



**CITY OF SANTA BARBARA**  
 POST OFFICE BOX 60809  
 SANTA BARBARA, CA 93160-0809  
 PHONE 805-564-5343

# SAMPLE Utility Bill

**BILLS MAY BE PAID AT CITY HALL : 735 ANACAPA - MAKE CHECKS PAYABLE TO : CITY OF SANTA BARBARA**

### ACCOUNT INFORMATION

Account #: **013875-780005**  
 Customer Name: JOHN SMITH  
 Service Address: 1234 ANACAPA ST  
 Billing Date: 10/03/08  
 Service Period: 07/29/08 to 09/24/08  
 Next Reading On or About: 10/24/08

### BILLING SUMMARY

Previous Balance \$0.00  
 Payment Received 0.00  
**BALANCE FORWARD 0.00**

**CURRENT CHARGES - MUST BE PAID BY: 10/23/08**

Water Service: 179.60  
 Refuse Service: 51.88  
 Sewer Service: 42.08

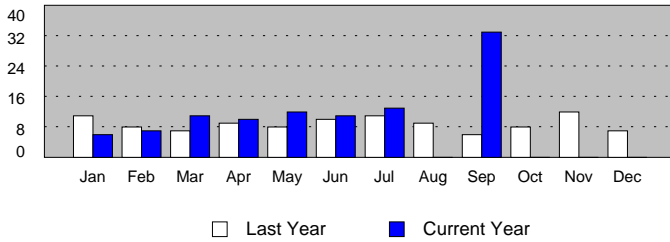
Total Current Charges: 273.56

**TOTAL CHARGES NOW DUE \$273.56**  
**SEE REVERSE FOR DETAIL OF CURRENT CHARGES**

### WATER USAGE INFORMATION

Meter #: 032979405A  
 Current Reading: 667 Previous Reading: 634  
**Current Usage: 33 HCF (24,684 gallons)**

**Your Water Usage in HCF**  
 (One HCF = 748 gallons)



### TRASH & RECYCLING INFORMATION

Return bottom portion along with your payment and make your check payable to City of Santa Barbara



**CITY OF SANTA BARBARA**  
 POST OFFICE BOX 1990  
 SANTA BARBARA, CA 93102-1990  
 PHONE 805-564-5343

## Utility Bill

### ACCOUNT INFORMATION

BILLING DATE: 10/03/08  
 DELINQUENT DATE: 10/23/08  
 ACCOUNT NUMBER: 013875-780005  
**TOTAL NOW DUE: \$273.56**

AMOUNT ENCLOSED:



REMIT TO:  
 CITY OF SANTA BARBARA  
 PO BOX 60809  
 SANTA BARBARA CA 93160-0809



\*\*AUTO\*\*MIXED AADC 930 11 MAAD 49588FB02-B-2  
 1331 2 MB 0.494



85660138757800050000000000027356

## BILLING DETAIL

<b>WATER SERVICE</b>	<b>Usage (HCF)</b>	<b>Unit Cost</b>	<b><u>Current Amount</u></b>
Monthly Meter Charge			\$21.95
Residential Block 1 Water Usage	4	\$2.74	10.96
Residential Block 2 Water Usage	16	\$4.60	73.60
Residential Block 3 Water Usage	13	\$4.84	62.92
Utility Users Tax - Water			10.17
		<b>Subtotal:</b>	<b>\$179.60</b>
<b>SEWER SERVICE</b>			
Sewer Base Charge			21.98
Sewer Usage Charge	10	\$2.01	20.10
		<b>Subtotal:</b>	<b>\$42.08</b>
<b>TRASH &amp; RECYCLING COLLECTION</b>			
Trash Can/Cart Residential Service			48.94
Utility Users Tax - Trash & Recycling			2.94
		<b>Subtotal:</b>	<b>\$51.88</b>

<b>TOTAL CURRENT CHARGES:</b>	<b>\$273.56</b>
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## CONTACTS & PAYMENT OPTIONS

### WHO TO CALL

Billing questions: **(805) 564-5343**

Water conservation questions: **(805) 564-5460** or visit: [www.SantaBarbaraCA.gov/water](http://www.SantaBarbaraCA.gov/water)

If your trash, recycling, or greenwaste is not picked up call: **Marborg 805-963-1852**

Other questions about trash and recycling: **(805) 564-5631** or visit: [www.sbrecycles.org](http://www.sbrecycles.org)

If you would like your monthly payment automatically deducted from your bank account, contact the billing office at (805)564-5343 or download the form at [www.SantaBarbaraCa.gov/Government/Departments/Finance/Utility\\_Billing](http://www.SantaBarbaraCa.gov/Government/Departments/Finance/Utility_Billing)

Credit card payments are only accepted at the City Hall cashing office: **735 Anacapa, Santa Barbara, CA**

## PROCEDURE FOR REVIEW AND APPEAL OF DISPUTED UTILITY BILLINGS

1. **REVIEW BY ACCOUNTING MANAGER.** A customer who desires to dispute the accuracy of a bill for water, sewer, and/or refuse service shall, no later than 40 days from the date of the original bill, submit a written request to the City's Accounting Manager, or designated representative, for review of the bill. Upon such a request, the customer shall be given an opportunity for a review, investigation and hearing by the Accounting Manager, or designee, concerning the accuracy of the bill. The Accounting Manager, or designee, shall have the authority to correct an erroneous bill. The customer shall be given written notification of the decision regarding the dispute.

2. **APPEAL TO FINANCE DIRECTOR.** If a customer disagrees with the decision of the Accounting Manager, or designee, the customer may appeal that decision to the Finance Director. Any such appeal must be filed in writing with the Finance Director at City Hall within five (5) days after written notice of the decision of the Accounting Manager, or

designee, is given to the customer. The Finance Director, or a designated representative, may review the accuracy of the amount billed, but will not review appeals under this procedure concerning service, general level of rates, pending rate changes, source of water and similar matters. All decisions of the Finance Director will be final.

3. **DISCONTINUANCE OF SERVICE FOR FAILURE TO PAY.** Water service will be discontinued if a bill has not been paid in full and a timely and proper appeal has not been filed or an appeal has been denied and the appeal is final.

4. **NOTICE.** Under this review and appeal procedure, notice by City is deemed to be given when (1) personally given to the customer, (2) left at the premises where the service was given, or (3) enclosed in an envelope addressed to the customer with postage prepaid and deposited in the United States mail.