



## WELCOME TO GONZALES!

### Important Things to Know Once Your Utility Account Has Been Activated

- Your utility bill includes water, garbage and sewer
- Included in your utility bill is a monthly base charge (flat fee) for the water meter installed at the property
- The water meter measures the amount of water and sewer usage
  - The amount charged for water is based on consumption. Water consumption is one of the charges that will make your utility bill amount go up or down
- Garbage charge is based on size of collection bin of your choice
  - Garbage charges include garbage, recycle, yard waste and disposal collection
  - Pickups are every Monday, unless scheduled for more than one pick up
  - The amount charged for garbage can change if you receive an overflow fee or contamination fee
- Bills are always processed at the beginning of the month for the previous month
  - Bills are mailed the 1st week of the month
  - Your utility bill is always due on the fourth (4th) Tuesday of the month
  - **If you do not pay your utility bill by the due date, you will receive a 10% penalty fee**
  - **Failure to receive a bill does not waive any penalty fees. If you do not receive your bill, you can check your balance online or contact our office to inquire about the amount that needs to be paid**
- Any accounts that are 60 days or more past due will be subject to shut-off due to non-payment
  - If you receive a shut-off notice for non-payment you have a 7 day grace period. If no payments are received before the 7th day, the water will be shut off
  - To reconnect there will be a \$50 charge before 3:30 p.m., and \$100 after 3:30 p.m.
- If you move/vacate from this address, it is very important that you come to City Hall and sign a Disconnection Service form. If you do not sign the form, billing will continue, and you will remain responsible for all charges
  - **We do not backdate on disconnections.** The date you contact us to disconnect will be the last date you are charged
- Payments for utilities can be made at City Hall
  - Your payment options are always listed on the back side of your bill
  - Payment options include on-line, check by mail, in person cash or check, credit card, and over the phone
  - If paying with credit card or over the phone, there is a \$3 convenience fee if under \$250, and if over \$250 3.5% of the total amount charged

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



# CITY OF GONZALES SERVICE ORDER

Connect     Transfer     Disconnect

Residential     Commercial     Industrial     Other

Start Date: \_\_\_\_\_

NAME: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_ Gonzales, CA 93926

MAILING / FORWARDING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_ EMAIL: \_\_\_\_\_

SOCIAL SECURITY #: \_\_\_\_\_ DRIVER'S LIC OR ID #: \_\_\_\_\_

### TENANTS, PLEASE COMPLETE:

OWNER'S NAME: \_\_\_\_\_

OWNER'S ADDRESS: \_\_\_\_\_

OWNER'S TELEPHONE NUMBER: \_\_\_\_\_

OWNER'S EMAIL: \_\_\_\_\_

### GARBAGE SERVICES

Do you need a new container? If yes, please choose one of the following. If not, what size container do you have?

48 Gallons (\$36.12)       64 Gallons (\$56.52)       96 Gallons (77.01)

### CONNECT CONTRACT

The undersigned hereby requests that water services be connected as stated hereon, until receipt of formal notice from the undersigned requesting discontinuance of said services, and agrees to pay for such services promptly, according to the statement made each month, at regular rates applicable for such services, as provided in the rates, rules and regulations which have been approved by the Gonzales City Council.

### DISCONNECT

The undersigned hereby authorized the disconnection of water services as indicated hereon.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

OWNER

TENANT

### OFFICE USE ONLY

PROCESSED BY: \_\_\_\_\_

CONNECT / TRANSFER FEE: \$ \_\_\_\_\_

METER #: \_\_\_\_\_

DEPOSIT: \$ \_\_\_\_\_

TRANSPONDER #: \_\_\_\_\_

READING: \_\_\_\_\_

P.W. STAFF INITIALS: \_\_\_\_\_