

How to Read Your Utility Bill Statement

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

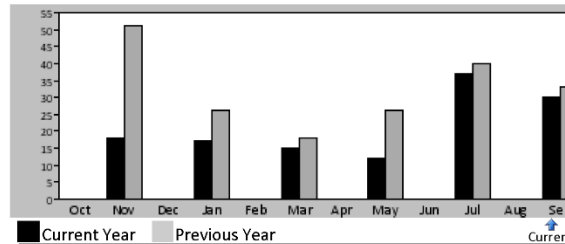
Key Information At A Glance

- 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 break-down 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 break-down 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).



JANE DOE
123 ANY ST
MOUNTAIN VIEW CA 94040

Water	Rate/Unit	Units Used	Cost
Tier 1	0 - 6	5.960	5.7049
Tier 2	6 - 30	7.940	22.8196
Tier 3	30 +	12.700	1.4755



Water Usage	Usage	Days	Gallons/Day
Current Period	30	58	386
Prior Period	37	61	453
Same Period Last Year	33	59	418

Water Meter Readings:
Current 4562 Prior 4532 Total 30

1 Unit = 100 Cubic Feet of Water = 748.052 Gallons

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

*****CITY HALL HOLIDAY CLOSURE*****
12/23/22 to 01/02/23, no utility service changes.
Trash inquires, 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

STAGE 2 WATER SHORTAGE EMERGENCY
View updates at www.MountainView.gov/Drought

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

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

UTILITY BILL

Billing Inquiries: (650) 903-6317
(M-F, 8AM-5PM)
Water/Wastewater Emergency: (650) 903-6329
(M-F, 7AM-4PM)
After Hours Turn-On: (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: 09/26/2022
Service Period: 07/12/2022 - 09/07/2022
Days in Billing Period: 58
Payment Due By: 10/26/2022
Total Amount Due: 446.39

Bill Details

Water	233.93
Meter	33.56
5/8"-3/4" WATER METER-RES 1DWE	
Sewer	
SEWER-RESIDENTIAL	100.20
Trash	
1 TRASH 32 GALLON	78.70
Subtotal	446.39
Prior Balance	488.85
Payments Received	-488.85
Total Amount Due:	446.39

Name: JANE DOE
Address: 123 ANY ST
Account #: 1234-567890.00
Due Date: 10/26/2022
Total Due: 446.39

Auto Pay Do Not Pay