Understanding Your New Bill Layout From The City of San Juan Capistrano

1. For a quick reference to your billing information, this area includes your customer and account numbers; due date and the service period for the current bill.

2. “Service Information” provides you with the type of service and unique rate code for this account; the billing cycle and number of dwelling units being charged for (1 unit for single family residence, 2 units for a duplex, etc.). The meter information (size and number) is also provided in this section, including previous and current meter reads along with water use for the current bill service period.

3. You now can compare your current usage with that in 2013 to see how well you’re conserving to meet the State Water Control Board’s 28% water reduction mandate. Here you will find the number of billing days for this month, actual consumption in both hundred cubic feet (CCF) and gallons, the daily average use in gallons, and the percentage of water conservation savings you’ve achieved. During California’s historic drought, each customer has been assigned Monthly Drought Limits based upon a 28% reduction of their 2013 budget allocation. The next table reflects your Drought Limit for a defined 3 month cumulative period along with your actual monthly usage in (CCF). This provides you the opportunity to track savings month to month and manage any excess water consumption before a penalty is applied for water use exceeding the cumulative 3 month period. A Stage 2 Water Alert penalty is $2.71 for each billing unit, (one billing unit equals 748 gallons), of water used in excess of your 3 month cumulative Monthly Drought Limit. Please review the back of your bill for more information.

4. Be sure to check out this “Special Message” area for messages from the City each month. We will keep you informed on your progress toward meeting your Drought Limits.

5. “Allocation Information” contains the current month’s allocation, which varies month to month based upon the house and lot size and other factors used to calculate your monthly allocation.

6. “Your Billing Details” lists transactions that have occurred on your account since your last billing statement as well as the breakdown of charges for your current bill, the total amount due, and the date the payment must be made by to avoid a late fee. If you are signed up to have your payments automatically withdrawn from your checking account, the processing date will be indicated here as well.

7. The bottom portion of the bill is the remittance stub, which we request you submit with your payment each month to assure proper posting. This area includes a checkbox to indicate a change to your mailing address. A summary of your billing information along with a reminder of when the current charges need to be received by to avoid an 8% late fee are also included on the remittance stub.

Questions? Customer service is here to help: 949-493-1515

We provide the City’s contact details on both the top and bottom portion of the bill, so that even once payment is submitted, you will still have our contact information.