

How To Read Your New Utility Bill



1 **New improved pay stub:** The new stub features important information at-a-glance such as unpaid balance and current charges. If you separate the stub from the bill, you will have everything you need on the stub to make a payment.


6 **Bulletins:** There are three areas where news and information will be printed about each utility on the bill, placed to the right of the charges for that particular service. The content of these messages will change periodically so make sure to read them in order to stay informed!

Balance Bar: At the top of the bill is a summary of your current balance, payments made and current charges. This will enable you to quickly scan the bill and find this critical information.


2 **Account summary:** The account summary section shows the current charges and due date highlighted in yellow.

3 **Late Notice:** The late notice is now incorporated into the bill itself. Please note that this section is where you will be notified if your account is past due. There will no longer be a separate notification. If you see red here, be aware that your account is past due and payment is required immediately.


4 **Summary of Charges:** The summary of charges section contains an important pie chart. The chart shows your current charges for each utility, whether it be water, refuse or sewer. Water is only one component of your utility service.



SANTA CRUZ MUNICIPAL UTILITIES
212 LOCUST STREET, STE. D
SANTA CRUZ, CA 95060
Customer Service: (831) 420-5220
scmu@cityofsantacruz.com



CRD0921A AUTO SCH 5-DIGIT 95060
7000000150 00.0001.0106 106/1



JOHN DOE
123 MAIN ST
SANTA CRUZ CA 95060

Service Period:	8/8/2018 - 9/6/2018
Bill Date:	9/8/2018
Account Number:	025-0000-089
Customer Name:	JOHN DOE
Service Address:	123 MAIN ST
Unpaid Balance:	PAST DUE 309.45
Current Charges:	DUE 10/16/2018 234.85
Total Due:	544.30
Amount Enclosed:	


02500000089 0000028132 0000023485 00000544309





Please detach the above portion and return with your payment.

Previous Balance	Payment Made	Adjustments	Unpaid Balance	Current Charges	Total Charges
\$281.32	\$0.00	\$28.13	\$309.45	\$234.85	\$544.30

Account Summary:

Account Number: 025-00000-089
Customer Name: JOHN DOE
Service Address: 123 MAIN ST
Account Type: SINGLE FAMILY DWELLING
Service Period: 8/8/2018 - 9/6/2018
Current Charges due by 3 p.m. on 10/16/2018


LATE NOTICE: Your account is past due! Please pay the unpaid balance by 10/5/2018 to avoid shut off. Make payments online at www.onlinebiller.com/santacruz/, or call or visit the office. Call (831) 420-5220 for payment arrangements, bill amortization, or the availability of financial assistance.

Summary Of Charges:	Miscellaneous Charges:
 Refuse, \$93.09, 40%  Sewer, \$52.63, 22%  Water, \$89.13, 38% <div style="text-align: center; margin-top: 10px;">  </div>	Penalty \$28.13 Total \$281.32

Refuse Charges:	Important News from the Resource Recovery Department:
64 Gallon Cart (1) \$77.25 Utility Tax @ 8.5% \$6.57 Franchise Tax @ 12% \$9.27 Total \$93.09	WASTE REDUCTION: Santa Cruz Garage Sale week ends is November 4th and 5th. We encourage residents to sign up now to host a sale and become part of our online Treasure Map.

Sewer Charges:	Important News from the Wastewater Treatment Department:
Single Family \$47.20 Utility Tax @ 8.5% \$4.01 Franchise Tax @ 3% \$1.42 Total \$52.63	The City of Santa Cruz invites the community to celebrate the Wastewater Treatment Facility's new mural with dedication led by Mayor David Terrazas. The ocean and estuary-themed mural by local artist Elijah Pfotenhauer underscores the plant's environmentally-friendly process.

Water Charges:	Important News from the Water Department:
Ready to Serve 5/8" \$10.18 Consumption Charges (7 CCF): 5 CCF @ \$6.66 \$33.30 2 CCF @ \$7.45 \$14.90 Infrastructure Reinvestment Fee (7 CCF): 5 CCF @ \$1.82 \$9.10 2 CCF @ \$2.73 \$5.46 Rate Stabilization Fee (7 CCF): 7 CCF @ \$1.00 \$7.00 Utility Tax @ 3% \$6.79 Franchise Tax @ 3% \$2.40 Total \$89.13	*** Thank you, SCMU customers! *** Due to good winter rains, healthy reservoir storage, and YOUR rock star conservation actions, water restrictions are not required this summer. Water waste, however, is always prohibited. For more information regarding prohibitions, please visit www.cityofsantacruz.com/waterregulations .

Meter Information:	Water Usage Analysis Graph:
Usage for Meter: 63892238 Previous Read: 1519 Current Read: 1526 Consumption, CCF: 7 Consumption, gallons: 5,236 Average gallons/day: 175 (1 CCF = 100 cubic feet or 748 gals.)	