ADMINISTRATIVE SERVICES DEPARTMENT
REVENUE SERVICES DIVISION

1017 Middlefield Road
Redwood City, CA 94063
(650) 780-7210
revenueservices@redwoodcity.org

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

Sample Redesigned Bill

Announcement Box

Summary of Charges

Announcement Box

STATEMENT FOR UTILITY SERVICES

****IMPORTANT** This is the new design of your utility bill. Your account number has also changed, listed in the section below this message. You **MUST** update your account number for any bill payments scheduled directly through your financial institution/bank or risk unpaid or delayed payment of your utility bills.**

Account Info, New Account Number

Your bill covers: Water Sewer Garbage
Your next scheduled billing date is 08/08/20

For billing inquiries/customer service, contact us at:

Pay by Phone/Billing Inquiries 24/7:	(888) 703-9185
Customer Service:	(650) 780-7210
Emergencies or after office hours:	(650) 780-7190

1017 Middlefield Road, Redwood City, CA 94063

Billing Account

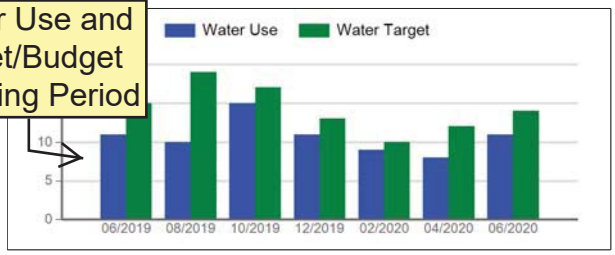
Customer Name:	H20 Joe
Site Address:	100 Main St
Account No:	1001400-00
Account Type:	Residential - Single-Family
Billing Period:	04/09/20 - 06/08/20
Billed:	06/08/20

Account Summary

Previous Charges:	$0.00
Payments:	$0.00
Past Due Amount:	$0.00
Adjustments:	$0.00
Current Charges:	$325.39
Total Amount Due:	$325.39

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.

Water Use and Target/Budget by Billing Period



Water Use Period: 60 Days **Gallons/Day:** 175 **Total Gallons:** 10,472

Meter Number	Reading Dates		Readings		Units (by Tier)				Gallons
	Previous	*Current*	*Previous*	*Current*	*1*	*2*	*3*	*4*	
77951896	04/08/20	06/02/20	458	469	8	3			10,472

Water Use and Meter Readings

More water use details at MyWater.RedwoodCity.org. 1 Unit = 748 Gallons = 100 ft³

ACTIVITY	DESCRIPTION		AMOUNT
Prev Charges			0.00
Payments			0.00
Past Due Amt			0.00
Curr Charges	Water Service Charge	59.04	
	8 Units @ $6.13 (Tiered Rate)	49.04	
	3 Units @ $7.35 (Tiered Rate)	22.05	
	Total Water		130.13
	Sewer Service Charge	163.52	
	Total Sewer		163.52
	1X20 Gallon Bin 1/Wk	31.74	
	Total Garbage		31.74
		TOTAL AMOUNT DUE BY 07/07/20	$325.39

Payments and Detailed Charges

Total Amount Due and Due Date

New Account Number

City of Redwood City
1017 Middlefield Road
Redwood City, CA 94063

PAYMENT STUB

PLEASE RETURN THIS PORTION WITH PAYMENT

Scan to Pay Online

QR Code to Pay Online

ACCOUNT NO.	PLEASE PAY	AMOUNT ENCLOSED
1001499-00	$325.39	
AUTOMATIC PAYMENT	CURR AMT DUE 07/07/20	

NO PAYMENT REQUIRED

Total Amount Due

Due Date for Current Amount Due, If Applicable

MAKE CH

H20 Joe
100 MAIN ST
REDWOOD CITY, CA 94061

CITY OF REDWOOD CITY
PO BOX 841201
LOS ANGELES, CA 90084-1201

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