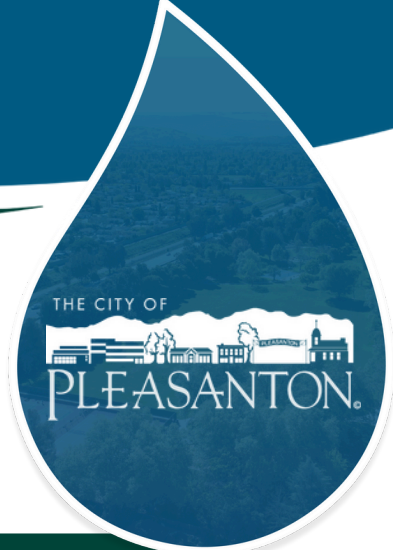


# READING YOUR WATER BILL



Customer Information

Include Bill # for Online Bill Pay

Meter Information

Service Address

For Definitions of the Various Charges, Please See Page 2

Historic Water Usage

Mailing Address

Checks are Payable to Payment Processing Center Located in Pasadena

**CITY OF PLEASANTON**  
P.O. BOX 520  
PLEASANTON, CA 94566

UTILITY BILL

JOHN DOE

|                           |                    |                     |  |                          |               |                              |
|---------------------------|--------------------|---------------------|--|--------------------------|---------------|------------------------------|
| Customer Name<br>JOHN DOE |                    |                     | Service Address<br>5555 MAIN ST PLEASANTON,<br>CA 94588-8215 |                          |               |                              |
| Bill Number               | Account Number     | Customer Number     | Statement Date   | Current Billing Due Date |               |                              |
| 1099999                   | 12345              | 123456              | 12/12/2024   | 01/11/2025               |               |                              |
| Meter Number              | Previous Read Date | Previous Meter Read | Current Read Date  | Current Meter Read       | Usage (Units) | 1 Unit = 1 CCF = 748 Gallons |
| 82646403                  | 10/04/2024         | 14                  | 12/04/2024   | 34                       | 20            | 1488 Gallons                 |

3333 Busch Rd M-F 7AM-4PM; Email: [pwd@cityofpleasantonca.gov](mailto:pwd@cityofpleasantonca.gov)

Business Hours: 925-931-5500 After Hours: 925-931-5100 (POLICE)

Important Water Quality PFOA/PFOS Info: [pfas.cityofpleasantonca.gov](http://pfas.cityofpleasantonca.gov)

|  |       |
|--|-------|
| PLEASANTON WATER FIXED CHARGE            | 4.00  |
| PLEASANTON WATER VAR CHARGE SINGLE FAMIL | 41.20 |
| CAPACITY EXPANSION SURCHARGE             | 0.00  |
| ZONE 7 WATER VAR CHARGE                  | 68.60 |
| ZONE 7 WATER METER CHARGE                | 17.30 |
| RECYCLED WATER                           | 0.00  |
| PLEASANTON SEWER FIXED RESIDENTIAL       | 29.98 |
| DSRSD SEWER FIXED RESIDENTIAL            | 59.97 |

This bill is due upon receipt and is delinquent if not paid on the day after the Current Billing Due Date. If delinquent, service may be discontinued and penalties assessed. A cash deposit and reconnection charge may be required to reestablish service. See Municipal Code §14.04.090.

Two-year consumption history chart

|                              |                 |
|------------------------------|-----------------|
| Payments Received            | 188.69          |
| Penalty                      | 0.00            |
| Adjustments                  | 0.00            |
| Deposits Applied             | 0.00            |
| Previous Balance             | 0.00            |
| <b>Total Current Billing</b> | <b>\$221.63</b> |
| <b>Total Amount Due</b>      | <b>\$221.63</b> |

10% Late Payment Penalty will be added after 01/11/2025

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**CITY OF PLEASANTON**  
P.O. BOX 520  
PLEASANTON, CA 94566-0802

Please note **BILL Number** on your check to ensure proper credi

|                 |               |                 |
|-----------------|---------------|-----------------|
| Service Address |               |                 |
| 5555 MAIN ST    |               |                 |
| Muni Code       | Category Code | Bill Year       |
| 000             | 60            | 2025            |
| Account         | Customer      | Bill Number     |
| 12345           | 123456        | 1099999         |
| Statement Date  |               | Amount Due      |
| 12/12/2024      |               | \$221.63        |
| Due Date        |               | Amount Enclosed |
| 01/11/2025      |               |                 |

JOHN DOE  
5555 MAIN ST  
PLEASANTON, CA 94588-8215

Checks Payable To: City of Pleasanton  
P.O. BOX 101732  
Pasadena, CA 91189-1732

101232000060420255010056400000221630

## WATER BILL FEE DEFINITIONS:

**Water Services:** The City of Pleasanton conducts a rate study every five years, and any changes to water rates typically occur on January 1 each year. These changes may include an Annual Consumer Price Index Adjustment. The City of Pleasanton also collects fees for services provided by outside agencies, including Zone 7 Water Agency for wholesale treated drinking water, and these charges are a pass-through. The City of Pleasanton does not control the fees for services by outside agencies. These timelines are subject to change.

- **Pleasanton Water Fixed Charge:** This fixed charge is based on the size of your meter and covers the operating expense of pumping and distributing water to your residence.
- **Pleasanton Water Variable Charge:** Variable charges are measured in Ccf (Hundred Cubic Feet) and calculated using a tiered rates system designed to promote water conservation. Pleasanton Water Variable charges (i.e., Distribution Charges) fund items such as water facility repair and maintenance, daily health and safety inspections, and the replacement of aging infrastructure and are used to ensure proper funding levels in the Water Enterprise Reserve Fund.
- **Capacity Expansion Surcharge:** This covers the costs incurred by improvements resulting from the Vineyard Avenue Corridor Specific Plan to accommodate increased demand by residential users. It is applied to Tier 4, which is 60 or more CcF a billing cycle.
- **Zone 7 Water Meter Charge:** This fixed charge is based on the size of your meter and covers a portion of Zone 7's fixed charges to the City.
- **Zone 7 Water Variable Charge:** This covers the cost of service, including the cost of water purchased from the City's wholesale water supplier, Zone 7 Water Agency, and a portion of Zone 7's fixed charges to the City.
- **Recycled Water Surcharge:** Funds the City of Pleasanton's recycled water commercial irrigation program. Recycled water benefits all water users by freeing up potable water capacity for domestic water usage and is applied to the Single-Family Residential customers in Tier 4, Multifamily, Commercial, Industrial and Potable Irrigation.

**Sewer Services:** The City of Pleasanton conducts a rate study every five years and any changes to sewer rates typically occur on July 1 each year. These changes may include an Annual Consumer Price Index Adjustment. The City of Pleasanton also collects fees for services provided by Dublin-San Ramon Services District (DSRSD) and the City of Livermore. The rates charged for services by DSRSD and Livermore are not controlled by the City of Pleasanton.

- **Pleasanton Sewer Fixed Charge:** Funds the collection and pumping of sewage from your residence, by the City to the nearest Wastewater Treatment Facility.
- **Pleasanton Sewer Variable Charge:** Funds the collection and pumping of sewage from your business, by the City to the nearest Wastewater Treatment Facility.
- **DSRSD/Livermore Sewer Charge:** Covers that particular agencies' sewer treatment costs.

