


SAMPLE BILL

YOUR BILL GUIDE

The San Francisco Public Utilities Commission (SFPUC) is committed to providing transparent and clear information regarding your water and sewer bill.



SAN FRANCISCO WATER, POWER AND SEWER
Services of the San Francisco Public Utilities Commission

Payment Remittance Address
P.O. Box 7369
San Francisco, CA 94120-7369

Website Address
www.sfwater.org

Questions?
Please call us at 415-551-3000

Account Number: [REDACTED]

Service Address: [REDACTED]

Customer Name: [REDACTED]

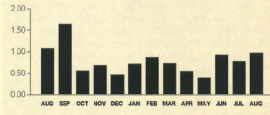
Bill Date: 08/23/2023
Payment Due Date: 09/07/2023
Total Amount Due: \$194.39

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2 **Compare Your Water Consumption**
(in units of water)



Bill Period	Days	Gallons	Gals/Day	Cost/Day
This Year	25	748	29	\$2.08
Last Year	34	1249	36	\$1.95

3 **Summary of Charges as of 08/23/2023**

Previous Balance	\$142.27	
Total Previous Balance		\$142.27
Current Charges - See Below	\$52.12	
Total Current Charges		\$52.12
Total Amount Due		\$194.39

4 **Calculation of Current Charges**

Water Service - Commercial	\$27.76
Service from 08/22/2023 to 09/15/2023	
Water Service Charge	16.64
Water Consumption Charge 1.00 units @ \$11.12	11.12
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Sewer Services	\$22.28
Transport & Utility	
50% Wastewater Flow Factor	
Total Discharge 0.90 units (1.00 units X 90%) @ \$24.7556/unit	
Service from 08/22/2023 to 09/15/2023	
Wastewater Service Charge	4.86
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Stormwater Monthly Parcel Charge	2.46
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5 **Meter Reading** 08/21/2023 - 09/15/2023

Meter Number	Meter Size	Previous Reading	Current Reading	Consumption
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Total consumption in units of water: 1.00
Total consumption in gallons of water: 748
Next scheduled meter reading on or about 09/21/2023

Please see reverse side for important information.

SAN FRANCISCO WATER, POWER AND SEWER
Services of the San Francisco Public Utilities Commission

Account Number: [REDACTED]
Service Address: [REDACTED]

Please check here if you have comments on the reverse side.

Due Date: September 07, 2023
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Enter Payment Amount: \$ _____

Make check payable to:
SF - WATER
P O BOX 7369
SAN FRANCISCO CA 94120-7369


000019439

- 1 CUSTOMER MESSAGES.** Learn about rebate programs, water conservation tips, community meeting dates, and important bill inserts. Billing messages related to water and wastewater charges included in the bill may be printed in this section.
- 2 COMPARE YOUR WATER CONSUMPTION.** Compare your water use in the current billing period with the same billing period from the previous year. This section also reflects the total gallons, gallon per day, and cost per day.
- 3 ACCOUNT INFORMATION.** View your account information including account number, service address, and customer name. See your bill date, payment due date, and amount due summary.
- 4 SUMMARY OF CHARGES.** View your previous balance, payments received, billing adjustments, and other service fees, such as late payments, current charges, and the due date for your total account balance. *If a lien has been placed because of overdue charges, the lien amount(s) will not be included in this total.*
- 5 CALCULATIONS OF CURRENT CHARGES.** View your customer class (i.e. Residential Single Family, Residential Multi-Family, or Non-Residential) and detailed information on your calculated water and sewer service charges. Your assigned flow factor used to calculate your sewer service charge is also indicated here.
- 6 METER READING.** View your meter number, meter size, readings for previous and current meter readings, and consumption. You can also view the estimated date of your next bill calculation.

For more information including payment information and definition of charges and terms, please see the back of your bill.

If you would like to speak to a representative Monday through Friday (except for City holidays), please call SFPUC Customer Service at (415) 551-3000 between 8:00am and 5:00pm. Or you can visit our Customer Service Counter located on the 1st Floor of 525 Golden Gate Avenue, San Francisco from 8:30am to 4:30pm.

