

# City Of El Paso de Robles

*"The Pass of the Oaks"*

## WATER AND SEWER BILLING AND PAYMENT POLICIES

Welcome to the City of Paso Robles. The following information is provided to help you understand the City's water and sewer service billing and payment procedures. Please read the information carefully and don't hesitate to ask our staff for assistance if you have any questions.

Accounts are billed every month. The *minimum* billing for residential water and sewer service inside the City limits is **\$43.86 as of July 1, 2008**, increasing from that amount depending upon water usage and billed at \$1.32 per hundred cubic feet. Commercial accounts have different rates and our staff will be happy to discuss those rates with you.

Unfortunately, the City cannot accept responsibility for late or non-delivery of utility bills by the post office. If you have not received your bill by the 15th of the month, please contact our office at **(805) 237-3996** to check your account status. Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday except legal holidays.

Water and sewer bills are past due if not paid by 5:00 p.m. on the 5<sup>th</sup> day of the following month. **POSTMARKS ARE NOT ACCEPTED.** At 5:00 p.m. on the 5<sup>th</sup> day of the following month, a 10% penalty will automatically be added to all unpaid accounts. The penalty application date is indicated on your utility bill. Accounts remaining unpaid 10 days from the penalty date are subject to termination. Prior to service termination, the City shall provide one notice: A 48-hour notification is hung on the door where service is provided and there is a \$29.00 doorhanger charge for this. A \$84.00 non-payment/restoration charge will be added to accounts which are unpaid at 5:00 p.m. on the evening before shut off day **whether or not the water is actually shut off**. The \$84.00 charge is a non-payment payment charge, not for turning the water off or on. Please see schedule of fees attached.

The City does have a payment extension policy if you occasionally need additional time for payment. Our staff will be happy to explain our extension guidelines to you upon request. All requests for extensions must be taken care of **PRIOR** to deadlines and must be done in person at Administrative Services by the person responsible for the account. Payments may be made by mail (check or money-order) or in person (cash, check, money order or Credit Card) at Administrative Services, 821 Pine Street Ste. A. Payments made by Credit Card are also accepted over the phone.

The City of Paso Robles has 3 drop-boxes available for water and sewer payments. Drive up locations are: (1) The island on 11<sup>th</sup> Street at Park Street; (2) 270 Scott Street at the west end entrance to the Senior/Vets Center. Walk up location at 1000 Spring St. downstairs in the lobby.

The drop boxes are for City of Paso Robles water and sewer payments only. Payments placed in the drop boxes must be made by check or money order only. Please do not deposit cash as we are not responsible for any cash payments left in the drop boxes. The City Hall location is picked up the morning of each working day. An additional pickup will be made at 5:00 p.m. on the evening of penalty and shut-off deadline dates **at the City Hall location only**. Payments placed in the drop box at 270 Scott Street are picked up daily at 4:00 p.m. Payments deposited after 4:00 p.m. on the deadline dates will be subject to penalty and/or service restoration fees.

Deadline dates and times are clearly indicated on the utility bills. Payments for returned checks or other special circumstances must be taken care of in person at 821 Pine St Ste. A. PLEASE DO NOT drop these special payments in the drop boxes.

**IMPORTANT NOTICE FOR LAST DAY UTILITY PAYMENTS:** If you are making payment on or near the deadline, it is recommended that you deliver your payment to 821 Pine St Ste. A and wait for a receipt – this is your proof that payment was received by the City prior to the deadline.

**The above information is a brief summary of the City's most significant billing policies. For further information we encourage you to contact us at (805) 237-3996.**

**ADMINISTRATIVE SERVICES DEPARTMENT (WATER DIVISION)**

**821 PINE STREET STE A - PASO ROBLES, CA 93446**

**PHONE (805) 237-3996**

**City of El Paso de Robles**

**LOW, FIXED INCOME LIFELINE PROGRAM**

Single family dwelling units participating in Pacific, Gas & Electric's (PG&E) or Southern California Edison's (SoCalGas) programs shall automatically qualify for City utility discount program and receive a 15% discount on the variable rate portion of water and fixed rate portion of sewer if they satisfy the following requirements:

1. Present a current PG&E or SoCalGas bill to the City confirming participation in their program.
2. The service address on the PG&E or SoCalGas account is the same as the service address for City water/sewer account.
3. The billing name on the PG&E or SoCalGas account is the same as the billing name on the City water/sewer account.

The City may require, at any time, the participant to provide proof of household income, current copy of PG&E or SoCalGas bill or any other information deemed necessary to verify compliance with participation criteria as set forth above or PG&E's or SoCalGas's program requirements.

To apply, simply mail or deliver your current PG&E or SoCalGas bill to the City utility department. If you satisfy the criteria above, you will receive a 15% discount as stated above on your bill beginning with your next full cycle billing statement. No partial billing cycle discounts will be given.

Should you have any questions regarding the rate increase or the discount program, please call 237-3996.

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**FOR INFORMATION ABOUT REFUSE SERVICE PLEASE CONTACT:**

PASO ROBLES WASTE DISPOSAL, INC.  
2951 WALLACE DRIVE  
PASO ROBLES, CA 93446  
238-2381

OFFICE HOURS 8:00 a.m. TO 4:30 p.m.  
MONDAY through FRIDAY  
Office closed major holidays