



## 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 both water and garbage disposal services is \$51.85.

Water	\$15.18
Wastewater Collection	\$ 8.85
Wastewater Treatment	\$ 3.85
Dump Closure Fee	\$ 1.50
Green Waste Disposal	\$ 6.17
Garbage Disposal	<u>\$16.30</u>
	\$51.85

**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 \$1.17 per 100 cubic feet. Consumption is billed in 100 cubic feet increments.

**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 Allied Waste Services (Formerly BFI) for garbage disposal service. Allied provides the garbage disposal containers. Garbage needs to be put out 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. For residential service, customers can choose to take the garbage container out to the curb or have the container picked up in the backyard at a higher rate. The monthly charge for garbage disposal service is:

	<u>Initial Can</u>	<u>Additional Can</u>
Curbside service:	\$16.30	\$11.40
Backyard service:	\$27.62	\$19.34

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

New Year's Day	Labor Day	Christmas Day
Memorial Day	Thanksgiving Day	4 <sup>th</sup> of July

**GARBAGE STICKER BOOKS.** Garbage sticker books are available for additional garbage pick-up. The cost is \$11.61 for a book of 10 stickers. One sticker is good for one additional garbage container full of bagged garbage.

**UTILITY BILLING DATES.** Customers will receive their utility bills the first week of every month.

**BILL PAYMENT.** Customers have until the 20<sup>th</sup> of every month to pay their utility bill, after that date customers are subject to a 15% late charge. Payment due date is adjusted when the 20<sup>th</sup> falls on a weekend. The 15% late charge will be included with the next billing.

For our customers' convenience, website payments can be made at [www.losbanos.org](http://www.losbanos.org). Payments with debit card/credit card can be made at City Hall and over the phone (209) 827-7000. Direct Pay is also available to allow customers to pay electronically from personal bank accounts.

**BALANCED PAY PROGRAM.** This program is available to property owners only, with a two-year utility history with the City of Los Banos. The Balanced Pay Program will make it easier for customers to balance their budgets, because they will know the amount of their payment in advance.

**48-HOUR & TURN-OFF NOTICES.** 48-hour notices are mailed out to all unpaid accounts that are 45 days delinquent. Unpaid accounts are subject to turn-off after the 20<sup>th</sup> of the month. Turn-off notices are placed on your door when services are turned off for non-payment. A \$35 administrative fee is added to the account and must be paid in cash, money order, ATM, VISA or MasterCard only for service to be restored after turn off.

**DEPOSITS.** The City requires a \$70 security deposit and proof of residency from customers who are renting/leasing a home or place of business. If you own your home or place of business, proof of ownership is necessary and no deposit is required. The security deposit will be applied to your account when it is closed. 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 or money order is required to cover returned checks.

**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
Allied Waste Services. . . . .	826-0231

***If you have any questions, please call us!***