



City of Glendora
 116 E. Foothill Blvd.
 Glendora, CA 91741-3335
 Water Billing: (626) 914-8239

Account

Statement - Final

ACCOUNT INFORMATION

ACCOUNT:
 SERVICE ADDRESS:
 SERVICE PERIOD:
 BILLING DATE:

DUE DATE:

CURRENT WATER CHARGES (IN UNITS)

Meter ID - Dial #	Previous		Current		Usage
	Date	Reading	Date	Reading	

1 UNIT = 100 CUBIC FEET = 748 Gallons

CURRENT WATER CHARGES

Description	Amount
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YOUR BI-MONTHLY USAGE (IN UNITS)

Graph Coming Soon!!

BILL SUMMARY

PREVIOUS BALANCE:
 PAYMENTS RECEIVED:
 CURRENT CHARGES:
 TOTAL AMOUNT DUE:

SPECIAL MESSAGE

Payment Coupon

Please return this portion along with your payment and make your check payable to City of Glendora.

ACCOUNT INFORMATION

ACCOUNT:
 SERVICE ADDRESS:
 SERVICE PERIOD:
 BILLING DATE:
 DUE DATE:

AMOUNT DUE

TOTAL AMOUNT DUE:

AMOUNT ENCLOSED

PLEASE REMIT TO:



CITY OF GLENDORA
 116 E FOOTHILL BLVD
 GLENDORA, CA 91741-3335

Description of Charges

Water Charges

UBC - Uniform Base Charge - Charge is based on consumption/meter size. Rate covers operational costs, capital improvements, and debt service. Consumption above baseline is charged at a higher rate. For the average residential customer with a meter less than one inch the baseline allocation is 45 units.

Energy # - Rate is set by Zone #. Your zone is the number following the word Energy. Charge is based on consumption and elevation of service location. Rate covers the cost of power to pump water to various elevations (Zones) in the City.

Purchase - Purchased Water Charge - Charge is based on consumption. Rate is the same for all users. Covers the cost to purchase the water from other agencies and also includes assessments and replenishment water charged by the San Gabriel Region Watermaster.

RTS - Readiness to Serve Charge - Charge is fixed based on meter size. RTS pays for the fixed costs of operating the system whether or not any water is used. System must be ready to deliver water as soon as it is turned on at the tap.

Water Commission

The Water Commission oversees the Water Division's operations, capital improvement, debt service and capital recovery funds and makes recommendations to the City Council on water rates and policy. Five members are appointed to serve three-year terms.

The Glendora Water Commission meets on the fourth Thursday of each January, April, July and October at 6:00 PM in the Council Chambers located in City Hall at 116 E. Foothill Blvd. For agendas and notices of special meetings check the City Website.
<http://www.ci.glendora.ca.us/>

Business Hours

Monday through Friday 8:00 a.m. to 5:00 p.m. except City Holidays.
Customer Service (626) 914-8239

For emergencies after hours call the Glendora Police Department at (626) 914-8250.

Payments by check may be deposited in the drive-thru drop box next to the Library drop boxes in the rear parking lot or the drop box located next to the rear door of City Hall.

Responsibility/ Delinquent Accounts

Every customer is responsible for charges incurred UNTIL written notification is received by the Water Department to discontinue service. All accounts which have not been paid by the close of business on the 42nd day following the date of the regular bill shall become delinquent. A penalty shall be added to the bill equal to 10% of the bill.

The Director of Public Works will cut off the water from all such delinquent service if not paid within 8 days of the date of the delinquent bill, and the same shall not be connected until all charges have been paid to the City. A reconnection charge of \$70.00 during regular working hours and \$100.00 all other times shall be paid to the City prior to reconnection.

Refuse Collection Holidays

There is no trash pickup on January 1, Memorial Day, July 4, Labor Day, Thanksgiving, and December 25th. When these holidays fall on a week day, pickup for the rest of the week is delayed one day. Call Athens Services at (626) 336-3636 for trash pickup questions or complaints.

Parking

Overnight Parking (2:00 a.m. to 4:00 a.m.) on a public street or alley is not permitted except on Saturdays and Sundays. **NIGHTLY PARKING PERMITS** may be purchased from vending machines, located in front of the Glendora Police Dept., 150 S. Glendora Ave., and at Gladstone Park, 630 E. Gladstone. The cost is \$2 per vehicle, per night. For the permit to be valid, the license or vehicle identification number of the vehicle must be written on the permit and displayed face-up on the driver's side of the vehicle's dashboard. In certain cases an annual permit may be purchased.

For more information on Temporary or Annual Parking Permits, please call: **(626) 852-4825**

Rate Increases

Whenever there is a proposal to increase the water rates, a public hearing before the City Council must be held. You will be mailed a notice of the proposed rates and the date of the hearing. Objections to the proposed increases should be submitted in writing at or before the public hearing.

Introducing Your New Bill!!

1 Contact Information

2 Customer Name and Address

3 13 Month Usage Graph
See your usage throughout the year

4 Special Message
Important messages about your account will appear here.

5 Payment Coupon
Please tear off and remit this coupon with your payment in the envelope provided.

6 Account Information

7 Due Date

8 Meter Activity
Specifies current meter usage

9 Detailed Charges
Shows current charges for services

10 Bill Summary
Shows Previous Balance, Payments Received, Current Charges and Total Amount Due.

11 Remit Address
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Account Statement Page 1 of 2

ACCOUNT INFORMATION
ACCOUNT: 99999900-00
SERVICE ADDRESS: 1234 MAIN ST
SERVICE PERIOD: 01/11/07 TO: 03/08/07
BILLING DATE: 03/08/07

CURRENT WATER CHARGES (IN UNITS)
Meter ID: Dial # Date Reading Date Reading Usage
99999999-1 01/09 0 02/27 20 20
99999999-1 01/02 606 01/09 611 5
1 UNIT = 100 CUBIC FEET = 7.48 Gallons

CURRENT WATER CHARGES
Description Amount
UBC 3/4 IN 15.00
ENERGY 3/4 IN ZONE 2 5.78
PURCHASED 3/4 IN 12.50
RTS 3/4 30.52
CURB SINGLE 0.00

BILL SUMMARY
PREVIOUS BALANCE: 105.96
PAYMENTS RECEIVED: -106.00
CURRENT CHARGES: 63.77
TOTAL AMOUNT DUE: 63.73
70.11 Will be due if received after 04/19

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