Due to continued impacts from the COVID-19 pandemic, the Santa Clara City Council approved on Sept. 1, 2020 additional garbage rate assistance for residents for six months. The previously approved $3/month rate reduction for residential customers from August 2020 through January 2021 was increased to make up for the planned garbage rate increase that went into effect on Aug. 1, 2020. Below is a detailed summary on what to expect on your utility bill and how credits will be applied (limited exceptions may apply).

Commercial & Industrial Customers:

- Commercial/Industrial customers will continue to pay 2020 rates. The $3 monthly discount will be automatically deducted and included in the rate. (See sample on page 3)
- All commercial and industrial customers will receive the $3/month discount from August 2020 thru January 2021.

FOR MORE INFORMATION

For more information or questions about garbage rates, visit the website at SantaClaraCA.gov/GarbageRates.

Email: utilitybilling@santaclaraca.gov
Utility Billing Customer Service: 408-615-2300
My Utilities Account webpage: santaclaraca.gov/our-city/departments-a-f/finance/my-utilities-account
What you Will See on your Commercial / Industrial Bill for August 2020 through January 2021: Commercial and industrial customers will receive the $3/month discount from August 2020 thru January 2021. The $3/month discount will not be shown as a line item. This discount will automatically be applied to the refuse charge.


City of Santa Clara Municipal Utilities

Regular Bill

Account Number: 00012345-06
Account Name: JOHN DOE HARDWARE
Service Address: 1500 WARBURTON AVE

Current Charges

Silicon Valley Power
Meter Charge $6.83
Energy 800 kWh x $1.8421/kWh = $147.37
2,109 kWh x $0.16722/kWh = $352.67
Public Benefit Charge $14.45
State Surcharge $0.87
Water / Sewer / Solar
Water $555.64
Sewer $556.36

Refuse (Discount Applied*)
Garbage, Yard, & Recycling $1,121.98
Miscellaneous
Storm Drain Charge $41.90

Current Charges Total $2,805.07

Billing Comments

THIS BILL IS DUE UPON RECEIPT
To avoid late charges and additional fees, pay 2,805.07 IN FULL before 10/29/2020.
For more information, see back of bill.

Billing Information

Previous Balance $2,866.10
Payments (09/25/2020) - Thank You $2,866.10
Current Charges $2,805.07
Amount Due $2,805.07

Usage Table and History Graphs

<table>
<thead>
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<th>Service Type</th>
<th>Read Dates</th>
<th>Days</th>
<th>Meter Readings</th>
<th>Mult</th>
<th>Usage</th>
<th>Meter Number</th>
<th>Rate</th>
<th>This Month This Year</th>
<th>This Month Last Year</th>
</tr>
</thead>
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<tr>
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<td>Prior</td>
<td>Current</td>
<td>Prior</td>
<td>Current</td>
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<td>09/18</td>
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<td>C23</td>
</tr>
</tbody>
</table>

*Due to COVID-19, no late fees or disconnection. For 6 months, commercial & industrial rates get a $3/month discount. Visit SantaClaraCA.gov/GarbageRates for info.