

Notice of Service Interruption



CITY OF VACAVILLE

Utility Billing Division
650 Merchant Street
Vacaville, CA 95688-6908
www.cityofvacaville.com
707-449-5128

Notice of Service Interruption

Past Due Amount **\$218.83**
Notice Fee **\$ 13.50**
Total Past Due Balance \$232.33

In accordance with our previous notice, the period has expired for the payment of your bill in the amount of **232.33**. If not paid by close of business on **2/3/2020** we shall be compelled to interrupt service on the following business day.

If you have questions regarding this notice, please call (707) 449-5128, weekdays between 8:00 am – 5:00 pm.

Please be advised that the City is closed weekends, holidays and every other Friday.

Notice Date: 1/10/20
Billing Cycle: 01
Customer Number: 54321
Account Number: 54321.0001
Customer Name: JOHN DOE
Service Location: 123 Main St

If your account is not brought current by {date}, regardless of whether or not service is interrupted, you will be charged a non-payment fee. If your water service is interrupted, City policy requires that all delinquent charges and fees owed be paid in full, prior to service being restored.

If you are not the current account holder for water service but are the tenant of this property, you individually or together with any other tenant of this property, have the right to become a customer. Actual users may become City customers if they are willing and able to assume responsibility for the entire account and subsequent charges.

The City will not interrupt your water service in certain situations which are described on the back of this notice. If you believe any of these situations apply to you, you must promptly comply with the procedures stated on the back of this notice to stop the City from interrupting your service. Please read your rights on the inside of this notice.

Bill pay options:

Online <https://www.onlinebiller.com/vacaville/>

By phone: (707) 449-5128, option 2

In person: 650 Merchant St, Finance counter

**Remittance Stub – no change/same as
current stub**

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TRANSLATIONS

* Visite nuestra oficina o sitio web para obtener una traducción de este aviso.

*请访问我们的办公室或网站，以获取本通知的翻译。

*Mangyaring bisitahin ang aming opisina o website para sa isang pagsasalin ng paunawa na ito.

* Vui lòng truy cập văn phòng hoặc trang web của chúng tôi để dịch bản thông báo này.

*이 통보서를 번역 할 사무소 나 웹 사이트를 방문하십시오.

www.ci.vacaville.ca.us/government/administrative-services/finance/utility-billing/service-interruption-policy

REQUESTING A BILL REVIEW

Any customer may request an investigation into the charges on their bill submitting a completed Appeal Request Form available at www.citofvacavile.com or in our office. Applications must be submitted within fifteen (15) days of presentation of the disputed bill or any notice for said bill. The City will not interrupt water service during an investigation. If the customer considers the results of the investigation to be unfavorable, they have the right to appeal the decision to the Director of Administrative Services or Utilities Director by submitting a written request with a statement that the bill is in dispute and a full explanation of the dispute. The City will make a final determination within 15 days of receipt of the customer's written request for a review or investigation. A customer may not appeal more than three billings in a twelve month period. The determination of the Director of Administrative Services or Utilities Director is final.

REQUESTING AN AMORTIZATION OF YOUR BILL

Any customer who is unable to pay their utility bill before the scheduled interruption date, may request an alternative payment arrangement to avoid additional fees or interruption of service. Payment arrangements that extend into the next billing period are considered an amortization plan. Applications for an amortization plan are available by contacting us at (707) 449-5128 or in our office. The customer must comply with the terms of the amortization plan and remain current as charges accrue in each subsequent billing period. The customer may not request any additional payment arrangements while paying delinquent charges pursuant to an amortization plan. Failure to comply with the terms of an amortization plan will result in the issuance of a written interruption notice.

RESTORAL OF SERVICE:

In order to resume or continue service that has been interrupted for non-payment, the customer must pay all delinquent charges and fees owed. To have same day restoral without paying an after-hours restoral fee, the payment must be received by 4:00 pm. Water service that is turned on by any person other than City personnel may be subject to fines or additional charges. Any damages that occur as a result of unauthorized restoration of service are the responsibility of the customer.

CONTACT INFORMATION

Please contact Utility Billing with questions about this notice or assistance options by phone at (707) 449-5128, (Monday –Friday 8:00-5:00), or in person at 650 Merchant Street (Monday – Friday 8:00-5:30). Please be advised that the City is closed every other Friday and on all holidays.

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remittance stub