

Your bill is now presented in two easy to read sections. The left section provides your account and historic information. The right section summarizes your current bill.

103



CITY OF LONG BEACH

UTILITY CUSTOMER SERVICE
333 WEST OCEAN BOULEVARD
LONG BEACH, CA 90802-4664



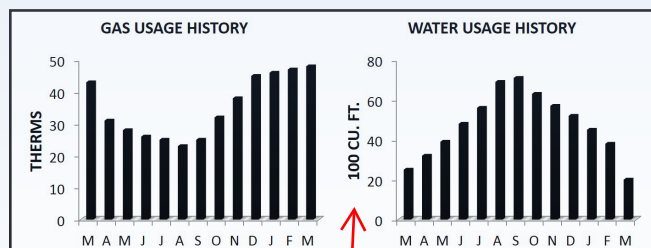
CUSTOMER SERVICE: (562) 570-5700
WWW.LONGBEACH.GOV/UTILITYBILLING

ACCOUNT INFORMATION

ACCOUNT NUMBER: 031344603
ACCOUNT NAME: JOHN DOE
SERVICE ADDRESS: 1234 ABBA ZABBA ROAD
BILLING DATE: 04/04/12

Clearly presented account information detail.

HISTORICAL USAGE



New graphic display of consumption over the past 12 months.

SPECIAL MESSAGE

WINTER SAVER - LOWER YOUR THERMOSTAT SETTING A FEW DEGREES AND SAVE ON HEATING COSTS UP TO 3 PERCENT PER DEGREE.

DIGALERT - BEFORE YOU DO ANY DIGGING ON YOUR PROPERTY, CALL DIGALERT AT 811 TO HAVE YOUR UNDERGROUND GAS LINE LOCATED ON YOUR PROPERTY TO AVOID STRIKING A PIPELINE. THIS SERVICE IS FREE.

ELECTION - DISTRICT 4 MUNICIPAL ELECTION ON JUNE 5, 2012. FOR ADDITIONAL INFO, VISIT WWW.LONGBEACH.GOV/ELECTIONS. FOR A MAIL BALLOT, EMAIL VOTE_BY_MAIL@LONGBEACH.GOV.

New message display will inform you of important utility billing, public safety and City of Long Beach civic information.

REGULAR BILL

Concise summary of current Gas, Water, Sewer and Refuse billing information.

GAS \$41.43

SERVICE PERIOD: 02/28/12 TO 03/30/12
METER READ: 633 - 638

	THERMS	RATE	TOTAL
GAS SERVICE CHARGE	(32 DAYS)	0.1644	5.26
TIER I USAGE	48	0.3348	16.07
TIER II USAGE	0	0.3872	0.00
COST OF GAS	48	0.4186	20.10

WATER / SEWER \$116.61

SERVICE PERIOD: 02/28/12 TO 03/30/12
METER READ: 1106 - 1133

	100 CU. FT	RATE	TOTAL
WATER SERVICE CHARGE	(32 DAYS)	0.4180	13.38
TIER I USAGE	3	2.1960	6.59
TIER II USAGE	7	2.4390	17.07
TIER III USAGE	17	3.6590	62.20
SEWER SERVICE CHARGE	(32 DAYS)	0.2500	8.00
SEWER USAGE	27	0.3470	9.37

REFUSE \$75.09

SERVICE PERIOD: 02/28/12 TO 03/30/12

REFUSE SERVICE CHARGE (32 DAYS)	0.6453	20.65
REFUSE BIN RENTAL		25.00
REFUSE ROLL OUT FEE		29.44

New easy to read summary of account activity.

ACCOUNT ACTIVITY

PREVIOUS BILL	\$60.05
PAYMENT RECEIVED ON 03/15/12	\$-60.05
BALANCE FORWARD	\$0.00

NEW CHARGES (GAS, WATER, SEWER, REFUSE)	\$233.13
UTILITY USERS TAX = 5% (GAS & WATER)	\$7.03
SERVICE ESTABLISHMENT	\$35.00
DEPOSITS	\$70.00
APPOINTMENT RESCHEDULING FEE	\$20.00
CURRENT CHARGES	\$365.16

TOTAL AMOUNT DUE \$365.16
DUE DATE 04/27/12

LATE CHARGE IF RECEIVED AFTER 04/27/12 \$21.91
AMOUNT DUE WITH LATE CHARGE \$387.07

RETURN BOTTOM PORTION WITH YOUR PAYMENT

REGULAR BILL

ACCOUNT NUMBER: 031344603
SERVICE ADDRESS: 1234 ABBA ZABBA ROAD

New easy tear off bill remit portion to include when sending your payment.

