

ITEM #
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See back for details!



Customer Service: (510) 583-4600
After Hours Emergencies: (510) 293-7000
TDD: (510) 247-3340

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Pay-By-Phone: 1-855-385-9416
((\$500 max payment per call))
@cityofhayward

Understanding Your Bill

Description of Charges:

- 1. **Water Usage Charges** – based upon the amount of water used during the billing cycle and the property’s location inside or outside of incorporated Hayward. (1 Unit = 100 Cubic Feet = 748 Gallons). Your charges are also based on a tier structure with units costing more as you use more water.
- 2. **Meter Service Charge** – this assists in recovering the costs of system maintenance, reading meters, and servicing and billing customer accounts. The charge is a flat-rate based on the size of the meter.
- 3. **Sewer Charge** – reflects the costs of sewer system maintenance and waste treatment. Sewer rates for residential customers are a Standard bi-monthly rate that is discounted when water usage is between 0-5 units (Lifeline Rate) and 6-10 units (Economy Rate).
- 4. **Other Charges** – charges that could appear on your bill include, but are not limited to: service initiation, deposit, service restoration, and collection notification.
- 5. **Emergency Services Facilities Tax** – this excise tax is a general tax levied on all residences in the City of Hayward. For residences receiving individual service through the Hayward Water System, the tax rate is \$36 per year, billed \$6 bi-monthly on your utility bill. For information, please visit www.hayward-ca.gov/esft
- 6. **Returned Check Fee** – A minimum fee of \$25 is charged if a check is returned from the bank for any reason. Additional collection charges may also apply.

Low Income Discount:

A low income discount is available if total gross family income falls below the maximum allowable income limit. For an application and to see income limits, please call (510) 583-4600, or visit: www.hayward-ca.gov/lowincomeapplication

Payment Methods

Automatic Payment – sign-up for FEE-FREE automatic payments from your checking account! Visit www.hayward-ca.gov/EFTform or call our office for an authorization form.

Credit Card / Debit Card – pay with your credit or debit card online at www.hayward-ca.gov/HSS, or over the phone by calling 1-855-385-9416. A convenience fee will apply.

Night Drop – A drop box is located on the east side of the City Hall building facing Watkins Street. Check or money order only.

Comments:

For all account notices, submit a letter from the property owner. Verification of your disability or age is necessary. Please call (510) 583-4600 for more information.

Charges Are Due Upon Bill Receipt:

Charges on your bill are due and payable now. The charges will be delinquent if not paid by the delinquent date printed on the reverse side of this bill, and at that time a \$5 late fee and 1% interest charge will be assessed. Delinquent accounts may result in the discontinuance of service and incur reconnection fees. Also, in compliance with HMC §11-3, delinquent charges may be added as an assessment to the property owner’s Alameda County property tax bill, at which time additional fees and interest may be assessed. If you have any questions about this bill, please contact the Revenue Department at (510) 583-4600 for an explanation.

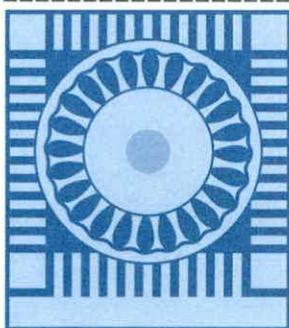
Stopping Service / Person Responsible for Payment:

The party that initially signed up for service is responsible for the payment of charges until we are contacted to discontinue service or a new party requests to establish a new account. We are unable to backdate account closure dates, and per Hayward Municipal Code, it is the sole responsibility of the account holder to cancel service and close the account. Contact our office at least 48 hours prior to the date you wish to stop service at (510) 583-4600, or email your name, account number, forwarding address, phone number, and the requested service stop date to HSS@hayward-ca.gov. Note - we do not complete account shut-offs on Fridays, weekends, or holidays. Also, you will receive a final bill.

