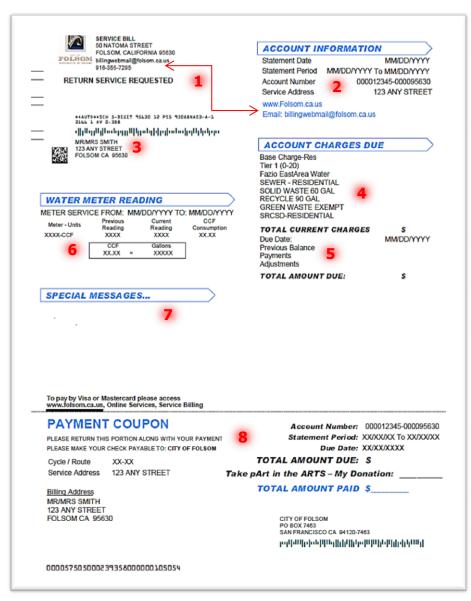
The City of Folsom issues bills on a monthly cycle; customers receive bills during the first week of each month, with payment due around the 20th of each month. The bills can include charges for water, sewer and solid waste (trash collection) service, depending on the location of the property.

Sewer and solid waste services are charged at a flat rate, in advance of service, whilst metered water service is billed in arrears.

Information On Your Monthly Statement:



On The Front...

- Have questions? You can contact service billing technicians during regular business hours, by phone, email or in person at City Hall. There is also further information available on the City website.
- Account Information.
 - Statement Date date the statement was issued.
 - Statement Period billing period for sewer and solid waste services (*printed dates do not alter for initial and final bills, although fees are pro-rated).

 Service Address address of property for which you are being charged.
- 3 Mailing address address to where your bill is sent.
- Service charges, for the current billing period, broken down by component.
- **5** Current account activity such as payments, adjustments, previous balance and total amount due.
 - The due date shown is for new charges. Any previous balance which does not have a corresponding payment is past due.
- 6 Water Meter data, showing the billing period for water charges included on the bill, relevant readings and usage.
- Special Messages information of relevance for City of Folsom residents.
- 8 Payment coupon to be detached and returned with your mailed in payment.

...And On The Back.

- Historical water usage data for the account, in chart and graph format. Meter readings are recorded on the 10th of each month. The usage from January 10th - February 10th (the charge for which would be on the bill issued at the end of February) is referred to as the January usage.
- 2 Base and usage rates for water service.

For residential customers, the water usage portion of the bill is based on a tier system: the initial 20 units of water use is charged at \$1.08 per unit (tier 1), usage of 20-40 units is charged at \$1.30 per unit (tier 2) and any usage over 40 units is charged at \$1.60 per unit (tier 3).

- 3 General bill information.
- 4 Additional phone numbers for City of Folsom offices, relating to your service bill.
- Back of the payment coupon please complete and return this, to notify office staff of any change in contact information.

 This will NOT impact any change to services. If you need to close, or open an account for a specific address, please contact office staff directly (refer to additional information on the website).

If you still need assistance, you may contact office staff:

Email: billingwebmail@folsom.ca.us

Phone: 916.355.7295

Water Current Year			ear as		Water F	revious Y	lear .		ONTHLY WATER	USAGE
Usage History Date	Days	Total Units (CCF)	Units/Day (CCF)	Usage History Date	Days	Total Units (CCF)	Units/Day (CCF)	30		
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			Fy 748.05 gailon			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		The graph rep	reserts the water consumption (CCF) in th	e month used
	Class	e of Sans	ine.		201	3 City-W	de Residential M	fetered Water Rate	Jan. 2013 Rate	
2	Class of Service Single - Family (1") Base Rate							5	15.00	
_	Conc	o/Townho	ome Base Rat nodity Charge	6				\$	9.45	
	- Committee	0 - 20 C	CF	20,000				\$	1.08	
		20 - 40 (Over 40	CCF					\$	1.30	
	Service Charges A late payment charge is added to each delinquent account not fully paid									CONTRACTOR OF THE PARTY OF THE
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What Are The Different Charges On My Bill?

Current rates are available at http://www.folsom.ca.us/city hall/depts/ewr/rates/default.asp

1. WATER

Typical monthly water bills include a combination of a flat base charge, plus a usage charge which is directly proportional to the amount of water used during the relevant period of time.



<u>Base charge</u> – for most residential customers this is \$15.00 per month (as of January 2013). Condos and Mobile homes are charged a reduced rate. The base charge for commercial properties is dependent on the size of the water meter.

<u>Usage charge</u> – residential customers are charged for usage at a tiered rate. The first 20 CCF is charged at Tier 1, the next 20 at Tier 2, and any usage above 40 units is charged at Tier 3. There is one flat rate for usage on commercial accounts.

<u>East Area</u> – there is a designated East Area of the city which is charged additional for water, based on conditions of annexing this area into the City. Residential customers are charged a set monthly flat fee, while commercial customers are charged an additional metered rate.

2. SEWER

City of Folsom bills generally include two sewer component charges.



<u>Sewer</u> (City) – the cost to maintain the collection system within the City limits.

<u>SRCSD</u> (Sacramento Regional County Sanitation District) – the cost of transmission and treatment of the wastewater, performed at the Sacramento County Regional Wastewater Treatment Plant.

For each of these components, single family homes are charged a fixed residential rate. The Multi Family rate is a lower rate charged for condos and mobile homes. Commercial accounts are charged based on a combination of nature of business and size of property.

3. SOLID WASTE

Solid waste charges are flat monthly fees based on the services provided.



The variety of waste collection services available to both residential and commercial customers is available on the Solid Waste Division pages of the City website at http://www.folsom.ca.us/city_hall/depts/admin/solid_waste/default.asp.

Residential accounts will generally have a solid waste (general trash) cart, plus separate carts for recycling and green waste.

4. MISCELLANEOUS

Additional charges that can appear on a bill include penalties, deposits, and adjustments. Please contact office staff for assistance:

Email: billingwebmail@folsom.ca.us

Phone: 916.355.7295