entire bill that contains the printed barcode to any participating 7-Eleven store to process the payment. A convenience fee will apply.
- **Customer Service:** 707-543-3150 Monday – Friday 8:00am – 4:00pm.; AFTER HOURS Emergency is available after 5:00pm: 707-543-3805

**Electronic Fund Transfer:** When you provide a check as payment you authorize us to use information from your check to make a one-time electronic fund transfer from your bank account. The funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from us or your financial institution.

## DESCRIPTION OF CHARGES

**Fixed Charges** are set according to service size. Its purpose is to assist in recovering some of the costs of system maintenance, meter reading, customer service and billing. Water Fixed Charges apply to all water accounts and Sewer Fixed Charges to all sewer accounts.

**Water Usage Charges** are based on the amount of water used during the billing period and cover the costs of buying and delivering water.

**Sewer Usage Charges** are based on estimated sewer flow and cover wastewater treatment and disposal costs. For most residential customers, these charges are based on the Sewer Cap (see below), or on the water usage for the month, whichever is lower. For most commercial customers and some residential customers, where there is little or no outdoor water use, these charges are based on the total amount of water consumed.

**Sewer Cap:** Sewer usage charges are based on metered consumption of water as determined by averaging usage during winter billing periods. This occurs during the months of November through March and in accordance with policies, rules, or regulations approved by the Board of Public Utilities. For example, if you averaged 5,000 gallons of water usage during the winter billing periods, you would get a Sewer Cap of '5', starting with the July meter read. Your Sewer Usage Charges are then calculated by multiplying the amount of usage charge by your Sewer Cap. For any month that water usage is less than the cap of '5' (5,000 gallons), you are charged on the basis of actual water usage. Sewer caps are changed each year in July.


**Note:** Customers who do not use their domestic meters to irrigate outdoors may not receive a Sewer Cap and may be charged based on actual water usage. Residential sewer customers who use non-City water part or all of the time have their Sewer Cap established by averaging the winter use of similar households with metered water.

## DELINQUENT POLICY

Your account becomes delinquent and may be subject to the disconnection of service if the utility bill has not been paid within 21 days of the billing date. A penalty fee of 10% of the overdue balance will be added to the account and will appear on the next bill. Any accounts with a delinquent balance, including closed accounts, will continue to accrue a monthly delinquent fee until the delinquent balance is paid in full. Should service be disconnected, all charges, a deposit and an administrative fee will need to be paid before service is restored.

To discuss a delinquent account, call (707) 543-3150. In some cases payment arrangements are possible, so call early if you are unable to pay your bill on time.

**Deposits** may be required on delinquent accounts showing 3 or more late payments, or at the time an account is disconnected for non-payment. After 12 consecutive on-time payments or when service is stopped, the deposit will be applied to the account.

 **The City of Santa Rosa does not discriminate on the basis of disability in the admissions or access to, or treatment of or employment in, its programs or activities. Requests for alternate formats may be made by contacting Utility Billing at (707) 543-3150.**

Please provide any changes to your account below. **Do not use this form to cancel or initiate service.** Instead, please call 707-543-3150 at least one business day prior. It is your responsibility to notify the City when you move or wish to make changes to your account.

Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home # \_\_\_\_\_ Work # \_\_\_\_\_ Cell # \_\_\_\_\_

Number of Persons in Household (Include Children) \_\_\_\_\_ Effective Date \_\_\_\_\_

Comments \_\_\_\_\_