MUESTRA DE FACTURA



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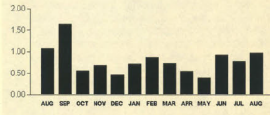
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CÓMO LEER SU FACTURA


La Comisión de Servicios Públicos de San Francisco (SFPUC por sus siglas en inglés) está comprometida a ofrecerles información transparente y comprensible acerca de sus facturas de agua y servicio de aguas residuales (drenaje).

- 1 MENSAJES PARA EL CLIENTE.** Aprenda sobre nuestros programas de reembolso, consejos para conservar el agua, fechas de reuniones comunitarias, y otros temas importantes adjuntos a sus facturas. Mensajes de facturación relacionados a los cargos de agua y su servicio de agua residual incluidos con su factura pueden encontrarse en esta sección.
- 2 COMPARE SU CONSUMO DE AGUA.** Compare su consumo de agua durante el período de facturación actual con el mismo período de facturación del año anterior. Esta sección también le indica el uso total de galones, galones por día y el costo por día.
- 3 INFORMACIÓN DE SU CUENTA.** Revise la información de su cuenta, incluyendo su número de cuenta, la dirección de servicio y el nombre del cliente. Vea la fecha de factura, la fecha de vencimiento del pago y el resumen de la cantidad facturada.
- 4 RESUMEN DE CARGOS.** Consulte su saldo anterior, los pagos recibidos, los ajustes de facturación y otros cargos de servicio tales como pagos atrasados, cargos actuales y la fecha de vencimiento del saldo total de su cuenta. *Si se ha colocado un gravamen debido a cargos atrasados, el monto de (los) gravamen (es) no será incluido en este total.*
- 5 CÁLCULOS DE CARGOS ACTUALES.** Revise su clasificación como cliente (es decir, Residencia Familiar Individual, Residencia Multifamiliar, o Local No-Residencial) así como la información detallada sobre los cargos calculados de su uso de agua y de alcantarillado. También se encuentra en esta sección el factor de flujo que se le asigna para calcular sus cargos por servicios de drenaje.
- 6 LECTURA DE MEDIDORES.** Revise el número y tamaño de su medidor, las cantidades indicadas de lecturas anteriores y actuales de su medidor, y su consumo. También puede ver la fecha anticipada de su siguiente cálculo de factura.

Para obtener más información, incluyendo información sobre pagos y la definición de cargos y condiciones, consulte la parte posterior de su factura.

Si desea hablar con un representante de lunes a viernes (con la excepción de los días festivos de la ciudad) llame al Servicio al cliente de SFPUC al (415) 551-3000 entre las 8:00 a. m. y las 5:00 p. m. O puede visitar nuestro Mostrador de Servicio al Cliente ubicado en el primer piso de 525 Golden Gate Avenue, San Francisco de 8:30 am a 4:30 pm.

帳單樣本



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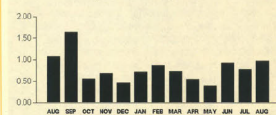
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瞭解你的帳單：常見問題

三藩市水利局 (SFPUC) 致力為你提供透明和詳細的自來水和污水處理帳單資料。

- 1 客戶信息。**瞭解回扣計劃、省水提示、社區會議日期和重要的帳單附件。帳單內包括自來水和廢水收費有關之計費信息會在此列出。
- 2 比較你的用水量。**比較你現時和去年同時期用水量。此部份反映總加侖數，每天加侖數和每天費用。
- 3 帳戶資料。**查看你的帳戶資料包括帳戶號碼、服務地址和客戶姓名。查看你的帳單日期、付款日期和付款數目摘要。
- 4 收費摘要。**查看你以前的結算、已付帳款、計費調整，以及其他服務收費，例如逾期付款、目前的收費，以及你帳戶結算付款日期。如果你的帳戶因為逾期未付款而被扣押，此扣押費不包括在總額裡。
- 5 目前收費計算。**查看你的客戶類別（單一家庭住宅、多個家庭住宅或非住宅客戶）以及有關你的供水和排下水道計算收費詳情。此處亦包括你的排水費計算之指定流量因素。
- 6 讀水錶。**查看你的水錶號碼、水錶大小、過去和目前的閱讀資料，以及用水量。你亦可以查看下一份帳單估算日期。

