



Utility Adjustment Petition Process for Utilities to be included in Rent - Tenant Focused Workshop

October 14, 2025

Presenters

Andrea Peña

Alitcel Camacho



Proceso de petición de reajuste de los servicios públicos para que se incluyan en la renta

- Taller enfocado al inquilino

14 de octubre del 2025

Presentadores

Andrea Peña

Alitcel Camacho

How are you charged for utilities?



- For example, how are you charged for **water**?
 - My total rent includes the charge for water, and my rent is the same each month.
- OR**
- The monthly charge for water fluctuates from month to month.
 - It may be charged directly to the landlord or through a third-party such as Conservice.
 - There is no submeter for water that tells how much water my unit is using.

Other utilities to consider are:

- Sewer
- Trash
- Gas
- Electric
- Water Heating

¿Cómo se cobran los servicios públicos?



- Por ejemplo, ¿cómo se le cobra por **el agua**?
 - Mi renta total incluye el cargo por agua, y mi renta es la misma cada mes.
 - **O**
 - El cargo mensual por el agua varía de un mes a otro.
 - Se puede cobrar directamente al propietario o a través de un tercero, como Conservice.
 - No hay ningún subcontador de agua que indique cuánta agua consume mi unidad.

Otras utilidades que se deben tener en cuenta son:

- **Alcantarillado**
- **Basura**
- **Gas**
- **Electricidad**
- **Calentón de agua**

How are you charged for utilities?



- For example, how are you charged for **water**?
 - My total rent includes the charge for water, and my rent is the same each month.

If a landlord already includes utilities in the fixed amount of rent, this is okay and needs to continue.

The One-Time Utility Adjustment Petition will not impact you.

Other utilities to consider are:

- Sewer
- Trash
- Electric
- Gas
- Water Heating

¿Cómo se cobran los servicios públicos?



- Por ejemplo, ¿cómo se cobra el agua?
 - Mi renta total incluye el cargo por agua, y mi renta es la misma cada mes.

Si el propietario ya incluye los servicios públicos en el importe fijo de la renta, esto está bien y debe continuar así.

La petición de ajuste único de servicios públicos no le afectará.

Otras utilidades que se deben tener en cuenta son:

- Alcantarillado
- Basura
- Electricidad
- Gas
- Calentón de agua

How are you charged for utilities?



- For example, how are you charged for **water**?

- The monthly charge for water fluctuates from month to month.
 - It may be charged directly to the landlord or through a third-party such as Conservice.
 - There is no submeter for water that tells how much water my unit is using.

The One-Time Utility Adjustment Petition will change the way you are charged for utilities.

Other utilities to consider are:

- Sewer
- Trash
- Gas
- Electric
- Gas
- Water Heating

¿Cómo se cobran los servicios públicos?



- Por ejemplo, ¿cómo se le cobra por **el agua**?

- El cargo mensual por el agua varía de un mes a otro.
 - Se puede cobrar directamente al propietario o a través de un tercero, como Conservice.
 - No hay ningún subcontador de agua que indique cuánta agua consume mi unidad.

La Petición de ajuste único de servicios públicos cambiará la forma en que se le cobran los servicios públicos.

Otras utilidades que se deben tener en cuenta son:

- Alcantarillado
- Basura
- Gas
- Electricidad
- Calentador de agua

Utility Adjustment Petition Process



- Many tenants pay utilities separately from rent *and directly to the landlord or through a third-party Ratio Utility Billing System (RUBS) (like Conservice).*
 - These monthly utility charges fluctuate from month to month.
 - This is not allowed under the CSFRA – the law states that utility costs are part of rent and rent can only change once per 12 months.

Note:

1. **For Fully-covered Units Only**
2. **Sub-metered utility bills are exempt from this process. You will still have to pay separately for utilities like PG&E.**

Proceso de petición de ajuste de servicios públicos



- Muchos inquilinos pagan los servicios por separado de la renta y directamente al propietario o a través de un sistema de facturación de servicios de terceros (como Conservice).
 - Estos gastos mensuales varían de un mes a otro.
 - Esto no está permitido bajo la CSFRA: la ley establece que los costes de los servicios públicos forman parte de la renta y la renta sólo puede cambiar una vez cada 12 meses.

Nota:

1. Sólo para unidades totalmente cubiertas
2. Las facturas de servicios submedidos están exentas de este proceso. Usted todavía tendrá que pagar por separado para los servicios públicos como PG & E.

Utility Adjustment Petition Process



- Landlords can file a Utility Adjustment Petition with the Rent Stabilization Division to address this issue.
 - This process incorporates separately charged utilities that are not submetered into the total rent amount.

Learn more at
mountainview.gov/RUBS.

Proceso de petición de ajuste de servicios públicos



- Los propietarios pueden presentar una petición de ajuste de los servicios públicos ante la División de Estabilización de Renta para resolver este problema.
 - Este proceso incluye los servicios que se cobran por separado y que no están submedidos en el total de la renta.

