

How to read your Utility Bill



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

UTILITY BILL

JOHN DOE

Customer information

Include bill number on online bill pay

Meter information

Service address

For definitions of the various charges, please see page 2

Chart water usage history

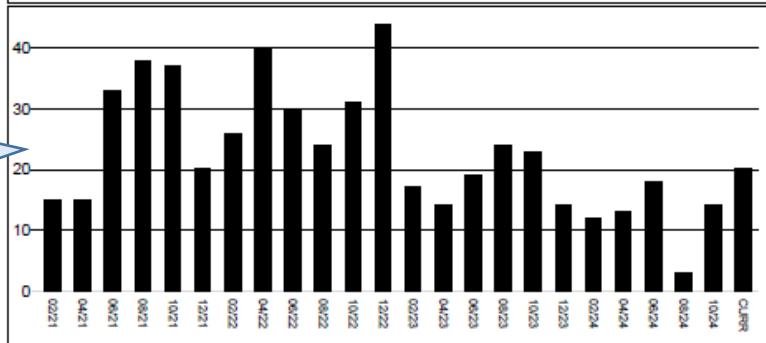
Send in the bottom portion of the bill with your payment

Mailing Address

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

Checks are payable to our payment processing center located in Pasadena

Customer Name				Service Address		
JOHN DOE				5555 MAIN ST PLEASANTON, 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	
3333 Busch Rd M-F 7AM-4PM; Email: pwd@cityofpleasantonca.gov				PLEASANTON WATER FIXED CHARGE 4.60		
Business Hours: 925-931-5500 After Hours: 925-931-5100 (POLICE)				PLEASANTON WATER VAR CHARGE SINGLE FAMIL 41.50		
Important Water Quality PFOA/PFOS Info: pfas.cityofpleasantonca.gov				CAPACITY EXPANSION SURCHARGE 0.00		
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.				ZONE 7 WATER VAR CHARGE 0.00		
				ZONE 7 WATER METER CHARGE 17.30		
				RECYCLED WATER 0.00		
				PLEASANTON SEWER FIXED RESIDENTIAL 29.98		
				DSRSD SEWER FIXED RESIDENTIAL 59.97		



Two-year consumption history chart

Detach and return the portion below with your payment

Payments Received	188.69
Penalty	0.00
Adjustments	0.00
Deposits Applied	0.00
Previous Balance	0.00
Total Current Billing	\$221.63
Total Amount Due	\$221.63

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



P.O. BOX 520
PLEASANTON, CA 94566-0802

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

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		

1017320000604202550100586400000221630

Transaction activity:

- 1) Payments received since last bill
- 2) Any Penalty applied since last bill (penalties are applied when the bill is considered delinquent, which is the day after the Current Billing Due Date)
- 3) Any bill Adjustments applied since last bill
- 4) Any Deposits that were applied since last bill
- 5) Previous Balance includes all of the above
- 6) Total Current Billing is the current bill
- 7) Total amount due is the Previous Balance and the Total Current Billing amounts.

Definitions:

Water: 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 fees for services by outside agencies are not controlled by the City of Pleasanton. 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 that is designed to promote water conservation. Pleasanton Water Variable charges (Distribution Charge) fund such items as water facility repair and maintenance, daily health and safety inspections, the replacement of aging infrastructure and is used to ensure proper funding levels in the Water Enterprise Reserve Fund.
- **Capacity Expansion Surcharge:** Covers the costs incurred by improvements resulting from the Vineyard Avenue Corridor Specific Plan to accommodate increased demand by residential users and 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:** Covers the cost of service which includes the cost of water purchased from the City's wholesale water supplier, Zone 7 Water Agency, and covers 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: 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.