

### ABOUT YOUR BILL

Your water bill may contain charges for water capacity, water usage, and sewer charges as applicable. The City bills for water consumption in units, and a unit is approximately 748 gallons. Residential sewer customers are billed using a tier system. Non-residential accounts are based on water meter size and customer class (depending upon sewer strength). These charges are periodically reviewed by the City Council. A schedule of fees is available at City Hall.

### EMERGENCY SERVICES

Emergency service is available 24 hours a day by calling (858) 668-4449.

### WHEN YOUR BILL IS DUE

Your bill is due and payable upon receipt. Accounts not paid before the Past Due Date on the bill will be sent a Past Due Notice and charged a late fee of 10% or \$50, whichever is less. If you are unable to pay your bill by the Due Date, please call Customer Services at (858) 668-4401 to discuss payment arrangements and to avoid water service shut off. Payments are processed and posted the same day received; mailing remittance does not constitute payment and the City assumes no liability for mail delays. If you use an on-line bill payment service, receipt of your payment by the City can be delayed. Payments are considered paid when received by Customer Services.

### SHUT-OFF NOTICE PAYMENT

If a balance remains unpaid 45 days after the bill date, a Shut Off Notice will be posted on the property approximately 48 hours prior to scheduled shut off. A fee will be charged for posting the Shut Off Notice. An additional administrative fee will be charged if service is shut off. A deposit may also be required. The total bill for water and sewer charges, fees, and deposits due must be paid in FULL before service is reconnected. A schedule of fees, including late fees, is available at City Hall.

### DEPOSITS

A deposit may be required, at the discretion of the City, based on a customer's payment record.

### HOW TO PAY YOUR BILL

In Person: Poway City Hall, 13325 Civic Center Drive Online: [www.poway.org](http://www.poway.org)  
Mail: Use the enclosed envelope to mail to: City of Poway, PO Box 51097, Los Angeles, CA 90051-5397

**After-Hours:** Night Deposit box located in the City Hall parking lot across from the flag poles. Please do not leave cash in the drop box.

### OFFICE HOURS

Our offices are open Monday through Thursday, 7:30 a.m.- 5:30 p.m. Fridays, closed every other Friday.

### QUESTIONS?

If you have a question regarding this bill, please call Customer Service at (858) 668-4401. Any customer desiring to initiate a complaint or request an investigation concerning services or charges shown on this bill must do so in writing within eight (8) days of the date billed. Any such complaint or request must be in writing and filed with the Director of Administrative Services.

### **7-ELEVEN CASH-ONLY CONVENIENCE PAYMENT INSTRUCTIONS**

#### **Customer Instructions**

- (1) LOCATION:** If you prefer to pay in cash, bring this entire bill to a participating 7-Eleven location. Please visit [www.paynearme.com/locations](http://www.paynearme.com/locations) to find a 7-Eleven near you.
- (2) AMOUNT:** Tell the Associate the amount to LOAD to your account. A \$2.99 convenience fee applies.
- (3) PAY:** Pay the desired amount and keep receipt as proof of payment. If your water service is pending disconnection or has been interrupted, please call City of Poway customer service at (858) 668-4401 to provide your confirmation number to prevent service interruption or restore service. 7-Eleven cannot issue refunds for payments.

### COLLECTION EFFORTS

Past due accounts may be sent to a collection agency for collection action, including reporting the matter to a credit reporting agency.

### RETURNED CHECK CHARGE

Returned checks and returned auto-pays do not constitute payment and will be assessed a fee. Returned checks and returned automatic payments must be replaced with cash within two working days, or water service will be shut off for non-payment. Any person who writes a check that is dishonored for lack of funds is civilly liable and can be sued.

### WATER METER AND UTILITY EASEMENT AREA

The water meter serving your address is the property of the City of Poway and within a public easement. Please do not construct anything near, over or around the meter that would interfere with regular access by City employees. Structures such as walls, fences and gates cannot be installed around the meter without a City encroachment permit. All vegetation must be controlled so as not to obstruct access or cover the meter box. Although we prefer not to do so, the City has the right to clear vegetation and other obstructions without prior notice, and is not responsible for any damage that may be caused by removing the obstruction. In the event that meters, locks, or services are tampered with, an additional charge shall be imposed as a condition of restoration of service.

### TERMS AND CONDITIONS

By accepting water service, you are subject to all rules and regulations of the City and are responsible for all charges until you notify the City to stop your water service. Please call at least two business days prior to moving to close your account.

### CLOSING YOUR ACCOUNT

To close your account and receive a closing bill, you must contact the Customer Services Division. You can send an email request to [customerservices@poway.org](mailto:customerservices@poway.org), or fax a written request with the required information to (858) 668-1200, or call (858) 668-4401. Please follow up with a confirming phone call. You will need to provide a closing date, the service address, a forwarding address and phone number. You will remain responsible for all charges until you contact us with this information and request closure of your account.

#### **Store Associate Instructions**

- 1. Enter Amount Customer Wants to Pay
  - 2. Press LOAD Button
  - 3. Scan Barcode
  - 4. Collect Cash Payment and Provide Receipt
- Associate Issue? 7-Eleven Support: 888-714-0004**



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Payments made before 11:50 PM will post to your account the next business day.