Obtenga más información
en mountainview.gov/RUBS.

Utility Adjustment Petition Process



- The outcome of this process:
 - Once complete, the RUBS bills will go away because these utility charges will be included in rent and subject to the annual allowed rent increase.
 - **You will no longer receive separate RUBS bills.**

Learn more at
mountainview.gov/RUBS.

Proceso de petición de ajuste de servicios públicos



- El resultado de este proceso
 - Una vez completado, las facturas RUBS se eliminarán porque estos cargos de servicios públicos se incluirán a la renta y estarán sujetos al aumento anual permitido de la renta.
 - **Ya no recibirá facturas RUBS por separado.**

Obtenga más información
en mountainview.gov/RUBS.

What units are affected?



- Units fully covered by the CSFRA.
- Tenants that are currently paying utilities separate from rent (directly to the landlord or through a third party such as Conservice).
 - Including tenants being charged through Ratio Utility Billing Service (RUBS).

Who does this not apply to?

- Partially Covered CSFRA Units
- Mobile Homes
- 100% Affordable Housing Properties

¿Qué unidades están afectadas?



- Propiedades totalmente cubiertas por la CSFRA.
- Inquilinos que actualmente pagan los servicios públicos separados de la renta (directamente al propietario o a través de un tercero como Conservice).
 - Incluidos los inquilinos a los que se les cobra a través del Sistemas de facturación proporcional (RUBS, por sus siglas en inglés)

¿A quién no se aplica?

- Unidades CSFRA parcialmente cubiertas
- Casas móviles
- 100% Viviendas asequibles

CSFRA Regulations on Utility Charges to Tenants



Under the CSFRA, **rent includes utilities** and is subject to rent increase limitations.

- Only 1 rent increase per 12 months
- Subject to yearly rent increase limits (AGA)
- No fluctuating rental costs within a 12-month period



On December 18, 2023, the Rental Housing Committee (RHC) adopted regulations clarifying that utilities are part of rent for units fully covered by the CSFRA.



Bajo la CSFRA, **la renta incluye los servicios públicos** y está sujeta a limitaciones de aumento.

- Sólo 1 aumento de renta cada 12 meses
- Sujeto a límites anuales de aumento de renta (AGA)
- Sin renta fluctuante en un periodo de 12 meses



El 18 de diciembre de 2023, el Comité de Vivienda de Renta (RHC) adoptó una normativa que aclara que los servicios públicos forman parte de la renta de las unidades totalmente cubiertas por la CSFRA.

What types of utilities are included in rent?

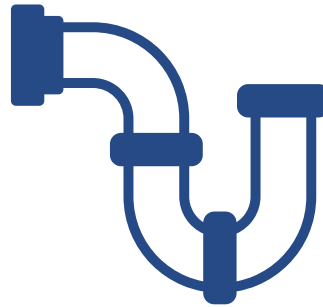


Any utility charges paid by the tenant directly to the landlord or through a third-party billing service. This could include:

Water



Sewer



Garbage



Sometimes, electricity and gas is also paid this way.

Utility charges **paid directly by tenant** to utility service provider (like PG&E) or sub-metered utilities are **exempt**.

If a landlord already includes utilities in the fixed amount of rent, this is okay and needs to continue.

¿Qué servicios públicos están incluidos en la renta?

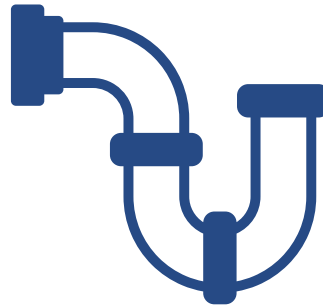


Cualquier gasto de servicios públicos que el inquilino pague directamente al propietario o a través de un servicio de facturación externo. Esto podría incluir:

Agua



Alcantarillado



Basura



A veces, la electricidad y el gas también se pagan de esta forma.

Los servicios **públicos pagados directamente por el inquilino** al proveedor de servicios públicos (como PG&E) o los servicios públicos submedidos están **exemptos**.

Si el propietario ya incluye los servicios públicos en el importe fijo del precio de la renta, está bien y debe seguir haciéndolo.

Key Points of the CSFRA Regulations on Utilities



New Tenancies
(starting March 1, 2024)

Existing Tenancies
(before March 1, 2024)

Puntos principales de la normativa de la CSFRA sobre servicios públicos



***Nuevos
arrendamientos***
*(a partir del 1 de marzo de
2024)*

***Arrendamientos
existentes***
*(antes del 1 de marzo de
2024)*

New Tenancies (Starting March 1, 2024)



New Tenancies (starting March 1, 2024)

- RUBS is not allowed.
- Total rent must include utilities.
- Rental Agreement must state the total rent amount and specify the types of utilities and housing service included (e.g., water, garbage, sewer, parking, pet fee).
- Utility charges paid directly by tenant to utility service provider (such as PG&E) or sub-metered utilities are exempt.

For new tenants, rent must include utilities.



