


PAYMENT OPTIONS

- **Mail** your payment with stub in the return envelope provided, making checks payable to "City of Santa Rosa".
- **Phone** payments can be made 24/7 with a credit or debit card. Call (707) 543-4470. You will need your Utility Customer **and** Account number.
- **Automatic Bill Payment** pays your bill each month by direct debit to your checking account, debit or credit card. 
 - Enroll online by registering at <https://myutilities.srcity.org>
- **One-Time Online Payment** is available at our website: <https://myutilities.srcity.org>. You will need your Utility Customer **and** Account number.
- **Your Bank's Online Bill Pay** by setting up the City of Santa Rosa as a payee. Use your combined 13 digit Utility Customer and Account number.
- **A Drop Box** is located at the rear of the City Hall Annex and is available 24/7 for making payment with a check or money order.
- **7-Eleven** accepts cash only payments 24/7. Take your entire bill that contains the printed barcode to any participating 7-Eleven store to process the payment. A convenience fee will apply.
- **Customer Service:** 707-543-3150 Monday – Friday 8:00am – 4:00pm.; AFTER HOURS Emergency is available after 5:00pm: 707-543-3805

Electronic Fund Transfer: When you provide a check as payment you authorize us to use information from your check to make a one-time electronic fund transfer from your bank account. The funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from us or your financial institution.

DESCRIPTION OF CHARGES

Fixed Charges are set according to service size. Its purpose is to assist in recovering some of the costs of system maintenance, meter reading, customer service and billing. Water Fixed Charges apply to all water accounts and Sewer Fixed Charges to all sewer accounts.

Water Usage Charges are based on the amount of water used during the billing period and cover the costs of buying and delivering water.

Sewer Usage Charges are based on estimated sewer flow and cover wastewater treatment and disposal costs. For most residential customers, these charges are based on the Sewer Cap (see below), or on the water usage for the month, whichever is lower. For most commercial customers and some residential customers, where there is little or no outdoor water use, these charges are based on the total amount of water consumed.

Sewer Caps: are typically calculated by the average winter water use, beginning with the first meter reading on or after November 15th of each year and ending after three full billing periods have been completed ("Winter Billing Period"), in accordance with policies, rules, or regulations approved by the Board of Public Utilities. Sewer caps are changed each year in July. For example, if you averaged 5,000 gallons of water usage during the Winter Billing Period, you would get a Sewer Cap of '5', starting with the July meter read. Your Sewer Usage Charges are then calculated by multiplying the amount of the usage charge by your Sewer Cap. For any month that water usage is less than the cap of '5', you are charged based on the actual water usage.

Note: Customers who do not use their domestic meters to irrigate outdoors may not receive a Sewer Cap and may be charged based on actual water usage. Residential sewer customers who are not full-time residents or use non-City water part or all of the time have their Sewer Cap established by averaging the winter use of similar households with metered water.

DELINQUENT POLICY

Your account becomes delinquent when the bill is not paid within 21 days of the billing date. A delinquent fee of 10% of the overdue balance will be assessed to all accounts once per bill, including closed accounts. Your service is subject to disconnection if the charges are not paid within 60 days of the billing due date. Should service be disconnected, all overdue charges, a deposit, and an administrative fee will need to be paid before service can be restored.

To discuss a delinquent account, call (707) 543-3150. In some cases payment arrangements are possible, so call early if you are unable to pay your bill on time.

Deposits may be required on delinquent accounts showing 3 or more late payments, or at the time an account is disconnected for non-payment. After 12 consecutive on-time payments or when service is stopped, the deposit will be applied to the account.

 **The City of Santa Rosa does not discriminate on the basis of disability in the admissions or access to, or treatment of or employment in, its programs or activities. Requests for alternate formats may be made by contacting Utility Billing at (707) 543-3150.**

Please provide any changes to your account below. **Do not use this form to cancel or initiate service.** Instead, please call 707-543-3150 at least one business day prior. It is your responsibility to notify the City when you move or wish to make changes to your account.

Name _____

Mailing Address _____

City _____ State _____ Zip _____

Home # _____ Work # _____ Cell # _____

Number of Persons in Household (Include Children) _____ Effective Date _____

Comments _____