HOW TO PAY YOUR BILL

Pay Online – Schedule one time or recurring payments using your credit/ debit card or checking account. Electronic billing is available free of charge. For details and to enroll, visit www.downeyca.org.

Phone – 24 hours a day, 7 days a week; Call 1-855-748-6019 to make a payment using your credit/ debit card, or checking account.

Mail – Mail payments to City of Downey – Utilities Division, Dept. LA 23221, Pasadena, CA 91185-3221

In Person – Monday through Friday, 7:30 a.m. to 5:30 p.m. at Downey City Hall, 1st Floor Cashier, 11111 Brookshire Avenue, Downey, CA 90241

Drop Box – 24 hours a day, 7 days a week; box located on wall at entrance to Downey City Hall, 11111 Brookshire Avenue, Downey, CA 90241

Automatic Deduction from Bank Account (ACH) – For details and application call City of Downey Finance Department at 562-904-7246.

MISCELLANEOUS/ CHARGES and FEES

Water Service Deposit – Deposit fee charged for establishing a new water service account. The deposit fee is credited back to the customer's closing bill when service is discontinued.

Due Date –Payment is due twenty-one (21) calendar days after the Billing Date.

Past Due Balance – If there is a previous balance shown on the bill, it is PAST DUE and your water service may be subject to disconnection and additional fees. In accordance with applicable rules and regulations of the City of Downey, disconnection will occur for non-payment and water service will be restored only after payment of all outstanding charges and reconnection fee. It is the customer's responsibility to assure that payments are received in a timely manner.

Late Notice Fee – Late notice fee charged to customers who are delinquent in paying their bill.

Water Shut-off/Special Notice Fee – Notice fee charged to customers who receive notice that their water service will be disconnected due to non-payment.

Return To Service Charge – Fee charged to customers for having their water service reconnected after it was disconnected due to non-payment.

Returned Payment Item – A $25.00 Returned Payment Item fee will be charged to the customer's account for any check, ACH, credit or debit card payment that is returned from the bank for any reason. All returned items must be cleared within 48 hours from the door tag or service will be disconnected for non-payment and subject to additional fees.

Billing Disputes – Any questions concerning your bill should be directed to our Customer Service Representatives available Monday through Friday, from 7:30 AM to 5:30 PM, at (562) 904-7246 or by e-mail at waterbilling@downeyca.org.

Moving? Please contact the City of Downey Water Utilities Department at least one business day before the desired closing date. You are responsible for all water and sewer charges until we are notified to stop service.

WATER SERVICE

The City of Downey bills for water service on a bi-monthly basis. The water rate structure is comprised of two components: 1) fixed meter charge and 2) variable water usage charge. The Variable Water Usage Charge makes up a greater portion of each customer's Total Bi-Monthly Water Service Charge which has proven equitable and effective in achieving water conservation. Therefore, reducing water usage can help conserve water while reducing the amount of money owed on your bill.

Fixed Meter Charge – The basic (i.e. flat) bi-monthly charge for every customer based on the size of the customer's water meter or in the case of fire services, the size of the service.

Variable Usage Charge – The bi-monthly water usage charge is based on units (CUs) of water flow registered at each customer's water meter. This charge is made of multiple tiers each having its own rate and is therefore calculated as the sum of the water used (CU) under each tier multiplied by the corresponding rate ($/CU). Customers can find a table and graphical breakdown of water usage by tiers under the "Current Water Usage" section on the front of this Statement of Services.

Consumption Unit (CU) – 1 Consumption Unit (CU) is equal to 100 cubic feet (ccf) or 748 gallons of water used.

Tier – The Variable Water Usage Charge is made of multiple tiers. Each tier has a range of water usage (CU) allowed and an associated rate ($/CU) before moving into the next tier depending on the total amount of water used.

Backflow Prevention Program – Charged to water accounts which have testable backflow devices such as Pressure Vacuum Breakers (PVBs), Double Check Detector Assemblies (DCDAs), and Reduced Pressure Principal Devices (RPs).

SEWER SERVICE

The City of Downey bills for sanitary sewer service on a bi-monthly basis. The sewer rate structure is comprised of two components: 1) fixed sewer charge; and 2) variable sewer charge.

Fixed Sewer Charge – The basic (i.e. flat) bi-monthly charge for every customer. For Single Family Residential customers it is a flat charge of $5.48, for Multi-Family Residential customers it is $3.28 times the number of dwelling units, and for Non-Residential Customers it is based on the size of the customer's water meter.

Variable Sewer Charge – Sewer charge is based on units (CUs) of water flow registered at each customer's water meter. This charge is calculated by multiplying the amount of water used each bi-monthly period in Consumption Units (CUs) by the rate of $.10/CU.