Nuevos arrendamientos (a partir del 1 de marzo de 2024)

- RUBS no está permitido.
- La renta total debe incluir los servicios públicos.
- El contrato de arrendamiento debe indicar el importe total de la renta y especificar los tipos de servicios públicos y servicios de vivienda incluidos (por ejemplo, agua, basura, desagüe, estacionamiento, tarifa para mascotas).
- Están exentos los cargos por servicios públicos pagados directamente por el inquilino al proveedor de servicios públicos (como PG&E) o los servicios públicos submedidos.

Para los nuevos inquilinos, el importe de la renta debe incluir los servicios públicos.

Existing Tenancies (Started Prior to March 1, 2024)



Existing Tenancies (before March 1, 2024)

- RUBS may continue until a Utility Adjustment Petition is filed with and approved by the City.
- Utility charges paid directly by tenant to utility service provider (such as PG&E) or sub-metered utilities are exempt.

For a limited time, utilities can continue to be charged separate from rent for existing tenancies.



Arrendamientos existentes (anteriores al 1 de marzo de 2024)

- Los RUBS pueden continuar hasta que se presente una Petición de Ajuste de Servicios Públicos ante la Ciudad y la apruebe.
- Están exentos los gastos de servicios públicos pagados directamente por el inquilino al proveedor de servicios públicos (como PG&E) o los servicios públicos submedidos.

Durante un tiempo limitado, los servicios públicos pueden seguir cobrándose aparte de la renta en los arrendamientos existentes.



Utility Adjustment Petitions





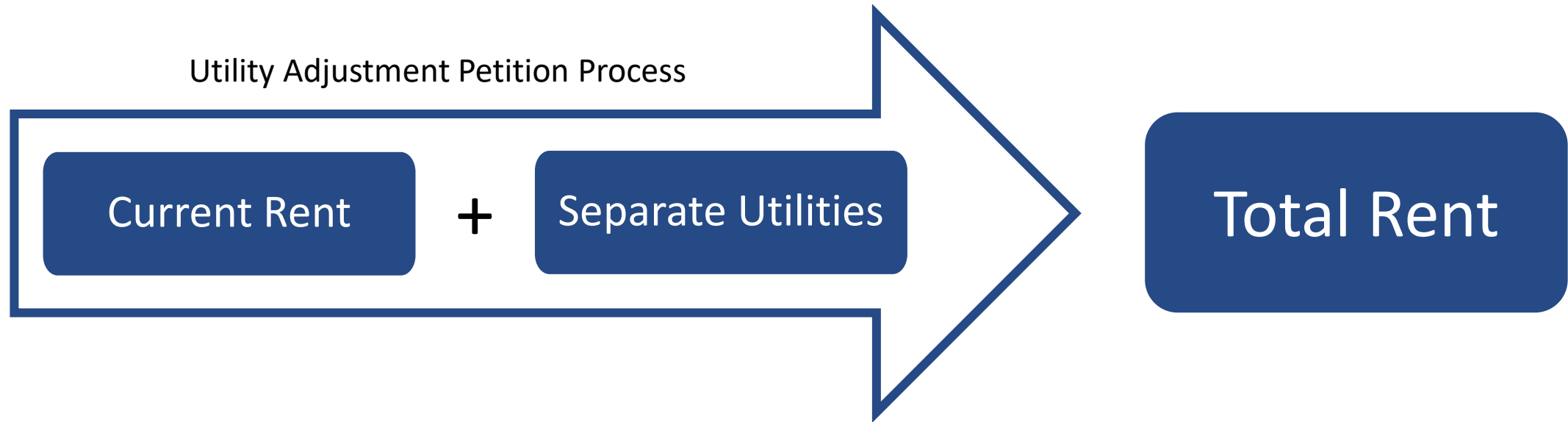
Peticiones de ajuste de los servicios públicos



What is a Utility Adjustment Petition?



A one-time process to incorporate utilities currently charged separately from rent (and not sub-metered) into a fixed amount included in a tenant's total rent.



Landlords need to complete and file a petition to qualify for and apply the adjustment.

¿Qué es una petición de ajuste de servicios públicos?



Un proceso único para incorporar los servicios públicos que actualmente se cobran por separado de la renta (y no están submedidos) a una cantidad fija incluida en la renta total del inquilino.



Los propietarios deben cumplimentar y presentar una petición para poder beneficiarse del ajuste y aplicarlo.

Landlord Petition Submittal Deadlines



Landlords must submit their petition for review within the timeframes below, if they do not, they cannot incorporate utilities into rent.

More than 20 Units



Due April 30, 2025

6-20 Units



Due September 30, 2025

1-5 Units



Due December 31, 2025

Plazos de presentación de la petición del propietario



Los propietarios deben presentar su petición de revisión dentro de los plazos indicados a continuación; si no lo hacen, no podrán incorporar los servicios públicos al la renta.

