



CITY OF SANTA CLARA MUNICIPAL SERVICES DIVISION
 1500 Warburton Avenue, Santa Clara, CA (in person)
 P.O. Box 58000, Santa Clara, CA 95052-8000 (by mail)
 8:00 A.M. to 5:00 P.M - Monday through Friday, except Holidays
www.ci.santa-clara.ca.us
www.siliconvalleypower.com



INQUIRIES

Customer Service	408 615-2300
Commercial/Industrial Account Inquiries	408 615-2307
Mission Trail Waste Systems	408 727-5365
Household Hazardous Waste	408 615-3080
Energy Conservation - Residential	408 244-7283
Energy Conservation - Commercial/Industrial	408 615-5694
Water Conservation	408 615-2000
Recycling	408 615-2063

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
1 Unit = 1 HCF = One Hundred Cubic Feet = 748 Gallons	

FEEES, RATES 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://www.ci.santa-clara.ca.us/finance/fi_mun_fee_sched.html

DEFINITIONS

- Due Date:** The date on which the Customer receives 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 for bills of \$25.00 or larger. The Late Charge is \$5.00 or 1.5% of the Past Due Amount, whichever is greater.
- 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 processed and received by 5pm 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 must be made by credit card, cash or money order and delivered directly to the Offices of the Municipal Services Division. A fee is charged for service restoration.
- Disputed Bill:** When there is a dispute concerning the amount of any bill rendered by Municipal Services, prior to the Past Due Date, the customer shall: (1) notify the Municipal Services Division of the dispute by telephone number at: 408 615-2300 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 "Usage" 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://www.ci.santa-clara.ca.us/community/municipal_utilities.html