In Person – visit the Cashier in the Revenue Division, Hayward City Hall during the office hours listed above to pay your bill in person.

By Mail – to: Hayward Water System
P.O. Box 6004
Hayward, CA 94540

If mailing your payment, to avoid the imposition of late fees and interest, allow for sufficient time for your payment to reach the City and be processed before your Delinquent Date. Postmarks are not accepted.



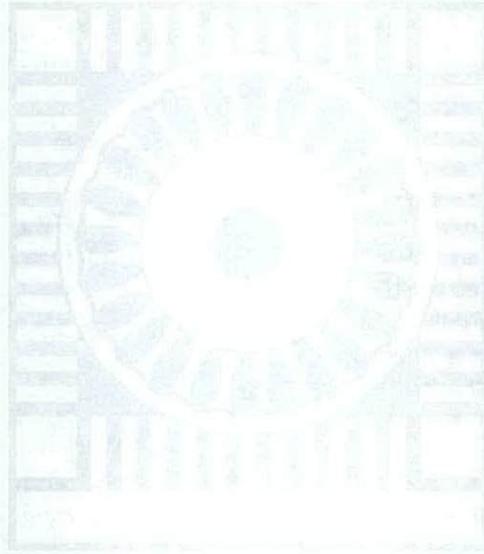
PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.

WE APPRECIATE YOUR TIMELY RESPONSE. YOUR PROMPT PAYMENT ALLOWS US TO MAINTAIN THE HAYWARD WATER SYSTEM TO BETTER SERVE YOUR NEEDS.

GO GREEN - GO PAPERLESS

- Pay your bill, view consumption history, past payments, and other account information at www.hayward-ca.gov/HSS
- Sign-up for FEE-FREE automatic payments! Visit www.hayward-ca.gov/EFTform or call our office for an authorization form.
- Get your bill by email! Email HSS@hayward-ca.gov or enter your email address here: _____

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Why was the Emergency Services Facilities Tax adopted?

The Emergency Services Facilities Tax (ESFT) was adopted by the City Council in September 1990. By increasing general City funds, the ESFT will help make it possible to retrofit or strengthen the City of Hayward’s facilities against the damaging effects of an earthquake without significantly impairing other City services or programs. By retrofitting these public facilities, City employees will be better able to respond to your needs in an emergency situation.

What kind of tax is the Emergency Services Facilities Tax?

The ESFT is not a property or utility tax. It is a general tax on individuals, not based on property ownership or the amount of utilities consumed, and is collected on a per household basis. The ESFT is an excise tax and is a flat amount based on a service or privilege received.

What is an excise tax?

An excise tax is a tax that may be imposed by cities and other public authorities on the enjoyment of a privilege or service, the performance of an act, or engaging in an occupation. The best know excise tax in California is the sales tax imposed “on the privilege of selling personal property at retail.” For the City of Hayward, the excise tax is for “the privilege of having emergency response facilities available that are located, constructed, and rehabilitated to maximize their availability and resistance to damage from earthquakes.”

What are the rates at which the Emergency Services Facilities Tax will be levied?

-For single-family or multi-family residences, the tax shall be \$36 per unit per year.

-For persons who reside together in a mobile home within a mobile home park, the tax shall be \$24 per unit per year.

How will the Emergency Services Facilities Tax be collected?

For multi-unit tenants or residents of mobile homes, the ESFT will be collected every quarter. Since you will be billed every three months, you will be billed \$9 per billing for a total of \$36 per year if you live in a multi-family residence. If you live in a mobile home, you will be billed \$6 quarterly, for a total of \$24 annually.

Is anyone exempt from paying the ESFT?

The ESFT will not be imposed upon any person that is, or is part of a family that is, very-low-income as defined or modified by the State of California.

To see if you qualify for an exemption and to receive an application, please call (510) 583-4634, or visit: www.hayward-ca.gov/lowincomeapplication

HOME PREPAREDNESS

If a major earthquake struck today, you might be without direct assistance for up to 72 hours. Are you prepared to be self-sufficient?