Más de 20 unidades



Plazo hasta el 30 de abril de 2025

6-20 unidades



Plazo hasta el 30 de septiembre de 2025

1-5 unidades



Plazo hasta el 31 de diciembre de 2025



Calculating the Utility Adjustment



How is the Utility Adjustment Calculated?



Utility Bills



Property wide utility bills from July 1, 2023 – June 30, 2024.

Common Area Facilities



Pool, landscaping, shared laundry facilities on the property.

Unit Information



Individual unit information, including the number of rooms (bedrooms, kitchen and living room).



¿Cómo se calcula el ajuste de servicios públicos?



Facturas de servicios públicos



Facturas de servicios públicos de toda la propiedad desde el 1 de julio de 2023 hasta el 30 de junio de 2024.

Instalaciones comunes



Piscina, jardines, lavandería compartida en la propiedad.

Información de la unidad



Información sobre cada unidad, incluyendo el número de habitaciones (dormitorios, cocina y salón).





How to participate in the Petition process

Cómo participar en el proceso de petición



Utility Adjustment Petition Process



1

Landlord submits property-wide petition form with per-unit calculations.

2

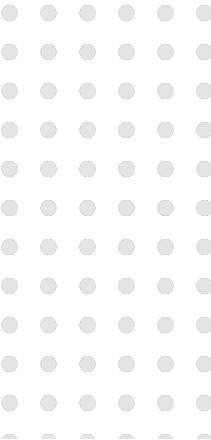
Staff reviews petition for completeness and notifies landlord. If complete, landlord serves petition on tenants and files with City.

3

Staff sends Notice of Filing to tenants with a Tenant Response Form.

4

Tenants may respond to the petition within 30 days.



Proceso de petición de ajuste de servicios públicos



1

El propietario presenta un formulario de petición para toda la propiedad con cálculos por unidad.

2

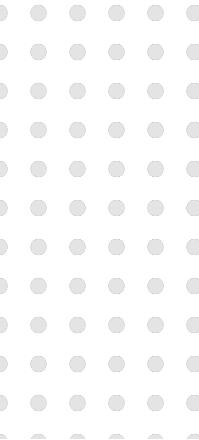
El personal revisa la petición para comprobar si está completa y lo notifican al propietario. Si está completa, el propietario notifica la petición a los inquilinos y la presenta a la Ciudad.

3

El personal envía el aviso de presentación formal a los inquilinos con un formulario de respuesta del inquilino.

4

Los inquilinos pueden responder a la petición en un plazo de 30 días.



What Should I Do When I Get the Petition?



- Pay attention to the mail and your email for information from the Division and your landlord.
- The Division will send you a Notice of Formal Filing with a Tenant Response Form after the landlord serves you the petition.
 - This Notice will have a unique ID special to your unit.
- Be sure to:
 1. Review the petition form carefully.
 2. Verify the information for your unit is accurate.
 3. Verify the information for the property is accurate.
 4. **Respond to the petition using the Petition Response Form if you disagree with information in the petition.**

Your unit will have a unique identifier to maintain privacy.

¿Qué debo hacer cuando reciba la petición?



- Preste atención al correo y a su correo electrónico para obtener información de la División y de su arrendador.
- La División le enviará un aviso de presentación formal con un formulario de respuesta del inquilino después de que el propietario le entregue la petición.
 - Este Aviso tendrá un identificador único especial para su unidad.
- Asegúrate de hacerlo:
 1. Revise con cuidado el formulario de petición.
 2. Compruebe que los datos de su unidad son correctos.
 3. Compruebe que los datos de la propiedad son correctos.
 4. **Responda a la petición utilizando el formulario de respuesta a la petición si no está de acuerdo con la información de la petición.**

Su unidad tendrá un identificador único para mantener la privacidad.

What am I getting in the mail?

From your landlord – check your mail, door and email.

Can be requested in Spanish.



HOUSING DEPARTMENT
RENT STABILIZATION DIVISION
298 Escuela Avenue
Mountain View, CA 94040
650-903-6136 | MountainView.gov/RentStabilization

NOTICE OF A ONE-TIME UTILITY ADJUSTMENT PETITION AND PROOF OF SERVICE TO TENANTS

Date: 1/13/2025
Primary Tenant Name: Mr. Doe
Address: 1234 Street Ave.
Unit Number: A Unique Identifier (ID): NUM001

The Community Stabilization and Fair Rent Act (CSFRA) provides rent stabilization and eviction protections for most apartment buildings in Mountain View with 3 or more units built before February 1, 1995. *Your unit is considered fully covered.* On December 18, 2023, the Rental Housing Committee (RHC) adopted regulations clarifying that utilities are part of rent for fully covered units.