有關包括付款資料及收費和名詞定義詳情，請參閱帳單背頁。

如果您想在週一至週五(假日除外)與客服代表聯繫，請在上午 8:00 至下午 5:00 之間致電 (415) 551-3000 三藩市水利局(SFPUC)。或者您也可以於上午 8:30 至下午 4:30 前往位於三藩市金門大道 525 號 1 樓的客服櫃檯。

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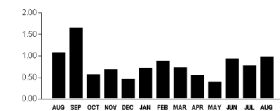
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Pagbabasa ng Iyong Bill

Ang Komisyon sa mga Pampublikong Utilidad ng San Francisco (San Francisco Public Utilities Commission, SFPUC) ay nakalaang magkaloob ng malinaw at madaling maintindihang impormasyon tungkol sa iyong bill sa tubig at imburnal.

1

MGA MENSAHE SA PAROKYANO. Alamin ang tungkol sa mga programang pagsasauli ng ibinayad, mga payo sa konserbasyon ng tubig, mga petsa ng pulong sa komunidad, at mahahalagang ipinapasok sa bill. Ang mga mensahe sa pagsingil na may kaugnayan sa mga singil sa tubig at basurang tubig na kasama sa bill ay maaaring ilimbag sa bahaging ito.

2

IKUMPARA SA INYONG PAGKONSUMO NG TUBIG. Ikumpara ang inyong paggamit ng tubig sa kasalukuyang panahon ng pagsingil sa kaparehong panahon ng pagsingil mula sa nakaraang taon. Ang bahaging ito ay nagpapakita rin ng mga kabuuang galon, galon kada araw, at gastos kada araw.

3

IMPORMASYON TUNGKOL SA ACCOUNT. Tingnan ang impormasyon tungkol sa inyong account kabilang ang numero, direksiyon ng serbisyo, at pangalan ng parokyano. Tingnan ang inyong petsa ng bill, petsa na dapat matanggap ang bayad, at buod ng halagang dapat matanggap.

4

BUOD NG MGA SINGIL. Tingnan ang inyong naunang balanse, mga bayad na natanggap, mga pag-aakma ng pagsingil, at ibang mga bayad sa serbisyo, tulad ng mga nahuling pagbabayad, mga kasalukuyang singil, at ang petsa na dapat matanggap ang inyong kabuuang balanse sa account. *Kung ang isang lien ay inilagay dahil sa mga singil sa hindi nabayaran, ang (mga) halaga ng lien ay hindi isasama sa kabuuang ito.*

5

Pagkuwenta ng mga Kasalukuyang Singil. Tingnan ang inyong uri ng pagiging parokyano (i.e. Residential Single Family (Pantahanang Isang Pamilya), Residential Multi-Family (Pantahanang Maraming Pamilya, o Non-Residential (Di-pantahanan) at detalyadong impormasyon tungkol sa inyong kinuwentang mga singil sa serbisyong tubig at imburnal. Ang inyong itinalagang isinasaalang-alang na daloy na ginagamit upang kuwentahin ang inyong singil sa serbisyong imburnal ay ipinabatid din dito.

6

PAGBABASA NG METRO. Tingnan ang inyong numero ng metro, sukat ng metro, mga pagbabasa ng nauna at kasalukuyang mga pagbabasa ng metro, at pagkonsumo. Maaari ring tingnan ninyo ang tinatantiyang petsa ng inyong susunod na pagkuwenta ng bill.

Para sa karagdagang impormasyon kabilang ang impormasyon tungkol sa pagbabayad at pagpapakahulugan sa mga singil at termino, mangyaring tingnan ang likod ng inyong bill.

Kung gusto mong makipag-usap sa isang kinatawan Lunes hanggang Biyernes (maliban sa mga pista opisyal ng Lungsod), mangyaring tawagan ang SFPUC Customer Service sa (415) 551-3000 sa pagitan ng 8:00am at 5:00pm. O maaari mong bisitahin ang aming Customer Service Counter na matatagpuan sa 1st Floor ng 525 Golden Gate Avenue, San Francisco mula 8:30am hanggang 4:30pm.