



## Utility Billing Guide for Residential Customers

Utility bills are mailed out on the first of every month. Each month's bill is due on the 25<sup>th</sup> of that month. A 10% penalty fee is placed on the unpaid balance of the current bill after the 25<sup>th</sup> of the month. Residential water service will be discontinued for nonpayment if the customer is delinquent for 60 days. The delinquency period begins on the first day of the month. There is a \$50.00 on/off fee that will be added to the utility bill if the water is discontinued.

To sign up for services call or stop by City Hall at 5915 Dunsmuir Ave Dunsmuir CA (530) 235-4822. A deposit of \$180.00 is required to set up Utility services in your name. Property owners may allow a renter to set utilities up in the renter's name. Please notify City Hall of any changes on the utility account immediately. If a renter leaves a utility bill unpaid, the unpaid bill will automatically revert back to the property owner. City code 8.08.140.

### Paying a Bill

#### In person

Cash, check, credit or debit cards are accepted over the counter at City Hall during regular business hours.

#### City Hall Drop Box

If you need to make an afterhours payment there is a 24/7 drop box. The drop box is located next to City Hall's main entrance at 5915 Dunsmuir Ave. Dunsmuir CA 96025.

#### Pay Online

The City also offers the option of using the pay my bill portal through the City of Dunsmuir website. This allows customer to pay their bill online any time of the day. The online bill pay portal has customer account information, including past water usage and billing history. To create an account through the bill pay portal customers will need information located on their bill and to have made one previous in person payment.

#### ACH

The City's ACH option automatically withdraws the amount of the utility bill from a bank account of their choosing. Customers must sign up for ACH by filling out a form which can be found on the City website or at City Hall.

### Payment Deferrals/Alternative Payment Schedules/Contest or Appeal a Utility Bill

In Accordance with SB-998 the City of Dunsmuir offers payment deferrals on utility bills, alternative payment schedules and a formal mechanism for a customer to contest or appeal a bill. If you need a payment deferral on your utility bill due to an unexpected life event, please contact City Hall at 530 235-4822 to discuss options for averting discontinuation of residential service for nonpayment. (see behind for discontinuation policy)

### Reading your Utility Bill

**WA=** Water charge. This is the base rate that every account has, it is for 5 units of water. (One unit of water is equal to 750gal) Water is metered, and is billed after it is used.

**WI=** Water Improvement charge. WI stands for the units of water used over the 5 unit base. Each additional unit of water is billed per unit. (EG: 6 units of water would cost the base rate plus the amount for one additional unit)

**SW=** Sewer charge. Wastewater is charged at a flat rate per dwelling unit. SW is billed prior to use on the first of the month.

**GA=** Solid waste. Garbage is picked up weekly and billed monthly on the first. The GA charge is based on the size of the garbage can.

### Completely New Connection to Water or Sewer System

Customers wishing to establish a connection to the water or sewer system are charged a connection fee as well as paying labor and materials for the connection. Please see City Hall for current connection fees and to discuss the project with the water and/or sewer department.