Utilities, other than those that are separately metered or submetered, for fully covered units are subject to the rent increase limitations of the CSFRA. The use of Ratio Utility Billing Systems (RUBS), which is used to distribute property-wide utility costs among tenants, and similar utility billing systems must be transitioned out through a landlord petition process for existing tenancies. The One-Time Utility Adjustment Petition process allows landlords to incorporate utilities currently charged separately from rent or through RUBS into a fixed amount included in a tenant's rent. All landlords need to complete and file a petition to qualify for and apply the adjustment. **Even if a landlord believes the utility billing method used for your unit is exempt from these changes, they need to file a petition for verification and allow for tenant response.**

The attached petition packet contains a petition form and workbook. Please review everything carefully paying close attention to the information in the workbook for your unit. Your unit is identified in the workbook as number (NUM001).

In the next few days, a Notice of Filing will be mailed to you from the Rent Stabilization Division. **This Notice will include a Tenant Response Form which you can use to dispute the information in the petition form and attached workbook. You have 30 days to respond to the petition from the date on the Notice of Filing from the Rent Stabilization Division.**

For help, or to review the supporting documentation provided by your landlord to the Rent Stabilization Division, please call us at 650-903-6136, email mrvrent@mountainview.gov or join our virtual office hours on Tuesdays from 10 a.m. to 12 p.m. by registering at mountainview.gov/rspofficehours.

Consulte el tipo de servicio en la página 2 de este formulario. | 服务类型参见本表第 2 页。

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One-Time Utility Adjustment Petition Worksheet 2 - Unit Information							
<i>Fill in white cells only.</i> Fill in information for all units on the property. For Column 1, select the option from the dropdown that best describes the makeup of the building that this unit is part of, rather than the number of units on the whole property. Complete Worksheet 2 thoroughly to allow for accurate auto-calculations in later worksheets.							
Total Units on the Property							40
Unique ID	Number of Bedrooms	Kitchen?	Living Room?	City of MV Calculation of Rooms	Building Makeup (For Santa Clara County Calculation)	Santa Clara County Calculation of Bedrooms	Occupied or Vacant
	2	Yes	Yes	4	In a building with 3 or 4 units	2 BR, Section A	Occupied
NUM001	1	Yes	Yes	3	In a building with 5 or more units	1 BR, Section B	Occupied
NUM002	1	Yes	Yes	3	In a building with 5 or more units	1 BR, Section B	Occupied
NUM003	1	Yes	Yes	3	In a building with 5 or more units	1 BR, Section B	Occupied
NUM004	2	Yes	Yes	4	In a building with 5 or more units	2 BR, Section B	Occupied
NUM005	1	Yes	Yes	3	In a building with 5 or more units	1 BR, Section B	Occupied
NUM006	1	Yes	Yes	3	In a building with 5 or more units	1 BR, Section B	Occupied
NUM007	1	Yes	Yes	3	In a building with 5 or more units	1 BR, Section B	Occupied
NUM008	1	Yes	Yes	3	In a building with 5 or more units	1 BR, Section B	Occupied
NUM009	Studio	Yes	Yes	2	In a building with 5 or more units	Studio BR, Section B	Occupied
NUM010	1	Yes	Yes	3	In a building with 5 or more units	1 BR, Section B	Vacant

One-Time Utility Adjustment Petition Worksheet 8 - Proposed Utility Adjustment				
<i>Fill in white cells only.</i> Enter the utility adjustment amount that you propose to apply to each unit (Column E). If you are choosing not to give a utility adjustment to a unit, enter zero in Column E.				
Unique ID	Occupied or Vacant	Date of Last Rent Increase	Monthly Utility Adjustment (Maximum)	Proposed Utility Adjustment Amount
	Occupied	9/1/2023	\$ 81.53	\$ 80.00
NUM001	Occupied	4/22/2023	N/A	N/A
NUM002	Occupied	9/17/2024	N/A	N/A
NUM003	Occupied	3/1/2024	\$ 101.00	\$ 101.00
NUM004	Occupied	12/1/2022	N/A	N/A
NUM005	Occupied	3/1/2024	N/A	N/A
NUM006	Occupied	5/27/2023	N/A	N/A

¿Qué voy a recibir por correo?

De tu propietario: revisa tu correo postal, tu buzón y tu correo electrónico.

Se puede solicitar en español.



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NUM005	1	Yes	Yes	3	In a building with 5 or more units	1 BR, Section B	Occupied
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NUM005	Occupied	3/1/2024	N/A	N/A
NUM006	Occupied	5/27/2023	N/A	N/A

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From our office— check your mail.



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Mountain View, CA 94040
650-903-6136 | MountainView.gov/RentStabilization

NOTICE OF FILING OF A ONE-TIME UTILITY ADJUSTMENT PETITION NOTIFICACIÓN DE PRESENTACIÓN DE UNA PETICIÓN ÚNICA DE AJUSTE DE LOS SERVICIOS PÚBLICOS 关于提交一次性公用事业费调整申诉的通知

Date: 3/24/2025
Tenant Name(s)*: Mr. Doe
Address: 1234 Street Ave
Unit Number: A Unique Identifier: NUM001

This is not a rent increase. This Notice includes a Tenant Response Form which you can use to dispute the information in the petition form and attached workbook. You have 30 days to submit the Tenant Response Form to the Rent Stabilization Division from the date on the Notice of Filing from the Rent Stabilization Division.

