

City of El Paso de Robles

"The Pass of the Oaks"

WATER AND SEWER BILLING PAYMENT POLICIES

Welcome to the City of Paso Robles. The following information is provided to help you understand the City's water and sewer service billing and payment procedures. Please read the information carefully and don't hesitate to ask our staff for assistance if you have any questions.

Accounts are billed every month. Water usage is billed at \$4.40 per hundred cubic feet. Sewer usage is billed at \$7.80 per hundred cubic feet.

Unfortunately, the City cannot accept responsibility for late or non-delivery of utility bills by the post office. If you have not received your bill by the 15th of the month, please contact our office at **(805) 237-3996** to check your account status. Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday except legal holidays.

Water and sewer bills are past due if not paid by 5:00 p.m. on the 5th day of the following month. **POSTMARKS ARE NOT ACCEPTED.** At 5:00 p.m. on the 5th day of the following month, a 10% penalty will automatically be added to all unpaid accounts. The penalty application date is indicated on your utility bill. Accounts remaining unpaid 10 days from the penalty date are subject to termination. Prior to service termination, the City shall provide one notice: A 48-hour notification is hung on the door where service is provided and there is a \$35.00 door hanger charge for this. A \$99.00 non-payment/restoration charge will be added to accounts which are unpaid at 5:00 p.m. on the evening before shut off day **whether or not the water is actually shut off.** The \$99.00 charge is a non-payment charge, not for turning the water off or on. Please see schedule of fees.

The City does have a payment extension policy if you occasionally need additional time for payment. Our staff will be happy to explain our extension guidelines to you upon request. All requests for extensions must be taken care of **PRIOR** to deadlines and must be done in person at Administrative Services by the person responsible for the account. Payments may be made by mail (check or money-order) or in person (cash, check, money order or Credit Card) at Administrative Services, 821 Pine Street, Suite A. Payments made by Credit Card are also accepted over the phone.

The City of Paso Robles has 3 drop-boxes available for water and sewer payments. Drive up locations are: (1) in the City Hall Parking Lot; (2) 270 Scott Street at the west end entrance to the Senior/Vets Center; (3) Walk up location at 1000 Spring St. downstairs in the lobby.

The drop boxes are for City of Paso Robles water and sewer payments only. Payments placed in the drop boxes must be made by check or money order only. Please do not deposit cash as we are not responsible for any cash payments left in the drop boxes. The City Hall location is picked up the morning of each work day. An additional pickup will be made at 5:00 p.m. on the evening of penalty and shut-off deadline dates **at the City Hall location only.** Payments placed in the drop box at 270 Scott Street are picked up weekly. Do not use this drop box if a payment is due immediately or shutoff is pending. Please go to 821 Pine St, Suite A for immediate payment.

Deadline dates and times are clearly indicated on the utility bills. Payments for returned checks or other special circumstances must be taken care of in person at 821 Pine Street, Suite A. PLEASE DO NOT place these special payments in the drop boxes.

IMPORTANT NOTICE FOR LAST DAY UTILITY PAYMENTS: If you are making payment on or near the deadline, it is recommended that you deliver your payment to 821 Pine Street, Suite A, and wait for a receipt – this is your proof that payment was received by the City prior to the deadline.

The above information is a brief summary of the City's most significant billing policies. For further information, we encourage you to contact us at (805) 237-3996.

**ADMINISTRATIVE SERVICES DEPARTMENT (WATER & SEWER BILLING)
821 PINE STREET, SUITE A - PASO ROBLES, CA 93446
PHONE (805) 237-3996**