CITY OF SAN BERNARDINO
MUNICIPAL WATER DEPARTMENT
300 NORTH 'D' STREET
SAN BERNARDINO, CA 92418
www.sbcitywater.org

OFFICE & TELEPHONE HOURS
MONDAY - THURSDAY 7:30 a.m. to 5:30 p.m.
FRIDAY 7:30 a.m. to 4:30 p.m.
WATER (909) 384-5095 REFUSE (909) 384-5335
EMERGENCY AFTER HOURS (909) 384-5141

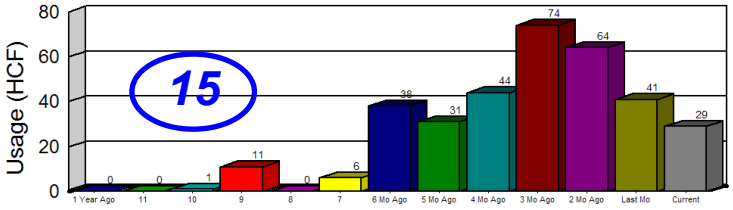
CUSTOMER NAME	SERVICE ADDRESS	ACCOUNT NUMBER	MAIL DATE	CURRENT DUE DATE
JOHN D. CUSTOMER	9999 MEMORY LANE	999999-99999	9/23/2006	10/12/2006

From Reading Date	Current Reading Date	Days	Meter Number	Prior Read	Current Read	Consumption
8/23/2006	9/21/2006	29	P99999999*	4304	4333	29

RECENT ACCOUNT STATUS

TOTAL AMOUNT OF PREVIOUS STATEMENT	104.07
PAYMENT RECEIVED - THANK YOU	-104.07
ADJUSTMENT	0.00

WATER CONSUMPTION HISTORY



CURRENT SERVICE CHARGES

Service	Rate Component Description	Charge
WATER	WATER COMMODITY CHG	26.39
WATER	ZONE 2 ELEVATION CHG	3.19
WATER	MINIMUM MONTHLY CHG	11.10
COLLECTION	SEWER COLLECTION MIN	1.00
COLLECTION	SEWER COLLECTION USE	9.57
SEWER	SEWER TREATMENT MIN	2.00
SEWER	SEWER TREATMENT USE	24.07
STORM DRAIN	USAGE FEE	0.42

MISCELLANEOUS CHARGES AND ADJUSTMENTS

Date	Misc. Charge Description	Charge

To pay by credit card: www.sbcitywater.org or 1-877-238-6048
To sign up for automatic payments: 909-384-5095

VOTE EARLY AT SAN BERNARDINO CITY HALL!
STATEWIDE GENERAL ELECTION ON NOVEMBER 7TH, 2006
9 AM TO 5 PM ON OCTOBER 23, 24, 25, AND 26,
CITY CLERK'S OFFICE, 2ND FLOOR OF CITY HALL

Current Service Charges	77.74
Misc. Charges / Adjustments	0.00
Total Current Charges	77.74
Past Due	0.00
TOTAL DUE	**77.74**

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT
CITY OF SAN BERNARDINO MUNICIPAL WATER DEPARTMENT
300 NORTH "D" ST., SAN BERNARDINO, CA 92418

CURRENT CHARGE DUE DATE * : 10/12/2006

ACCOUNT NUMBER	SERVICE ADDRESS	CURRENT CHARGES	PAST DUE AMOUNT
999999-99999	99998 MEMORY LANE	77.74	0.00

AMOUNT ENCLOSED
$77.74
TOTAL AMOUNT DUE

* THIS DUE DATE DOES NOT SUPERSEDE, EXTEND OR STOP ANY DELINQUENCY ACTION PENDING ON ANY PAST DUE AMOUNT

☐ MAILING ADDRESS CHANGE AS NOTED ON BACK

JOHN CUSTOMER
9999 MEMORY LANE

SAN BERNARDINO CA 92402

P.O. Box 710
San Bernardino, CA 92402

0001557010000626560000000077747

Defining Your Water Bill

The following are descriptions describing essential information on your Water Bill.