No se trata de un aumento de la renta. Este aviso incluye un formulario de respuesta del inquilino que puede utilizar para impugnar la información contenida en el formulario de petición y en el cuaderno de trabajo adjunto. Tiene 30 días para responder a la petición a partir de la fecha que figura en el aviso de presentación de la División de Estabilización de Renta.

这不是增加租通知。本通知包含一份租户回复表，您可以用它来对申请表和所附工作簿中的信息提出异议。自租金稳定处发出提交通知之日起，您有 30 天的时间对申诉做出答复。

The Community Stabilization and Fair Rent Act (CSFRA) provides rent stabilization and eviction protections for most apartment buildings in Mountain View with 3 or more units built before February 1, 1995. *Your unit is considered fully covered.* On December 18, 2023, the Rental Housing Committee (RHC) adopted regulations clarifying that utilities are part of rent for fully covered units.

Utilities for fully covered units are subject to the rent increase limitations of the CSFRA. The use of Ratio Utility Billing Systems (RUBS), which is used to distribute property-wide utility costs among tenants, and similar utility billing systems must be transitioned out through a landlord petition process for existing tenancies. The One-Time Utility Adjustment Petition process allows landlords to incorporate utilities currently charged separately from rent or through RUBS into a fixed amount included in a tenant's rent. All landlords need to complete and file a petition outlined as follows to qualify for and apply the adjustment. **Even if a landlord believes the utility billing method used for your unit is exempt from these changes, they need to file a petition for verification and allow for tenant response.**

A few days ago, you received a petition packet from your landlord. Please review everything carefully paying close attention to the information in the workbook for your unit. Your unit is identified in the workbook as number «Unique_ID» and your current rent is \$«Current_Rent». Your landlord also provided documentation to the Rent Stabilization Division (Division). To review redacted versions of the documentation, please contact us.

For help, please call us at 650-903-6136, email mvrent@mountainview.gov or join our virtual office hours on Tuesdays from 10 a.m. to 12 p.m. by registering at mountainview.gov/rspofficehours.

La Ley de Estabilización Comunitaria y Renta Justa (CSFRA, por sus siglas en inglés) proporciona estabilización de renta y protecciones de desalojo para la mayoría de los edificios de apartamentos en Mountain View con 3 o más unidades construidas antes del 1 de febrero de 1995. *Su unidad se considera totalmente cubierta.* El 18 de diciembre de 2023, el Comité de Viviendas de Renta (RHC, por sus siglas en inglés) adoptó regulaciones que aclaran que los servicios públicos son parte de la renta para unidades totalmente cubiertas.

Los servicios públicos para las unidades totalmente cubiertas están sujetos a las limitaciones de aumento de renta de la

Rent Stabilization Division, City of Mountain View

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HOUSING DEPARTMENT
RENT STABILIZATION DIVISION
298 Escuela Avenue
Mountain View, CA 94040
650-903-6136 | MountainView.gov/RentStabilization

Este formulario está disponible en español y mandarín. | 此表格有西班牙语和中文版本

ONE-TIME UTILITY ADJUSTMENT PETITION - TENANT RESPONSE FORM

Please complete and return this form within 30 days of the date of the attached Notice
if you dispute the information in the petition form and/or the workbook.

Recently, you received a Petition for a one-time utility adjustment through the Division's petition process. Please review everything carefully, complete this form and return it to the Division if you dispute the information in the petition form and/or the workbook. If you do not dispute the information presented, you do not need to complete and return this form. Please reach our office at 650-903-6136 or mvrent@mountainview.gov with questions or for information about the petition process.

Information of Person Responding to Petition:

Name: _____ Phone: _____

Mailing Address: _____

Email: _____

Petition Information:

Unit Address: _____

Response Instructions:

The petition states specific claims and requests a utility adjustment based on those claims for your unit. Completing this form is the way to let the petitioner and the Division know that you disagree with one or more claims in the petition. For each claim you would like to dispute, mark the box next to the claim. If you would like to explain your response, please use the Additional Information Section below. You can also provide documentation to support your response (*highly recommended*), but you are not required to do so to complete and file this form.

After carefully reviewing the petition form and workbook, I dispute: (select all that apply)

That my rent includes utilities: I pay the following utilities through a third-party billing service (RUBS).
 Water Sewer Trash Electricity Gas

That my utilities are submetered: I pay the following utilities through a third-party billing service (RUBS).
 Water Sewer Trash Electricity Gas

My legal rent amount: I moved in on or after March 1, 2024 and my total rent does not include utilities. I pay the following utilities through a third-party billing service (RUBS).
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My legal rent amount: At the start of tenancy, my rent included utilities. At some point after Dec. 23, 2016 (the start date of the CSFRA), my landlord removed utilities from rent and started charging utilities separately through a third-party billing service (RUBS) without reducing my rent. My unit is NOT eligible for the Petition, and my rent should be returned to what it was before utilities were charged separately.

