How to Read Your Utility Bill Statement

Your utility bill gives you information about your water usage and other charges on your utility bill.

Key Information At-A-Glance

This area provides the telephone numbers to call for billing and other service-related questions or concerns.

Account Information: A summary of your billing information, including the billing dates, amount due and due date. Note: if payment is not received by due date, finance charges will be added to your next bill.

Water: A breakdown of water usage by tier in the rate structure and is based on meter size, usage and number of days in the billing period. Note: one unit of water equals 748 gallons.

Water Usage: A summary of water usage with a 12-month graph comparing your water usage for the current year to the previous year. Note: single-family residential customers have an additional bar showing the average water usage for all single-family homes.

Bill Details: A breakdown of the Total Amount Due.

Water is the total of the Cost in section C.

Meter Charge is based on your meter size and days in your billing period (this pays for the fixed costs related to water operations and maintenance).

Sewer is a flat rate for residential customers and a variable rate based on water usage for commercial customers.

Trash is a list of the type, size, number and frequency of containers.

Messages: A **DO NOT PAY** message indicates that you have signed up with the City to have your bill automatically paid. No payment needs to be sent. This area will also periodically contain special-interest messages from the City.

Payment Coupon: This portion should be returned with your payment made payable to the City of Mountain View and mailed to the address indicated. Please write your account number on your check. Other payment options are:

- Automatic payment through the City (call 650-903-6317).
- Automatic payment through your bank.
- Drop box at City Hall (left of main doors).
- Payment by phone with credit card (call 650-903-6317).
- Payment in person at the Finance and Administrative Services Department (2nd floor of City Hall).