Subject: New Bill Design and Account Number Starting Early September

Dear Utility Service Customer,

We are pleased to announce the City’s utility bill will have a new design starting September 1, 2020! Along with the new design, your customer account number will also be changing to nine digits with a dash (#######-##). The new design and account numbers will coincide with the launch of our new utility billing system, which will help us work more efficiently and allow us to easily provide you with the most information possible. Please read below for some important information.

How does this impact me?

- **IMPORTANT** Update Your Account Number: Once you receive your new account number, you must update your account number for any bill payments you schedule directly through your financial institution/bank. Otherwise, you will risk unpaid or delayed payment of your utility bills.

- Potential Downtime of City’s Online Payment System: You do not need to update your automatic payments scheduled through the City’s online payment system (found at https://www.onlinebiller.com/redwoodcty/index.html). However, there will be some changes made to the system from September 1st through 8th, so there may be a time when the website will be unavailable, potentially around 24 hours total. Please plan accordingly. For any one-time payments, feel free to pay with other methods described on the back page of every bill.

- Reference Your New Account Number: Start referencing your new account number when you speak with customer service or pay by phone. Also, please note the new account number on the memo line for any payments made with a check.
What will the new utility bill look like?

Overall, the new billing statement will have the same information as the current bill as well as other items that simplify presentation and increase transparency to answer commonly asked questions. Items include:

- A summary of charges
- A graph visually showing water consumption over the past year
- Water consumption by meter
- QR code to pay online

A sample redesigned bill is on the next page. Your bill may look slightly different, but the location of the information will remain the same as the sample.

We hope you enjoy the new bill design. If you have any questions, please contact a member of my team at (650) 780-7210 or revenueservices@redwoodcity.org.

Thank you,

Jun Nguyen
Revenue Services Manager
City Hall and most City facilities are currently closed; however limited services are available by phone and email due to the County Order to shelter-in-place. For more information, please call 650-780-7000 or visit www.redwoodcity.org/coronavirus. Revenue Services Phone Hours temporarily changed to Mon - Fri 9AM - 3:30pm.