The common area deduction exemption: The property has:
 Pool Landscaping Common Laundry Facilities

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Respond to the petition using the Petition Response Form if you disagree with information in the petition.

Can be requested in Spanish.

¿Qué voy a recibir por correo?



Desde nuestra oficina: revisa tu correo.



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Responda a la petición utilizando el formulario de respuesta a la petición si no está de acuerdo con la información que figura en ella.

Se puede solicitar en español.

Utility Adjustment Petition Process (Cont.)



5

Staff reviews petition, selected calculations and tenant responses. Staff requests additional documents if necessary.

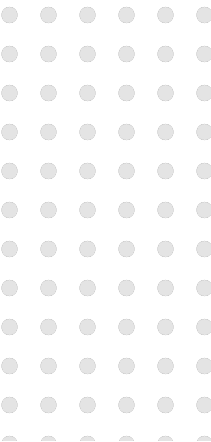
6

Staff determines if calculations are correctly calculated or if corrections are needed. If approved, notice sent to landlord and tenants.

7

Landlords compare the utility adjustment to the average utility charges for the tenants to determine if the adjustment is upward or downward.

Landlord applies the adjustment accordingly





5

El personal revisa la petición, los cálculos seleccionados y las respuestas de los inquilinos. El personal solicita documentos adicionales si es necesario.

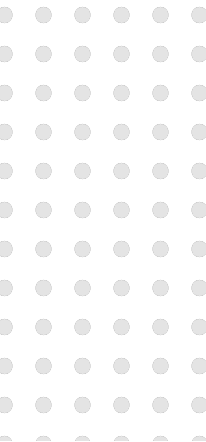
6

El personal determina si los cálculos son correctos o si es necesario hacer correcciones. Si se aprueba, se envía una notificación al propietario y a los inquilinos.

7


Los propietarios comparan el ajuste de los servicios públicos con los gastos medios de los inquilinos para determinar si el ajuste es al alza o a la baja.

El propietario aplica el ajuste correspondiente.






Contact the Rent Stabilization Staff



**Contacte el personal
de estabilización de
renta**





HOUSING HELP CENTER FOR TENANTS (HHC)

Mountain View Rent Stabilization Division

Come in to the HHC to get assistance and connect with City programs and local organizations that help the Mountain View community stay housed.

Every
1st and 3rd Thursday
6 - 8 p.m.

298 Escuela Ave.

Virtual:
[mountainview.gov/
housinghelpclinics](https://mountainview.gov/housinghelpclinics)



CENTRO DE AYUDA DE VIVIENDA PARA INQUILINOS (HHC)

División de Estabilización de Renta de Mountain View

Venga al HHC para obtener asistencia y conectarse con los programas de la Ciudad y las organizaciones locales que ayudan a la comunidad de Mountain View a mantenerse con una vivienda.

**Cada 1er y 3er jueves
6 - 8 p. m.**

298 Escuela Ave.

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[mountainview.gov/
housinghelpclinics](https://mountainview.gov/housinghelpclinics)**



City of
Mountain View

Rent Stabilization Division

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Utility Charges Become Part of Rent



If the petition calculations are confirmed, landlords need to determine if the utility adjustment is a downward adjustment or an upward adjustment by using a form provided by Division staff that averages the utilities paid by each unit between July 1, 2023 and June 30, 2024 (plus 3.2%) and compares the average against the amount of the one-time utility adjustment in the Notice of Final Determination.

- If the amount in the Notice of Final Determination is less than the average monthly utility paid by the tenant between July 1, 2023 and June 30, 2024, then the adjustment is a **downward adjustment**.
- If the amount in the Notice of Final Determination is more than the average monthly utility paid by the tenant between July 1, 2023 and June 30, 2024, then the adjustment is an **upward adjustment**.
 - Tenants can dispute this portion of the process by filing a Notice of Dispute with the Division. If filed, staff reviews the form provided to the Division by the tenant and determines if the adjustment is an upward or downward adjustment.

Los gastos de servicios públicos pasan a formar parte de la renta



Si se confirman los cálculos de la petición, los propietarios tienen que determinar si el ajuste de los servicios públicos es un ajuste a la baja o un ajuste al alza utilizando un formulario proporcionado por el personal de la División que calcula la media de los servicios públicos pagados por cada unidad entre el 1 de julio de 2023 y el 30 de junio de 2024 (más el 3.2%) y compara la media con el importe del ajuste único de los servicios públicos que figura en la notificación de la resolución definitiva.

- Si el importe de la notificación de resolución definitiva es inferior a la media mensual de los servicios públicos pagados por el arrendatario entre el 1 de julio de 2023 y el 30 de junio de 2024, el ajuste **será a la baja**.
- Si el importe de la notificación de resolución definitiva es superior a la media mensual de los servicios públicos abonados por el arrendatario entre el 1 de julio de 2023 y el 30 de junio de 2024, el ajuste **será al alza**.
 - Los inquilinos pueden impugnar esta parte del proceso presentando una notificación de impugnación ante la División. Si se presenta, el personal revisa el formulario proporcionado a la División por el inquilino y determina si el ajuste es al alza o a la baja.

