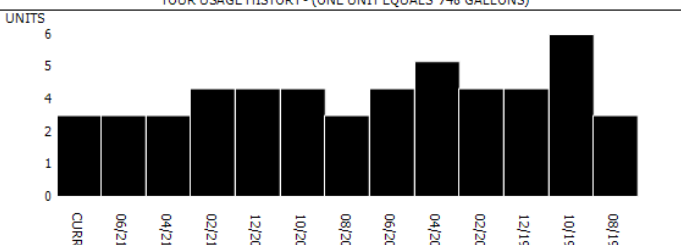


Customer Name				Service Address						
Jane Sample				12345 Sample Ave.						
Bill Number	Bill Date	Account Number - Customr Number							Delinquent Date	
2212002	09/06/2021	0001112131 - 0005678910							09/23/2021	
Charge Description	Meter	Previous Read Date	Current Read Date	Read Days	Previous Meter Reading	Current Meter Reading	Read Code	Units (100 cu. ft.)	Charge	
WATER USAGE	7077	06/28/21	08/30/21	63	115	118	A			
TIER 1: 1-8 @ 5.80/UNIT								3	17.40	
METER SERVICE									32.00	
SEWER									16.78	
EXCISE TAX									6.00	

YOUR USAGE HISTORY - (ONE UNIT EQUALS 748 GALLONS)



READ CODE:		
A = Actual	Total Current Billing	72.18
E = Estimate	Previous Balance	586.99
F = Final	Adjustments	.00
M = Manual	Deposit Applied	.00
	Less Payments Received	.00
	<b>Total Amount Due</b>	<b>\$659.17</b>

NEW FEE-FREE PAYMENT KIOSKS AT CITY HALL! PAY YOUR BILL 24/7 WITH CASH, CHECK, OR CARD FOR FREE AT OUR OUTDOOR PAYMENT KIOSK. LOCATED ON THE WATKINS SIDE OF CITY HALL AT 777 B ST. IN DOWNTOWN HAYWARD. ADDITIONAL KIOSK LOCATED INSIDE. CALL 510-583-4600 WITH QUESTIONS.

Current Usage			
Units 3	Gallons (Units X 748) 2244	Read Days 63	Avg. Gal. Per Day 36
Prior Year Usage			
Units 3	Gallons (Units X 748) 2244	Read Days 62	Avg. Gal. Per Day 36

✂ Detach and return the portion below with your payment ✂

Service Address	Bill Number	Account # - Customer #	Delinquent Date	Amount Due
12345 SAMPLE AVE	2212002	001112131 - 0005678910	09/23/2021	\$659.17

JANE SAMPLE  
12345 SAMPLE AVE.  
HAYWARD, CA 94541-2927

00006042022202212002600000659177



Customer Service (510) 583-4600  
After Hours Emergencies: (510) 293-7000  
TDD: (510) 247-3340



www.hayward-ca.gov  
@cityofhayward

Pay-By-Phone: 1-855-385-9416  
(\$500 max payment per call)

Understanding Your Bill

Description of Charges:

- 1. Water Usage Charges** – based upon the amount of water used during the billing cycle and the property's location inside or outside of incorporated Hayward. (1 Unit = 100 Cubic Feet = 748 Gallons). Your charges are also based on a tier structure with units costing more as you use more water.
  - 2. Meter Service Charge** – this assists in recovering the costs of system maintenance, reading meters, and servicing and billing customer accounts. The charge is a flat-rate based on the size of the meter.
  - 3. Sewer Charge** – reflects the costs of sewer system maintenance and waste treatment. Sewer rates for residential customers are a Standard bi-monthly rate that is discounted when water usage is between 0-4 units (Lifetime Rate) and 5-8 units (Economy Rate).
  - 4. Other Charges** – charges that could appear on your bill include, but are not limited to: service initiation, deposit, service restoration, and collection notification.
  - 5. Emergency Services Facilities Tax** – this excise tax is a general tax levied on all residences in the City of Hayward. For residences receiving individual service through the Hayward Water System, the tax rate is \$36 per year, billed \$6 bi-monthly on your utility bill. For information or questions, email [ESFT@hayward-ca.gov](mailto:ESFT@hayward-ca.gov) or visit [www.hayward-ca.gov/esft](http://www.hayward-ca.gov/esft).
  - 6. Returned Check Fee** – A minimum fee of \$25 is charged if a check is returned from the bank for any reason. Additional collection charges may also apply.
- Low Income Discount:**  
A low income discount is available if total gross family income falls below the maximum allowable income limit. For an application and to see income limits, please call (510) 583-4600, or visit: [www.hayward-ca.gov/lowincomeapplication](http://www.hayward-ca.gov/lowincomeapplication).