AB 939 Solid Waste Reduction Fee – The bi-monthly Assembly Bill (AB) 939-Solid Waste Reduction is a state-mandated program requiring diversion/ recycling of solid waste. For Single Family Residential customers there is a flat charge. For Multi-Family Residential accounts there is a flat charge times the number of dwelling units.

Update My Information

Please allow 1-2 billing cycles for change to take effect

Change my mailing address to:

Address _____

_____

City _____ State _____ Zip _____

Primary Phone: _____

Primary Email: _____

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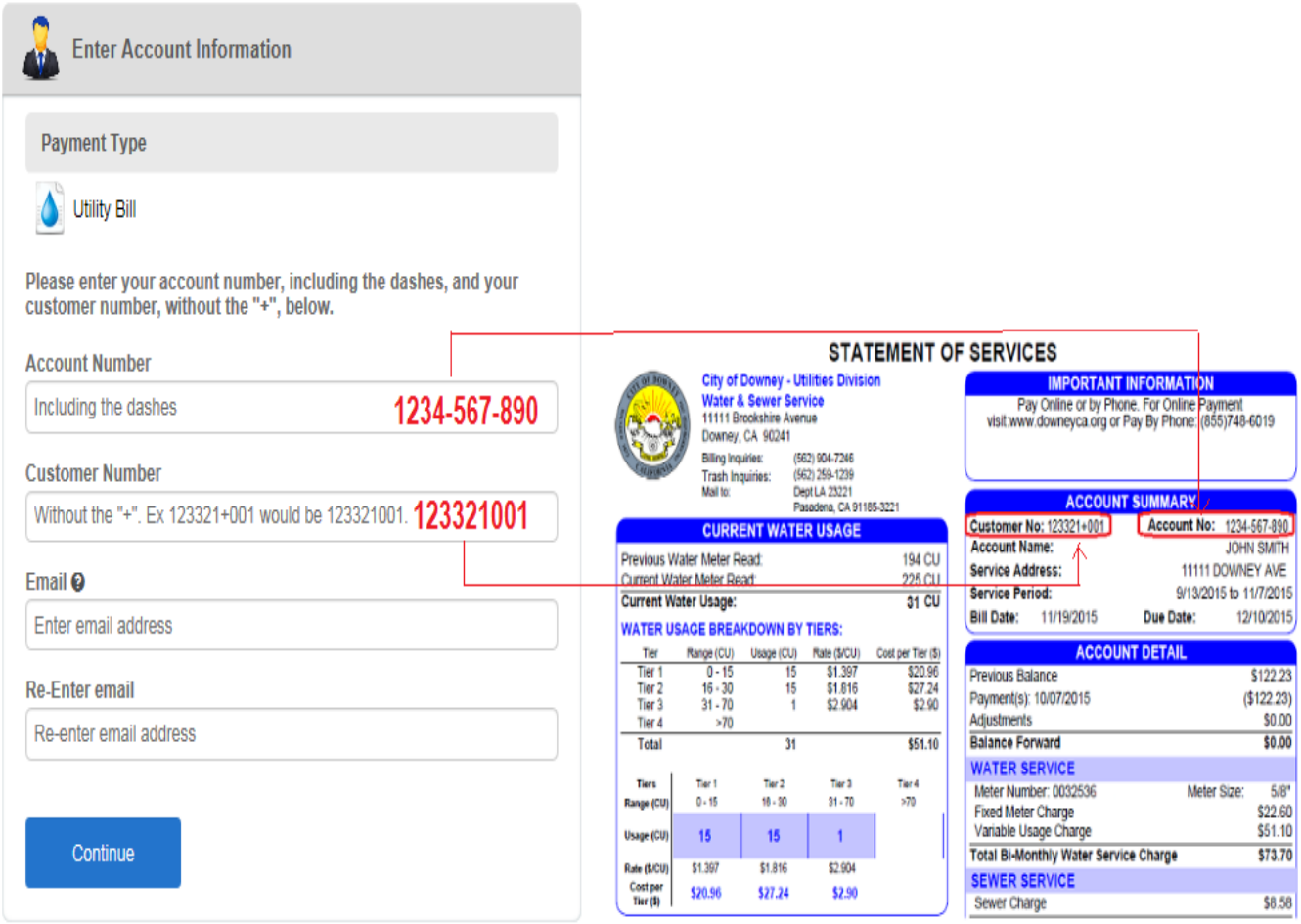
ONLINE WATER BILL FREQUENTLY ASKED QUESTIONS

Required Information for One-Time Payment