DUE DATE	AMOUNT DUE
04/27/12	\$365.16
AMOUNT ENCLOSED	
ENTER AMOUNT ONLY IF DIFFERENT	\$

CLB0521T
4000000128 128/1



JOHN DOE
1234 ABBA ZABBA ROAD
LONG BEACH, CA 90800

00107093608807 00000070007

☐ Change of address or phone number
(print corrections on reverse side)

BILLS

- Service Restoration:** If your service(s) has been shut off for nonpayment, the City of Long Beach requires payment of said bill, a cash deposit, plus any additional charges authorized by the Long Beach Municipal Code and/or the Long Beach Utilities Department Rules and Regulations before service(s) will be restored. Service(s) will be restored on the next available date.
- Fireline Meter:** A water meter servicing both a fire protection service and domestic service is subject to termination for non-payment if bill is not paid by due date.
- Questions:** When questioning a bill, contact our office by email at GO-UtilityBilling@longbeach.gov, by phone (562) 570-5700, by mail, or in person. Bills can be disputed up to 10 days after the Delinquent Bill or Final Closing Notice is issued. If, after the investigation and explanation, you believe the bill is incorrect, you may request an Administrative Hearing on gas and water usage disputes.
- Due Date:** Due Date shown on the front bottom of the bill is for current charges only. It does not stop collection/interruption of service on an unpaid previous balance.

IMPORTANT CONTACT INFORMATION

Billing, Gas, Appliance, Pilot Light and Alternative Bill Format	(562) 570-5700	Speech & Hearing Impaired Customer (TDD)	(562) 570-6693
If You Smell Gas	(562) 570-2140	Email	GO-UtilityBilling@longbeach.gov
Water Leak and Sewer Stoppage	(562) 570-2390	Gas Conservation Inquiries	www.lbutilities.org
Water Quality Concerns	(562) 570-2477	Water Conservation Inquiries	www.lbutilities.org
Refuse Pick-Up	(562) 570-2876	Refuse & Recycling Information	www.longbeach-recycles.org

EXPLANATION OF TERMS

- CCF or (100 CU. FT):** This is the unit of measure of the gas or water passing through your gas or water meter. There are 748 gallons of water in 100 CU. FT. of water.
- BTU (British Thermal Unit):** Is a measure of the octane of natural gas. This measure is applied to 100 CU. FT. usage to obtain therms. Therm is a standard unit of heat energy.
- Gas/Water/Sewer Charges:** Helps pay for customer services such as reading meters, billing, mailing bills, and processing payments.
- Tier Usage:** Gas and Water costs are tiered based on the amount of usage, with the least expensive rate for the lowest volume of usage.
- Cost of Gas:** Cost of gas is calculated monthly and is based on the cost of all gas supplies purchased by Long Beach Utilities Department on behalf of its gas customers.
- Sewer Usage Charge:** Sewer usage charge is calculated based on the volumetric amount of water used by the customer.
- Refuse Service Charge:** A daily rate based on the size and number of containers serviced by automated pick-up or standard daily charges for other types of refuse pick-up.
- Customer Owned Service Lines:** A customer owned house line goes from the gas meter to a building, structure, and/or natural gas consuming appliances (stove, pool heater, BBQ, etc.) owned by the customer. It is the responsibility of the building/property owners to maintain that pipeline, including any portions that may be underground. Additional information at: <http://www.LButilities.org/CustomerOwnedGasLines>

PAYMENTS

- Payment Stations:** For cash only payments, present this barcode at any local 7-Eleven, CVS, Walgreens, or Food4Less to pay your City of Long Beach Utility bill.
- Pay 24-Hours a Day:** Pay by Phone: (833) 408-8405
Pay by Web: www.longbeach.gov/utilitybilling
- By Mail:** Make check or money order payable to City of Long Beach, P.O. Box 630, Long Beach, CA 90842-0001. For your own protection, do not send cash by mail.
- Automatic Payments:** Payment deducted from your checking account.
- In-Person:** 7:30am-4:30pm, Monday-Friday (closed holidays), City Hall, 411 W. Ocean Blvd., Long Beach, CA 90802-9829.
- Return Payments:** If, for any reason, a payment is returned unpaid, a special handling fee and a security deposit will be added to the balance of your account. A returned payment must be replaced by cash, a money order, or a cashier's check. If unpaid, your service(s) may be shut off.
- Late Payments:** If Total Amount Due is not paid by the Due Date, a 4.5% Late Payment Fee (\$4.50 minimum) will be applied.

PAY WITH CASH

PAY YOUR CITY OF LONG BEACH BILL
WITH CASH AT PARTICIPATING RETAILERS

Payments are recognized the same day.

powered by
KUBRA EZ-PAY

Bring this barcode with you to make a payment.

RETAILER INSTRUCTIONS:

1. **SCAN** customer barcode.
2. **ENTER** the amount the customer wants to pay.
3. **COLLECT** the desired cash amount (and fee, if applicable).

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed e-receipt at vanilladirect.com/pay/ereceipt.



799366433570006371689171556739



Walgreens

Food4Less



CHANGE OF ADDRESS AND/OR PHONE NUMBER

ADDRESS: _____

TELEPHONE # _____

E-MAIL: _____

REMIT PAYMENT TO:

CITY OF LONG BEACH
PO BOX 630
LONG BEACH, CA 90802-0001