

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:

SERVICE BILL
50 NATOMA STREET
FOLSOM, CALIFORNIA 95630
billingwebmail@folsom.ca.us
916-355-7295

RETURN SERVICE REQUESTED 1

***AUTOMATED 5-DIGIT 95630 12 P55 93088A03-A-1
3166 1 AV 0-388

MR/MRS SMITH
123 ANY STREET
FOLSOM CA 95630 3

ACCOUNT INFORMATION

Statement Date MM/DD/YYYY
Statement Period MM/DD/YYYY To MM/DD/YYYY
Account Number 000012345-000095630 2
Service Address 123 ANY STREET
www.Folsom.ca.us
Email: billingwebmail@folsom.ca.us

ACCOUNT CHARGES DUE

Base Charge-Res
Tier 1 (0-20)
Fazio EastArea Water
SEWER - RESIDENTIAL
SOLID WASTE 60 GAL 4
RECYCLE 90 GAL
GREEN WASTE EXEMPT
SRCSD-RESIDENTIAL

WATER METER READING

METER SERVICE FROM: MM/DD/YYYY TO: MM/DD/YYYY

Meter - Units	Previous Reading	Current Reading	CCF Consumption
XXXX-CCF	XXXX	XXXX	XX.XX

CCF = Gallons
XX.XX = XXXXX

SPECIAL MESSAGES... 7

To pay by Visa or Mastercard please access
www.folsom.ca.us, Online Services, Service Billing

PAYMENT COUPON

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT 8
PLEASE MAKE YOUR CHECK PAYABLE TO: CITY OF FOLSOM

Cycle / Route XX-XX
Service Address 123 ANY STREET

Billing Address
MR/MRS SMITH
123 ANY STREET
FOLSOM CA 95630

Account Number: 000012345-000095630
Statement Period: XX/XX/XX To XX/XX/XX
Due Date: XX/XX/XXXX

TOTAL AMOUNT DUE: \$
Take pArt in the ARTS - My Donation: _____
TOTAL AMOUNT PAID \$ _____

CITY OF FOLSOM
PO BOX 7463
SAN FRANCISCO CA 94120-7463
000057505000239358000000105054

On The Front...

- 1 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.
- 2 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.
- 4 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.
- 7 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.

- 1 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.
- 5 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				Water Previous Year			
Usage History Date	Days	Total Units (CCF)	Units/Day (CCF)	Usage History Date	Days	Total Units (CCF)	Units/Day (CCF)
JAN				JAN			
FEB				FEB			
MAR				MAR			
APR				APR			
MAY				MAY			
JUN				JUN			
JUL				JUL			
AUG				AUG			
SEP				SEP			
OCT				OCT			
NOV				NOV			
DEC				DEC			

7.48 gallons in 1 cubic foot (CF); 748.05 gallons in 1 hundred cubic feet (CCF)

YOUR MONTHLY WATER USAGE

The graph represents the water consumption (CCF) in the month used

2013 City-Wide Residential Metered Water Rates

Class of Service	Jan. 2013 Rate
Single - Family (1" Base Rate)	\$ 15.00
Condo/Townhome Base Rate	\$ 9.45
Uniform Commodity Charge per CCF	
0 - 20 CCF	\$ 1.08
20 - 40 CCF	\$ 1.30
Over 40 CCF	\$ 1.60

Service Charges
A late payment charge is added to each delinquent account not fully paid by the due date shown on the front of the bill. An administrative and/or reconnection charge will be added to the delinquent account as necessary. An additional deposit may be added to the account.

Disputed Bills
You must submit a written protest and claim for refund that contains a clear description of why you believe the charges are in error no later than six (6) months from the date of the bill. Any claim made after six (6) months from the date of the bill will not be considered. Email your dispute to billingwebmail@folsom.ca.us

City of Folsom Utility Assistance Program
For low income assistance please contact us for an application at billingwebmail@folsom.ca.us or 916-355-7295.

SRCSO (Sacramento Regional County Sanitation District) Utility Assistance
Low-income customers may qualify for SRCSO rate assistance. Log onto www.sewerlifeline.com or call (916) 875-5500 to apply.

SRCSO (Sacramento Regional County Sanitation District) Service Charges
Residential: Approximately \$12 of your wastewater treatment fees are required to fund the EchoWater Project mandated by the State of California in 2010. For more information, visit www.regionalsan.com. For Regional San billing questions, call 916-875-5555.
Commercial and Multi-family: Approximately 35% of your wastewater treatment fees are required to fund the EchoWater Project mandated by the State of California in 2010. For more information, visit www.regionalsan.com. For Regional San billing questions, call 916-875-5555.

Billing Commercial	Contact Numbers 916-355-7295 916-355-7225	Delinquencies Solid Waste	916-351-3391 916-355-8387
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Change of Address?

Name _____

Number _____ Street _____

City _____

Home Phone _____

Work Phone _____

E-Mail _____

Account Number _____

Apt/Unit No _____

State _____ Zipcode _____

FAX Number _____

Ext _____

Effective Date _____

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.



Base charge – 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.

Usage charge – 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.

East Area – 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.



Sewer (City) – the cost to maintain the collection system within the City limits.

SRCSD (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