

How to Make Payment

Payments can be made by cash, personal check, money order, or credit card. Third party checks are not accepted. Make your check or money order payable to the City of San Juan Capistrano and include your account number.

Payments are accepted:

- In person at City Hall located at 32400 Paseo Adelanto. Check payments may be deposited at the 24 hour drop box. Payments will be posted the following day.
- By mail using the provided envelope to: City of SJC-Water Services Dept. PO Box 7000, Artesia, CA 90702-7000
- Online with your credit card at <https://ewater.sanjuancapistrano.org> and clicking on the Online Payment link.
- By telephone with a credit card during business hours. Call 949-493-1515 and select option 1.
- By automatic debit from your checking account. A completed bank draft form and a voided check is required to activate.
- Online bill pay offered by your bank. Please reference your customer and account number with no dashes or spaces in between and include all the leading zeros for both numbers.

Paperless Billing

If you would like to receive electronic bills, please register your account at <https://ewater.sanjuancapistrano.org> and sign up for electric bills. You can view your bill, account history and pay your bill on the eWater website.

When Your Bill is Due

Your bill is due and payable upon receipt. An 8% late charge is assessed for bills delinquent 41 days from the billing date. Bills delinquent 55 days from billing date are subject to a delinquent fee of \$20.69 for property notification. Bills delinquent 61 days from the billing date are subject to disconnection and a delinquent processing fee of \$43.45.

If you are unable to pay your bill, call our office before the disconnection date to request a payment extension and avoid possible termination of service.

Restoring Water Service

Only Utility Operators may restore water service in the event of disconnection. Service can be restored for no additional fee between regular business hours. Service restored after 4:00pm is subject to an after-hours fee of \$85.87

Returned Check Charge

The City will charge a service fee for any check (including auto withdrawals) returned unpaid by a bank, regardless of the reason. If more than one check is returned during a consecutive 12-month period, the account will be identified as "CASH ONLY" and all payments must be in the form of cash or money order for the next 6 months.

Allocations and Water Budgets

San Juan Capistrano's water service area has a budget-based tiered rate structure. Each month, all residential, landscape, and commercial customers receive a water allocation set at an efficient level of use. Outdoor allocation changes monthly and is calculated at the end of each monthly billing cycle to reflect actual weather conditions during that billing period. A billing unit is 100 cubic feet or CCF (1 unit CCF = 748 gallons).

Tier 1 = Essential Use: 220 gallons per day (which is based on the standard for single family use in California of 55 gallons per person per day for a family of four).

Tier 2 = Efficient Use:

- Residential Outdoor Allocation: Based on an estimate of irrigation area, calculated as lot size less 2 times house ground floor sq. ft. Standard lot sizes of 7,000 sq. ft. or less are considered to have an irrigable area of 2,700 sq. ft. Large lots, greater than 7,000 sq. ft., receive customized allocations based on lot size less 2 times house ground floor sq. ft. Please contact the Utilities Department if you have questions regarding your account square footage.
- Landscape Customers Outdoor Allocation: Based on irrigation area square footage.
- Commercial: Based on winter average use.

Tier 3 = Inefficient Use: Water use in excess of 100% of Tier 1 and 2 water budgets are deemed inefficient.

Tier 4 = Excessive Use: Water use in excess of 200% of Tier 1 and 2 water budgets are deemed excessive.

Water Service Charge: Fixed costs based on meter size. This charge covers a portion of costs for the distribution system (pipes, pumps, fire hydrants, maintenance and repairs of our water mains, meters and facilities), meter reading, billing, and other costs related to providing safe reliable drinking water.

Sewer Use Charge: A fixed monthly charge based on dwelling units for Single Family and Multi-Family residential customers or on the average winter flow for commercial customers. This charge includes all of the costs related to the operation and maintenance of the sewer collections, treatment and disposal facilities, including administrative costs.

Disputing Your Bill

If you believe your bill is incorrect, please speak with a Customer Service Representative at 949-493-1515. If you are not satisfied, you may write a letter to the Chief Financial Officer/City Treasurer. However, the bill must be paid to avoid late fees and possible termination of water service. Your written request and supporting documentation must be sent to: City of San Juan Capistrano, 32400 Paseo Adelanto, San Juan Capistrano, CA 92675

All bills are the responsibility of the consumer who signs up for service and remains their responsibility until the City of San Juan Capistrano is notified that the service is to be taken out of their name.

Water Leaks:

Water supply lines that are located between the water meter and the customer's residence and irrigation system are the property and responsibility of the customer. The customer is responsible for monitoring the water supply lines on his or her property for leaks, repairing such leaks, and paying for all water usage on his or her property, including water usage caused by leaks in the water supply lines that are located on the customer's property.

Emergency Service: Please call 949-493-1515 at any time of day. Tampering with a meter or breaking a valve will result in a fine.

Year Round Water Waste Restrictions

Outdoor Watering hours: Between 6pm - 9am

Runoff is prohibited. No watering during or 48 hours after rainfall.

No hosing down of driveways, sidewalks, or other hard surfaces.

Do not empty and refill pools except for repairs or to comply with health regulations.

All leaks are to be repaired within 24 hours.