1. **Water Department Location**
   The location of where the City of San Bernardino Municipal Water Department is located. We strongly recommend that all past due or delinquent bills be paid at this location to ensure uninterrupted water service. The Water Department is not responsible for any payments made at any payment centers other than at this location. Please do not mail your payments to this address, check the reverse side of the bill for the mailing address.

   Water Department Website
   The Web address for the Water Department which contains information for customers, contractors, vendors, and links to other departments within the organization.

2. **Water and Refuse Departments - Office & Telephone Hours**
   The Water and Refuse Departments can be contacted at their respective numbers during the following office hours. You may also visit our office during these office hours. The Customer Service Office is normally busiest on Mondays and Fridays, the day after a holiday and the 1st of every month. Unless you are requesting a turn-on or turn-off of service, you may find it more convenient to contact the office at a time other than those days. Please have your account number ready so that we may assist you as quickly as possible.

   Water Emergency - After Hours Telephone Number
   The Water Department can be contacted at the following number after normal business hours for emergency situations such as: main leaks, water flows, emergency turn offs, etc.

3. **Customer Name**
   Name of the individual that initiated service. This customer is responsible for all bills until such time they notify the Water Department of a request to terminate service(s). At that time a unique confirmation number will be issued to the customer to verify their request. This confirmation will be the only valid proof of request to terminate service(s). A minimum of one working day's notice is required.

4. **Service Address**
   The physical address where the services are being used.

5. **Account Number**
   A number used to identify a customer and location where services are provided.

6. **Mail Date**
   The date we posted and mailed the bill to the Customer mail to address.

7. **Current Due Date**
   The due date for the current bill, this due date does not supersede, extend or stop any delinquency action pending on any past due amount. Bills become past due if unpaid nineteen days after the mailing date, at which time you will be mailed a Reminder Notice which includes a $2.00 fee to be added to your account. If payment is not received by the

due date stated, a Final Notice will be mailed to you. Failure to pay will result in the interruption of service(s).

8. **From Reading Date/Current Reading Date**
   The beginning and ending date for the current billing cycle.

9. **Days**
   Actual amount of days in the current billing cycle.

10. **Meter Number**
    The meter number assigned to your meter by the Water Department.

11. **Prior Read**
    The total units used prior to the current bill reading.

12. **Current Read**
    The current units used up to the current bill.

13. **Consumption**
    The amount of units used in the current billing cycle.

14. **Recent Account Status**
    A summary of the current services being billed to the service address. All accounts with a past due or forward balance are subject to delinquency termination proceedings under the terms and conditions of the City of San Bernardino Municipal Water Department Rules and Regulations.

15. **Water Consumption History**
    Graphical representation of current water consumption and usage for the past 12 months. Water consumption is measured in HCF (hundreds of cubic feet).

16. **Current Service Charges**
    A list of the current services being provided at the service address. If you believe that your bill is incorrect, please contact a Customer Service Representative within five (5) days of receiving the bill. You may visit our office during regular office hours or call by telephone at the above referenced telephone numbers for an explanation. If you disagree with the explanation you may ask to speak with a supervisor. If the matter remains unsettled, you may apply for a management review.

17. **Miscellaneous Charges and Adjustments**
    A list of any miscellaneous charges or adjustments related to this account.

18. **Credit Card/Automatic Payments**
    Information on paying your water bill by credit card or signing up for the automatic payment program.

19. **Bill Message**
    Miscellaneous messages posted on your bill to help better understand events and holidays.

20. **Total Due**
    The total amount due for all services consumed on current bill, and may include any past

due charges or adjustments.

21. **Current Charges**
    The charges currently being applied to your account for all services provided in current billing cycle.

22. **Past Due Amount**
    The total amount of unpaid charges from previous billing cycle(s).

23. **Amount Enclosed**
    The total amount that you are submitting for payment on this account.

24. **Mailing Address Change**
    Select this checkbox if there is a mailing address change and annotate the new address on the back of payment coupon.

25. **Customer Mail To Address**
    The mailing address of the customer who is responsible for the payment of this account.

26. **Bill Mail To Address**
    The mailing address for submitting payment of bill(s).