Utility Charges Become Part of Rent



If the adjustment is a downward adjustment:

- Landlords must provide a thirty (30) day rent decrease notice to tenants immediately with the new total rent amount (current rent plus the utility adjustment).
- Tenants are no longer responsible for paying utility charges billed separately from rent or through RUBS incurred after the effective date of the rent decrease notice unless the utility charges accrued prior to the end of the 30 day notice period.
- Tenants are responsible for paying the total rent amount including the utility adjustment once the notice becomes effective.





Si el ajuste es a la baja:

- Los propietarios deben notificar inmediatamente a los inquilinos una reducción de renta de treinta (30) días con el nuevo importe total de renta (renta actual más el ajuste de los servicios públicos).
- Los inquilinos ya no son responsables de pagar los gastos de servicios públicos facturados por separado de la renta o a través de RUBS incurridos después de la fecha efectiva de la notificación de disminución de renta a menos que los gastos de servicios públicos se acumularon antes del final del período de notificación de 30 días.
- Los inquilinos son responsables de pagar el importe total de la renta, incluido el ajuste de los servicios públicos, una vez que la notificación se haga efectiva.

Utility Charges Become Part of Rent



If the adjustment is an upward adjustment:

- Landlords can add in the utility adjustment amount determined in the Notice of Final Determination with the next annually allowed rent increase.
- If the landlord does not want to give the annually allowed rent increase, that is okay.
- The landlord can give the utility adjustment without giving the annually allowed rent increase.
- Calculation of allowed rent increase:
 - First determine Annual General Adjustment (AGA) % on existing rent; then
 - Add allowed Utility Adjustment amount to new rent.



Si el ajuste es al alza:

- Los propietarios pueden añadir el importe del ajuste de los servicios públicos determinado en la Notificación de Resolución Definitiva con el siguiente aumento de renta anual permitido.
- Si el propietario no quiere aumentar la renta anualmente, no hay problema.
- El propietario puede conceder la revisión de los servicios públicos sin conceder el aumento anual permitido de renta.
- Cálculo del aumento de renta permitido:
 - En primer lugar, determinar el % de la revisión general anual (AGA) sobre la renta existente; a continuación
 - Añadir el importe de la revisión de los servicios públicos a la nueva renta

Utility Charges Become Part of Rent



If the adjustment is an upward adjustment (continued):

- If giving the utility adjustment with the annually allowed increase, the rent increase must comply with all aspects of the CSFRA and State noticing requirements.
- If giving the utility adjustment separately from the annually allowed increase, the adjustment must be given 12 months after the last rent increase or 12 months after the start of the initial term of tenancy.
- At all times before the Utility Adjustment goes into effect, the landlord may continue to use RUBS or any similar system for tenancies starting before March 1, 2024.
- Moving forward, once the utility adjustment is implemented, only utilities that are submetered or separately metered and charged directly to the tenant can be billed separately from rent.



Si el ajuste es al alza (continuación):

- Si se concede el ajuste de los servicios públicos con el aumento anual permitido, el aumento de renta debe cumplir todos los aspectos de la CSFRA y los requisitos de notificación del Estado.
- Si se concede la revisión de los servicios por separado del aumento anual permitido, la revisión debe concederse 12 meses después del último aumento de renta o 12 meses después del inicio del período inicial de arrendamiento.
- En todo momento antes de la entrada en vigor del Ajuste de Utilidades, el arrendador podrá seguir utilizando el RUBS o cualquier sistema similar para los arrendamientos que se inicien antes del 1 de marzo de 2024.
- En adelante, una vez que se aplique el ajuste de los servicios públicos, sólo podrán facturarse por separado de la renta los servicios que estén submedidos o medidos por separado y cargados directamente al inquilino.

If No Petition is Submitted On Time



If a landlord does not submit a petition within the deadlines or otherwise does not comply with the applicable requirements of the process, they forgo the one-time ability to add a utility adjustment amount to the rent AND can no longer separately charge for separate utilities.

- Current rent amount now automatically is assumed to include utility charges
- Utilities cannot be billed separately unless individually submetered
- Tenants can file unlawful petitions with the City to recover any overpayment due to RUBS charges

Si no se presenta ninguna petición a tiempo



Si un propietario no presenta una petición dentro de los plazos o no cumple de otro modo los requisitos aplicables del proceso, renuncia a la posibilidad única de añadir un importe de ajuste de los servicios públicos a la renta Y ya no puede cobrar por separado los servicios públicos independientes.

- El importe actual de la renta ahora se supone automáticamente que incluye los gastos de servicios públicos
- Los servicios públicos no pueden facturarse por separado a menos que se instalen contadores individuales
- Los inquilinos pueden presentar peticiones ilegales a la Ciudad para recuperar cualquier pago en exceso debido a los cargos RUBS