Steps to take:

1. Have a family meeting place and an out of town contact phone number.
2. Learn how to shut off gas, water, and electricity in case the lines are damaged.
3. Make sure your home is bolted to the foundation.
4. Secure your water heater and appliances that could move enough to rupture utility lines.
5. Put latches on cabinet doors to keep them closed during shaking.
6. Maintain emergency food, water, and other supplies, including: medicine, a first-aid kit, and clothing.
7. Practice drop, cover, and hold-on drills with your family.

For more information about preparing yourself and your family for the next earthquake and other natural disasters, visit:

www.earthquakecountry.info
www.earthquake.usgs.gov
www.calema.ca.gov
www.seismic.ca.gov/prepare
www.fema.gov

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Name Correction: _____

Like to receive this bill by email? Enter your email address below:

Move-In Date Correction: _____

_____ (email address)

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CITY OF
HAYWARD

HEART OF THE BAY

777 B STREET • HAYWARD • CA 94541-5007

REVENUE - WATER

ITEM #
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Presorted
First Class
U.S. Postage
PAID
PBPS

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PERMIT



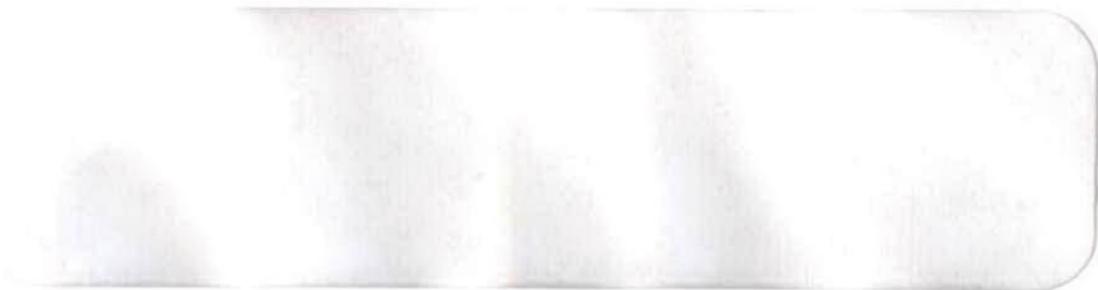
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HAYWARD

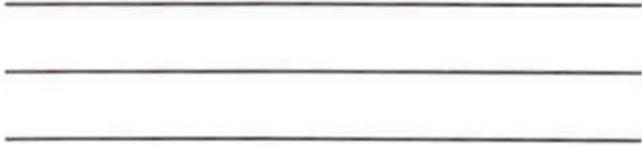
HEART OF THE BAY

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REVENUE

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PLACE
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HAYWARD WATER SYSTEM

PO BOX 6004

HAYWARD CA 94540-6004

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BARCODE
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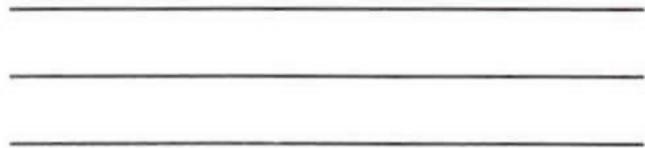


To pay your bill, set-up automatic payments, & access account information visit -
www.hayward-ca.gov/HSS.

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FLAP

REMOVE FROM FLAP

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PLACE
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EMERGENCY SERVICE FACILITIES TAX

PO BOX 6004

HAYWARD CA 94540-6004

BARCODE



To pay your bill, set-up automatic payments, & access account information visit -
www.hayward-ca.gov/HSS.



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CITY OF HAYWARD
REVENUE DIVISION

~~TAX AND LICENSE OFFICE~~

~~CITY OF HAYWARD~~

777 B STREET

HAYWARD, CALIFORNIA 94541-5007

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✓ BARCODE

