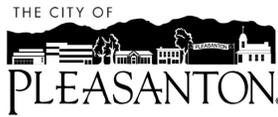


The City of Pleasanton Customer Service Center announces that the look of your bill has changed.



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

**SAMPLE**

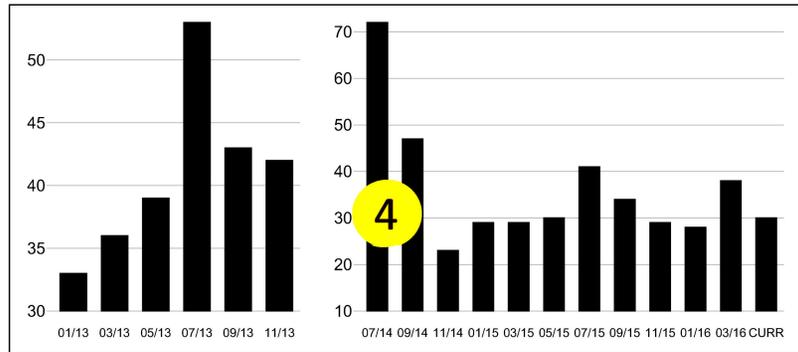
**UTILITY BILL**

JOHN DOE

## New Bill Design Elements

- 1 The top section has customer name, address, account - customer number, meter read dates and water usage.
- 2 The upper middle section left side has timely information and messages from the Customer Service Center.
- 3 The upper middle section right side has line item descriptions of of the charges you're being billed for.
- 4 The lower middle section left side has a graph showing your usage history. This can be helpful for conservation efforts and alert you to possible excessive usage.
- 5 The lower middle section right side has the summary of billing charges.
- 6 The lower section is the payment stub. This is the section you would detach and mail in with your payment unless you have signed up for automatic payments. If you have signed up for automatic payments you will see the message as seen in this bill example "PAYMENT WILL BE AUTOMATICALLY WITHDRAWN - DO NOT PAY" in the middle of the paystub.
- 7 This is the total amount due including any past due charges, penalties or adjustments.

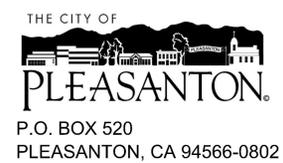
Customer Name JOHN DOE				Service Address 1234 MIDWAY RD PLEASANTON, CA 94566-1234		
Bill Number 0001	Account Number - Customer Number 99999 - 999999		Statement Date 07/26/2016	Current Billing Due Date 08/25/2016		
Meter Number 99999999	Previous Read Date 05/12/2016	Current Read Date 07/14/2016	Previous Meter Read 3749	Current Meter Read 3779	Usage (Units) 30	1 Unit = 1 CCF = 748 Gallons
1XX XXXXXXXXXXXX			PLEASANTON WATER FIXED CHARGE		18.07	
2XX XXXXXXXXXXXX			PLEASANTON WATER VAR CHARGE SINGLE FAMIL		2.65	
3XX XXXXXXXXXXXX			CAPACITY EXPANSION SURCHARGE		0.00	
4XX XXXXXXXXXXXX			ZONE 7 COST		94.50	
			RECYCLED WATER		1.00	
			PLEASANTON SEWER FIXED RESIDENTIAL		25.19	
			DSRSD SEWER FIXED RESIDENTIAL		52.09	



Total Current Billing	\$193.50
Previous Balance	\$806.49
Penalty	0.00
Adjustments	0.00
Payments Received	0.00
Deposits Applied	0.00
<b>Total Amount Due</b>	<b>\$999.99</b>

**10% Late Payment Penalty will be added after 08/25/2016**

Detach and return the portion below with your payment



8 PAYMENT WILL BE AUTOMATICALLY WITHDRAWN - DO NOT PAY

JOHN DOE  
1234 MIDWAY RD  
PLEASANTON, CA 94566-1234

**SAMPLE**

Please note Bill Number on your check to ensure proper credit

Service Address 1234 MIDWAY RD		
Muni Code 000	Category Code 60	Bill Year 2017
Account - Customer 99999 - 999999		Bill Number 0001
Statement Date 07/26/2016	Amount Due <b>\$193.50</b>	
<b>Due Date</b> 08/25/2016	<b>Amount Enclosed</b> <b>DO NOT PAY</b>	

Mail Payments To: City of Pleasanton  
P.O. Box 101732  
Pasadena, CA 91189-1732

For more information check the Customer Service Center Page: [www.cityofpleasantonca.gov](http://www.cityofpleasantonca.gov)

If you still have questions and would like to speak with a customer service representative call the number below.

(925) 931-5500 between the hours of 7:00 AM to 3:30 PM

10423200006232010200002164100100193500

**SAMPLE**