

CITY OF SANTA CLARA MUNICIPAL SERVICES DIVISION

1500 Warburton Avenue, Santa Clara, CA 95050-3796

P.O. Box 49067, San Jose, CA 95161-9067

8:00 A.M. to 5:00 P.M. - Monday through Friday, except Holidays

<http://santaclaraca.gov>

<http://siliconvalleypower.com>

INQUIRIES

Customer Service	408 615-2300
Mission Trail Waste Systems	408 727-5365
Household Hazardous Waste	408 299-7300
Energy Conservation - Residential	408 244-7283
Energy Conservation - Commercial/Industrial	408 615-6650
Water Conservation	408 615-2000
Recology (Residential Recycling Service Provider)	408 970-5100
Recycling (General Questions)	408 615-3080

ABBREVIATIONS

kW Kilowatt	PV Primary Voltage
kWh Kilowatt-hour	PF Power Factor
TW Triple Water Service	CW Compound Water Service
HCF Hundred Cubic Feet	RW Reclaimed Water
GPD Gallons Per Day	E Estimated Meter Reading
AMI Advanced Metering Infrastructure	
1 Unit = 1 HCF = One Hundred Cubic Feet = 748 Gallons	

FEES AND CHARGES

City of Santa Clara "Municipal Fee Schedule" is on file at the City of Santa Clara Municipal Services Division Office, the City Clerk's Office and at the City Libraries. Hard copies are available for purchase at a nominal fee. The Schedule may be viewed at: <http://santaclaraca.gov/finance>

DEFINITIONS

Due Date: The date on which the Customer received the bill is the Due Date. Bills are presumed received three (3) days after the bill date if sent by U.S. Mail.

Past Due Date: That date which is set forth on the bill as the Past Due Date; Late Charges begin to accrue the day following the Past Due Date. For most Customers, the Past Due Date is twenty-one (21) days from the bill date.

Shut Off Date: Scheduled date for discontinuance of service due to non-payment of bill or deposit.

Payment Date: The payment date reflects the date of the last payment received during the current billing period.

Late Charge: This Late Charge shall be assessed against each amount owed on the day following the Past Due Date. The Late Charge is as stated in the City of Santa Clara "Municipal Fee Schedule".

Returned Checks, Declined Credit Card Payments and Direct Payment Decline: The charge for returned checks, declined credit card payments or declined Direct Payment is a per transaction fee as stated in the City of Santa Clara "Municipal Fee Schedule." Checks may not be accepted on accounts with a previously returned check.

Deposit: A Deposit may be required on all non-residential accounts and any account that fails to maintain satisfactory credit.

Tampering or Theft: Tampering with City equipment and/or theft of Utility Services is a violation of both the California Penal Code and City Code. At a minimum, a fee will be charged for either tampering or theft.

48 Hour Notice: Notice issued to customer to indicate scheduled discontinuance of service. Full payment must be received and processed by 5:00 P.M. on the day prior to the Shut Off date in order to avoid discontinuance of service. A fee is charged for preparation of this notice.

Usage Graph Month: The usage graph month is determined by the Bill Date. It may reflect usage occurring in the previous calendar month.

SERVICE DISCONTINUANCE AND DISPUTED BILL

Service Discontinuance - Restore Service: If service has been scheduled for discontinuance, or to restore service following discontinuance, the Customer must pay all charges. Payment can be made with a credit/debit card, 24/7 by calling 408-615-2300, or by cash and/or money order directly to Municipal Services, between 8:00 A.M. and 5:00 P.M., checks will not be accepted. A fee is charged for service restoration.

Disputed Bill: When there is a dispute concerning the amount of any bill rendered by the Municipal Services, prior to the Past Due Date, the customer shall: (1) notify the Municipal Services Division of the dispute by telephone at: 408 615-2300 during business hours and (2) at the customer's election, pay to Municipal Services either: (a) the entire amount or (b) pay the undisputed portion of the disputed bill.

METER READINGS

The City requires unimpeded and unhindered meter access at all times for the purpose of inspection, testing and reading. Your utility meters are read approximately the same time each month. If we are unable to read your water or electric meter(s), the bill for service may be estimated based upon your prior usage. Estimated meter reads are shown with an "E" suffix under the "Meter Reading" column.

RATES AND REGULATIONS

In certain instances, minimum charges may apply. Utility rate schedules and regulations are on file at the City of Santa Clara Municipal Services Division Office or the utility providing the service. You may also review the various utilities and Municipal Services Rules and Regulations at the following website: <http://santaclaraca.gov>