

ATTACHMENT IV  
CONCEPT B - RECOMMENDED



## Hayward Water System

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

Customer: Jane Sample  
Mailing Address: 12345 Sample Ave.  
Hayward, CA 94540  
Customer #: 0005678910  
Account #: 0001112131  
Bill Date: 09/06/2021  
Bill #: XXXXXXXXXX

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Previous Balance:	Payment(s) Made:	Unpaid Balance:	Current Charges:	Amount Due:	Current Charges Due:
\$586.99	\$0.00	<b>\$586.89</b>	\$72.18	<b>\$659.17</b>	<b>09/23/2021</b>

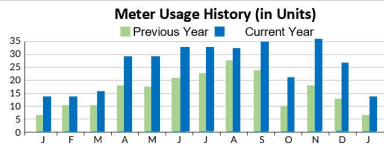
\$5 late fee applies to all overdue bills



### Summary

Water	\$49.40
Sewer	\$16.78
Excise Tax	\$6.00
<b>Total:</b>	<b>\$72.18</b>

Water (1 Unit = 748 Gallons)				Service Address: 12345 Sample Ave.			
Meter #:	70777	Period: 06/28/21 - 08/30/21	Days: 63	Read Type: Actual	Start Read: 115	End Read: 118	Usage: 3



Tier 1 (First 1-8 Units)	3 Units	@ \$5.80	17.40
Tier 2 (Next 9-25 Units)	0 Units	@ \$7.14	0.00
Tier 3 (All Additional Units)	0 Units	@ \$8.41	0.00
Service Charge			32.00
<b>Total:</b>			<b>\$ 49.40</b>

	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

### Sewer

Lifeline Rate (Based on 0-4 Units of water consumption)	16.78
<b>Total:</b>	<b>\$ 16.78</b>

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

Account #: 0001112131 Customer #: 0005678910

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

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

0000000000 0000000000 0

Separated account and customer number

Clear presentation of amount owed and due date

Space for promotional material

Usage comparison to prior year

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**Hayward Water System**

Pay your bill online  
today fee-free!



Space for QR code to  
further simplify online  
payments

**Pay your bill online or by phone fee-free!**

Online @ **HaywardCA.WaterSmart.com** | By phone @ **(XXX) XXX-XXX**

Simplified payment  
method instructions

**Pay with cash at participating Walmart and other retail locations.**

More info @ **Hayward-ca.gov/XXXXXXX**

**Other Payment Methods**

**In Person**

Payments are accepted at Hayward City Hall,  
located at 777 B Street:

- Fee-free Self-Service Kiosk
- Night Drop next to outdoor Kiosk
- Revenue Division Cashier window

**Mail**

Payments may be mailed to Hayward Water  
System, PO Box 6004, Hayward, CA 94540. To  
avoid late fees, allow for sufficient time for your  
payment to reach the City and be processed  
before your due date. Postmarks are not  
accepted.

**Questions About your Bill?**

Visit **Hayward-CA.gov/XXXXXX** or call (510) 583-4600.

**Other Helpful Contacts**

**Hayward Utility Billing Services**

Revenue Division – (510) 583-4600

**Hayward Utility System Services**

Report Water Leaks – (510) 881-7933

Report Sewer Issues – (510) 881-7902

Report After-Hours Utility Emergencies – (510) 293-7000

Public Works & Utilities Dept. – (510) 583-4700

**Hayward Waste Services**

Waste Management – (510) 537-5500

Bulky Pick Up – (510) 537-5500

**Other**

Issues may also be reported at

**User.GovOutreach.com/Hayward**

Helpful contact  
information

**WATERSMART PORTAL/ SIGN UP FOR AUTOPAY/  
GO PAPERLESS MESSAGE**

Space for additional  
promotional material