


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: 1234567890

Service Address: 525 Golden Gate Ave

Customer Name: Jane Doe

3 **Bill Date:** 01/02/2017
Payment Due Date: 01/16/2017
Total Amount Due: \$247.25

1

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Current Charges - See Below	\$118.06	
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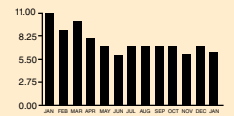
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Meter Number	Meter Size	Previous Reading	Current Reading	Consumption
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Next scheduled meter reading on or about 02/02/2017

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Compare Your Water Consumption
(in units of water)




A unit of water is 748 gallons

Bill Period	Days	Gallons	Gals/Day	Cost/Day
This Year	29	4787	165	\$4.07
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Please see reverse side for important information

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Account Number: 1234567890
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525 Golden Gate Ave
San Francisco, CA 94102

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I want to make a CAP Charitable Contribution of \$ _____

Enter Payment Amount: \$ _____

SF - WATER
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SAN FRANCISCO CA 94120-7369

12345678901 123456789

- 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 wastewater 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.

NEW! Starting January 2017, this section will reflect every cubic foot of water used. This will provide more detailed water usage data.


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

If you'd like to speak to a representative, please call SFPUC Customer Services at (415) 551-3000 or visit the Customer Services Counter located on the 1st Floor of 525 Golden Gate Avenue, Monday through Friday from 8am to 5pm (except for City holidays).

MUESTRA DE FACTURA

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).



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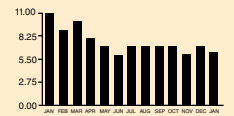
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- 1 MENSAJES PARA EL CLIENTE.** Aprenda sobre nuestros programas de reembolso, consejos para conservar el agua, fechas de reuniones comunitarias, y otros temas importantes adjuntos a sus facturas. Mensajes de facturación relacionados a los cargos de 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 aguas residuales. 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.

¡ALGO NUEVO! Comenzando en enero 2017, esta sección indicará cada pie cúbico de agua usada. Esto le dará información más detallada acerca de su uso de agua.

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, por favor llame a Servicio al Cliente de SFPUC al (415) 551-3000 o visite nuestro local de Servicio al Cliente ubicado en el primer piso de 525 Golden Gate Avenue de lunes a viernes de 8 a.m. a 5 p.m. (excepto durante los días feriados de la Ciudad).

帳單樣本



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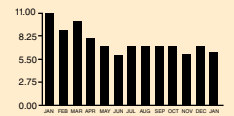
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瞭解你的帳單：常見問題

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水服務計算收費詳情。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。

新資料! 2017年起，此部份將反映所用的每一立方呎水量。此可提供更詳細的用水數據。

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。

如果你想和我們的客服代表聯絡，請電 (415) 551-3000，或星期一至星期五上午八點至下午五點 (政府假期除外) 親自前往我們位於 525 Golden Gate Avenue 一樓的客服部。



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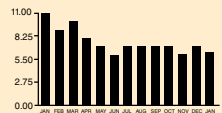
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Pagbabasa ng Iyong Bill

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.

- 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.
- 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.
- 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.
- 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.*
- 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 basurang tubig. Ang inyong itinalagang isinasaalang-alang na daloy na ginagamit upang kuwentahin ang inyong singil sa serbisyong imburnal ay ipinabatid din dito.
- 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.

BAGO! Simula sa Enero 2017, ang bahaging ito ay magpapakita ng bawat cubic foot ng tubig na nagamit. Ito ay magkaloob ng mas detalyadong mga datos ng paggamit ng tubig.

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 ninyong makipag-usap sa isang kinatawan, mangyaring tawagan ang SFPUC Customer Services sa (415) 551-3000 o bisitahin ang Customer Services Counter na matatagpuan sa Unang Palapag ng 525 Golden Gate Avenue, Lunes hanggang Biyernes mula 8am hanggang 5pm (maliban sa mga holiday ng Lungsod).