Elderly or Disabled Customers:

If you desire third party notification for all account notices, please submit a letter from the third party accepting responsibility. Verification of your disability or age is necessary. Please call (510) 583-4600 for more information.

Charges Are Due Upon Bill Receipt:

Charges on your bill are due and payable now. The charges will be delinquent if not paid by the delinquent date printed on the reverse side of this bill, and at that time a \$5 late fee will be assessed. Delinquent accounts may result in the discontinuance of service and incur reconnection fees. Also, in compliance with HMC §11-3, delinquent charges may be added as an assessment to the property owner's Alameda County property tax bill, at which time additional fees and interest may be assessed. If you have any questions about this bill, please contact the Revenue Department at (510) 583-4600 for an explanation.

Stopping Service / Person Responsible for Payment:

The party that initially signed up for service is responsible for the payment of charges until we are contacted to discontinue service or a new party requests to establish a new account. We are unable to backdate account closure dates, and per Hayward Municipal Code, it is the sole responsibility of the account holder to cancel service and close the account. Contact our office at least 48 hours prior to the date you wish to stop service at (510) 583-4600, or email your name, account number, forwarding address, phone number, and the requested service stop date to [HSS@hayward-ca.gov](mailto:HSS@hayward-ca.gov). Note – we do not complete account shut-offs on Fridays, weekends, or holidays. Also, you will receive a final bill.

Payment Methods

- Automatic Payment** – sign up for **FEE-FREE** automatic payments from your checking account! Visit [www.hayward-ca.gov/EFTform](http://www.hayward-ca.gov/EFTform) or fill out the form down below and submit along with your check. Please allow one billing period for automatic payments to take effect.
- Credit Card / Debit Card** – pay with your credit or debit card online at [www.hayward-ca.gov/HSS](http://www.hayward-ca.gov/HSS), or over the phone by calling 1-855-385-9416. A convenience fee will apply.
- Bank Account - PAY FOR FREE** directly from your bank account via **Paystand** by visiting [www.hayward-ca.gov/HSS](http://www.hayward-ca.gov/HSS) for more information.

- In Person** – visit the Cashier in the Revenue Division, Hayward City Hall during the office hours listed above to pay your bill in person.
- By Mail** – to: Hayward Water System  
P.O. Box 6004  
Hayward, CA 94540
- If mailing your payment, to avoid the imposition of late fees and interest, allow for sufficient time for your payment to reach the City and be processed before your Delinquent Date. Postmarks are not accepted.
- Night Drop** – A drop box is located on the east side of the City Hall building facing Watkins Street. Check or money order only.

AUTOMATIC PAYMENTS AUTHORIZATION FORM

Get your bill by email! Email [HSS@hayward-ca.gov](mailto:HSS@hayward-ca.gov) or enter your email address here:

Bank Name:

Routing Number (9 digits only): 

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Account Number: 

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

- 1. Complete this form with your Financial Institution information and signature. Your signature confirms that you have read and understood the terms & conditions stated at [www.hayward-ca.gov/EFTform](http://www.hayward-ca.gov/EFTform).
- 2. For security purposes, please ensure that the name on the check matches the account holder's name. Submitted check must contain the same information as given below.
- 3. Mail this completed form in with your CHECK payment or bring it into the office at the address listed above or drop it off in our Night Drop Box. Please allow one billing period for automatic payments to take effect. Your bill will be noted, "EFT is set-up. Payments are deducted the Friday prior to the Delinquent Date." If this is not on your bill, EFT has not been set up. Continue to make payments as normal until you see this notice.