<p><b><u>Discontinuation of Residential Water Service Policy:</u></b> effective 2/1/2020</p> <p>Residential water service will be discontinued for nonpayment if the customer is delinquent for at least 60 days. The delinquency period begins on the first day of the month.</p> <ul style="list-style-type: none"> <li>• A customer can defer a payment until the 25<sup>th</sup> of the following month. Customer needs to sign and submit a statement saying when payment will be made.</li> <li>• A customer may choose an alternate payment schedule of, up to, 12 equal installments paid monthly.</li> <li>• A customer may appeal or contest a bill in writing to the City Manager. The City Manager will investigate the claim and make a determination.</li> <li>• The telephone contact for discussing options for averting discontinuation of residential service for nonpayment is; (530) 235-4822.</li> </ul>	<p><b><u>Discontinuación de la Política de Servicio de Agua Residencial:</u></b> efectivo 2/1/2020</p> <p>El servicio de agua residencial se suspenderá por falta de pago si el cliente está en mora durante al menos 60 días. El período de morosidad comienza el primer día del mes.</p> <ul style="list-style-type: none"> <li>• Un cliente puede diferir un pago hasta el día 25 del mes siguiente. El cliente debe firmar y enviar una declaración que indique cuándo se realizará el pago.</li> <li>• Un cliente puede elegir un programa de pago alternativo de hasta 12 cuotas iguales pagadas mensualmente.</li> <li>• Un cliente puede apelar o impugnar una factura por escrito al Administrador de la Ciudad. El administrador de la ciudad investigará el reclamo y tomará una decisión.</li> <li>• El contacto telefónico para discutir las opciones para evitar la interrupción del servicio residencial por falta de pago es; (530) 235-4822.</li> </ul>
<p><b><u>Zhōngzhǐ zhùzhái zìláishuǐ fúwù zhèngcè:</u></b> Zì 2/1/2020 qǐ shēngxiào</p> <p>Rúguǒ kèhù tuōqǐàn zhìshǎo 60 tiān, jiāng tíngzhǐ zhùzhái gōngshuǐ fúwù, bìng tíngzhǐ fùkuǎn. Yúqí cóng měi yuè de dì yī tiān kāishǐ.</p> <ul style="list-style-type: none"> <li>• Kèhù kěyǐ jiāng fùkuǎn tuīchí dào xià gè yuè de 25 hào. Kèhù xūyào qiǎnshǔ bìng tíjiāo yī fèn shēngmíng, shuōmíng hé shí fùkuǎn.</li> <li>• Kèhù kěyǐ xuǎnzé měi yuè zuìduō 12 cì dēng'è fēnqí fùkuǎn de tìdài fùkuǎn shíjiān biǎo.</li> <li>• Kèhù kěyǐ shūmiàn xíngshì xiàng chéngshì jīnglǐ tíchū shàngsù huò tíchū yìyì. Chéngshì jīnglǐ jiāng diàochá gāi suǒpéi bìng zuò chū juédìng.</li> <li>• Tǎolùn bimiǎn yīn bú fùkuǎn ér zhōngzhǐ jūzhù fúwù de xuǎnzé de diànhuà liánxì rén shì; (530)235-4822.</li> </ul>	<p><b><u>Pag-disco ng Patakan sa Serbisyo ng Residential Water:</u></b> epektibo 2/1/2020</p> <p>Ang serbisyo sa tubig na paninirahan ay hindi na ipagpapatawad para sa hindi pagbabayad kung ang customer ay delikado nang hindi bababa sa 60 araw. Ang panahon ng delinquency ay nagsisimula sa unang araw ng buwan.</p> <ul style="list-style-type: none"> <li>• Ang isang customer ay maaaring ipagpaliban ang isang pagbabayad hanggang ika-25 ng susunod na buwan. Kailangang mag-sign at magsumite ng isang pahayag ang customer kung kailan gagawin ang pagbabayad.</li> <li>• Ang isang customer ay maaaring pumili ng isang kahaliling iskedyul ng pagbabayad ng, hanggang sa, 12 pantay na pag-install na binayaran buwanang.</li> <li>• Ang isang customer ay maaaring mag-apela o makipagtalo ng isang panukalang batas sa pagsulat sa City Manager. Susuriin ng City Manager ang habol at gagawa ng pagpapasiya.</li> <li>• Ang contact sa telepono para sa pagtalakay sa mga pagpipilian para sa pag-iwas sa pagtanggap ng serbisyo sa tirahan para sa hindi pagbabayad ay; (530) 235-4822.</li> </ul>
<p><b><u>Ngừng chính sách dịch vụ nước sinh hoạt:</u></b> có hiệu lực 2/1/2020</p> <p>Dịch vụ nước sinh hoạt sẽ không được thanh toán nếu khách hàng không trả tiền trong ít nhất 60 ngày. Thời gian trả nợ bắt đầu vào ngày đầu tiên của tháng.</p> <ul style="list-style-type: none"> <li>• Một khách hàng có thể hoãn thanh toán cho đến ngày 25 của tháng tiếp theo. Khách hàng cần ký và gửi một tuyên bố cho biết khi nào thanh toán sẽ được thực hiện.</li> <li>• Một khách hàng có thể chọn một lịch thanh toán thay thế, tối đa, 12 đợt bằng nhau được trả hàng tháng.</li> <li>• Một khách hàng có thể kháng cáo hoặc tranh chấp một hóa đơn bằng văn bản cho Giám đốc Thành phố. Giám đốc thành phố sẽ điều tra khiếu nại và đưa ra quyết định.</li> <li>• Liên hệ qua điện thoại để thảo luận về các lựa chọn ngăn chặn việc ngừng dịch vụ dân cư để không thanh toán là; (530) 235-4822.</li> </ul>	<p><b><u>Jugeoyong sudo seobiseu jeongchaeg jungdan:</u></b> 2/1/2020 balhyo</p> <p>Gogaeg-i choeso 60 il dong-an chenabhaneun gyeong-u bigeub-yeolo jugeoyong sudo seobiseuga jungdandoebnida. yeonche gigan-eun maewol 1 il-e sijagdoebnida.</p> <ul style="list-style-type: none"> <li>• gogaeg-eun da-eum dal 25 ilkkaji jibul-eul yeongi hal su isseubnida. gogaeg-eun gyeoljesigileul allineun jinsulseo seomyeonghago jechulhaeyahabnida.</li> <li>• gogaeg-eun maewol jibul hal choedae halbu halbugeum choedae 12 gaeui daeche jibul iljeong-eul seontaeghal su isseubnida.</li> <li>• gogaeg-eunsi gwanlija-ege seomyeon-eulo cheong-gue daehae iuilleul jegihageona iuilleul jegi hal su isseubnida. si gwanlijaneun cheong-guleul josahago gyeoljeong-eul naelibnida.</li> <li>• minab-e daehan geou seobiseu jungdan-eul pihagiwihan obsyeon-eul non-uhagiwihan jeonhwa yeonlag damdangjaneun da-eumgwa gatseubnida. (530) 235-4822</li> </ul>