



City of
Los Banos
At the Crossroads of California

YOUR ACCOUNT# IS _____

YOUR GARBAGE DAY IS _____

YOUR BILL DUE DATE IS _____

WELCOME!

The City of Los Banos provides water, wastewater collection, wastewater treatment, and garbage disposal services. Billing is on a monthly basis for all services. The minimum monthly bill for water, wastewater and garbage disposal services is \$101.56 as of July 1, 2023.

Water	\$24.55
Wastewater Collection	\$21.96
Wastewater Treatment	\$ 9.56
Garbage Disposal	<u>\$45.50</u>
	\$101.56

WATER: The Public Works Department reads water meters every month to calculate consumption. Customers receive a *base allowance* of 1,500 cubic feet of water every month. This amounts to about 11,220 gallons of water. Water in excess of 1,500 cubic feet is charged at a *Tier 2* rate of \$1.90 per 100 cubic feet.

WASTEWATER COLLECTION & TREATMENT: Wastewater collection and treatment for residential services are charged a flat rate. For commercial service, customers are charged according to type of business.

GARBAGE DISPOSAL: The City contracts with Mid Valley Disposal for garbage disposal service. This includes the following services: 96 gallon blue cart for recycling, 96 gallon grey cart for trash, 96 gallon green cart for green waste. Mid Valley Disposal provides the garbage disposal containers. Garbage needs to be put out on the street at the curb before 6 a.m. on pick-up day. Garbage cans cannot be placed at the curb before 6 p.m. the day prior to pick up and must be placed out of sight no later than 12 midnight the day of the pick up. The monthly charge for garbage disposal service is:

	<u>64 Gallon Cart</u>	<u>96 Gallon Cart</u>
Curbside service:	\$43.90	\$45.50

Depending on when a holiday falls during the week, garbage pick-up days for that week could be a day late. Mid Valley Disposal observes the following holidays:

- ♦ New Year's Day ♦ Martin Luther King Day ♦ Labor Day
- ♦ President's Day ♦ Memorial Day ♦ Fourth of July
- ♦ Veterans Day ♦ Thanksgiving Day ♦ Christmas Day

BILL PAYMENT: Customer utility bills will be billed monthly on one of two billing cycles. The first billing cycle will be due the 5th day of each month. The second billing cycle will be due the 20th of each month. After 5 p.m. on the due date customers are subject to a 15% late charge. Payment due dates are adjusted when the due date falls on a weekend or City holiday. The 15% late charge will be included with the next billing.

CUSTOMER PAYMENTS:

For our customers convenience, website payments can be made at www.losbanos.org. You can also make a payment via telephone by calling our automated payment center at **1-888-745-0706**. The City accepts only credit cards and debit cards with a Master Card or Visa logo. Direct Pay is also available to allow customers to pay electronically from personal bank accounts.

COURTESY NOTICES:

Customers can receive automated notices by providing a current home phone or cell phone number. This notice will be sent out 7 days prior to your bill due date.

TURN-OFF NOTICES:

Unpaid accounts are subject to turn-off. Turn-off notices are placed on your door when services are turned off for non-payment. A \$50 administrative fee is added to the account and must be paid in cash, money order, Visa or Master Card only, for service to be restored.

CLOSED ACCOUNTS:

If an account is closed for non-payment, or if a customer has a balance owing from a previous address, the city reserves the right to request immediate payment before new services are started at another location or to transfer the remaining balance from the old location to the new location.

CREDIT BUREAU:

If a customer has an outstanding balance with the Credit Bureau that has resulted from an unpaid balance from any account within the City of Los Banos, this amount must be paid to the Credit Bureau before any new or old account will be opened or reopened in that customers name.

DEPOSITS:

The City requires a \$200 security deposit and proof of residency or proof of ownership from all customers. The security deposit will be applied to your account when it is closed or after 24 months of good credit history. Any remaining balance over the final bill will be refunded to the customer.

RETURNED CHECK POLICY:

The City charges a \$35 returned check fee. Cash, money order, Visa or Master Card is required to cover returned checks.

If you have any questions, please call us!

KEY CUSTOMER SERVICE PHONE NUMBERS

Administration/Finance Dept	827-7000
Planning/Building Dept	827-7000
City Hall Fax	827-7006
Public Works/Water Dept	827-7056
Public Services/Recreation Dept.	827-7034
Police Dept.	827-7070
Fire Dept.	827-7025
Mid Valley Disposal.	270-5100