

ATTACHMENT III  
CONCEPT A - NOT RECOMMENDED



Hayward Water System

P.O. Box 6004  
Hayward, CA 94540  
(510) 583-4600 TDD (510) 247-3340

Customer: Jane Sample  
Service Address: 12345 Sample Ave.  
Hayward, CA 94540

Page 1/2

Bill Number	Bill Date	Account Number – Customer Number	Delinquent Date
2212002	09/06/2021	000112131 - 0005678910	09/23/2021

Account Number and  
Customer Number  
combined, sometimes  
causing confusion

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	Actual		
Tier 1: 1-8 @ 5.80/UNIT								3	17.40
Meter Service									32.00
Sewer									16.78
Excise Tax									6.00

Wasted Space

Meter Usage History (in CCF)



Only presents usage  
from current year

	Units	Gallons (Units x 748)	Read Days	Avg. Gal. Per Day
Current Year	3	2,244	63	36
Previous Year	3	2,244	63	36

AMOUNT DUE	
Total Current Billing	72.18
Previous Balance	586.99
Adjustments	.00
Deposit Applied	.00
Less Payments Received	.00
Total Amount Due	\$ 659.17

Total amount due not  
front and center

Pay your bill online at [HaywardCA.watersmart.com](http://HaywardCA.watersmart.com). Please return this portion with your payment when sending a payment through mail. Do not send cash. Make checks payable to: Hayward Water System.

Account #: 000112131 Customer #: 0005678910

Total Amount Due:	Current Charges Due:	Project Share Donation:	Amount Enclosed:
\$ 659.17	09/23/21	\$	\$

JANE SAMPLE  
12345 SAMPLE AVE.  
HAYWARD, CA 94540



Hayward Water System

[HaywardCA.watersmart.com](http://HaywardCA.watersmart.com)

REMIT PAYMENT TO:

HAYWARD WATER SYSTEM  
P.O. Box 6004  
Hayward, CA 94540

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# ATTACHMENT III

## CONCEPT A - NOT RECOMMENDED

Hayward Water System, 777 B Street, Hayward, CA 94541  
Office hours: Monday – Thursday 8:00 am to 6:00 pm; Friday 8:00 am to 12:00 pm

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

### Understanding Your Bill

**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 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 for 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 (Lifeline 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 on your bi-monthly utility bill. For information or questions, email 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.

**7. 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).

### Payment Methods

**ONLINE (FEE-FEE)** - to pay by credit / debit card or bank account, and to set up auto-pay, create an account at [HaywardCA.watersmart.com](http://HaywardCA.watersmart.com).

**BY PHONE (FEE-FREE)** – pay by phone at (855) 385-9416.

**RETAIL CASH** - Pay with cash at participating Walmart and other retail locations. More info @ [Hayward-ca.gov/XXXXXXX](mailto:Hayward-ca.gov/XXXXXXX).

**8. 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.

**9. 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 discounting of service and incur reconnection fees. Also, in compliance with HMC 11-3, delinquent charges may be added as an assessment on 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.

**10. Stopping Service / Person Responsible for Payment** – The party that initially signs up for service is responsible for 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 shutoffs on Fridays, weekends, or holidays. Also, you will receive a final bill.

#### OTHER (FEE-FREE)

**In-Person** – visit the Revenue Counter at Hayward City Hall during the office hours listed above to pay your bill in person.

**Mail** – to: Hayward Water System  
P.O. Box 6004  
Hayward, CA 945490

If mailing your payment, to avoid 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 and Kiosk** – A drop box is located on the east side of the City Hall building facing Watkins Street. Check or money order only. Customers can also pay at the self-service Kiosk.

Excessive information, making bill back undesirable to read. Questions frequently received by front line staff suggest that customers do not read the back of their bill, likely due to its intimidating volume of information.

Payment methods not front and center.

**WATERSMART PORTAL/AUTOPAY/  
GO PAPERLESS MESSAGE**