

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 the 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.

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 94040

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)

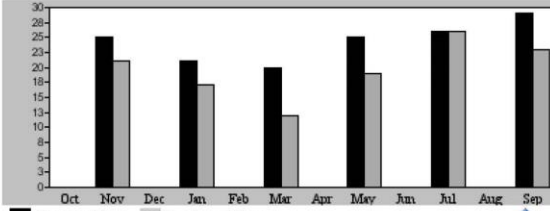
Account Information

Account Number: 1234-567890.00
Customer Name: JANE DOE
Service Address: 123 ANY ST
Bill Date: 09/27/2021
Service Period: 07/07/2021 - 09/01/2021
Days In Billing Period: 57
Payment Due By: 10/27/2021
Total Amount Due: \$396.24

Bill Details

Water	199.80	
Meter	29.44	
5/8"-3/4" WATER METER-RE		
Sewer		92.80
SEWER-RESIDENTIAL		
Trash		74.20
1 TRASH 32 GALLON		
Subtotal		396.24
Prior Balance		363.74
Payments Received		-363.74
Total Amount Due:		396.24

Water	Rate/Unit	Units Used	Cost
Tier 1 0 - 6	5.320	5.6065	29.83
Tier 2 6 - 30	7.090	22.4262	159.00
Tier 3 30 +	11.340	0.9673	10.97



Legend: ■ Current Year, ■ Previous Year

Water Usage	Usage	Days	Gallons/Day
Current Period	29	57	380
Prior Period	26	61	318
Same Period Last Year	23	58	296

Water Meter Readings:

Current	Prior	Total
1185	1156	29

1 Unit = 100 Cubic Feet of Water = 748.052 Gallons

BILL DELINQUENT IF PAYMENT RECEIVED AFTER 10/27/21
For trash inquiries, call Recology at 650-967-3034.
Pay online at www.MountainView.gov/UtilityBill
or by phone 1-855-288-0315, 24/7, no fees.
Enroll autodebit at www.DirectPaymentPlan.com

WATERWISE TIPS. View drought updates and explore ways to save at www.ConserveWater.MountainView.gov
Check for leaks and view your water use history at www.WaterInsight.MountainView.gov

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

CITY OF MOUNTAIN VIEW
PO BOX 743338
LOS ANGELES CA 90074-3338

Name: JANE DOE
Address: 123 ANY ST
Account #: 1234-567890.00
Due Date: 10/27/2021
Total Due: **\$396.24**