

How to Read Your Utility Bill

City of St. Helena

City Council approved the new water and wastewater rates on June 27, 2023, and the new billing structure was implemented on September 1, 2023. The new rates are now reflected on your November 15, 2023, billing, which includes your bi-monthly usage for September and October 2023. Below is a summary on how to read your utility bill.

Bill Front

1 1088 College Avenue
St. Helena, CA 94574
water@cityofsthele
(707) 968-2745

2 **Account Statement**
ACCOUNT INFORMATION
ACCOUNT: 000000-000
SERVICE ADDRESS: 1088 College Ave
SERVICE PERIOD: 9/1/2023 to 10/31/2023
BILLING DATE: 11/15/2023

3 **METER READING**
DUE DATE: 12/15/2023

Serial No	Date	Reading	Date	Reading	Cons
04303272	9/27/2023	847	10/25/2023	862	15
04303272	8/29/2023	831	9/27/2023	847	16

4 City of St. Helena
1088 College Ave
St. Helena, CA 94574

5 **SPECIAL MESSAGE**
To sign up for our Online Services or Autopay, please view the back of your statement for instructions. If you have any questions regarding your water bill please contact us at (707) 968-2745.

Code	Tier - Conc - Rate	Amount
ConRes 1: 11 C @	5.89	65.89
ConRes 2: 4 C @	12.06	48.24
ConRes 3: 16 C @	12.91	206.56
ConDWR 1: 1 C @	9.89	9.89

6 **CURRENT CHARGES**
Water Base Fee 5/8" Residential 135.50
Water Use 320.09
Sewer Use 9.89
Sewer Single Family Residential 179.26
TOTAL CURRENT CHARGES 645.34

7 **Water Use In HCF**
Bar chart showing Prior Usage (blue) and Current Usage (orange) from Dec to Nov. Current usage is significantly higher than prior usage in most months.

8 **BILL SUMMARY**
Previous Balance 496.81
Thank you for your payment. -496.81
Adjustments 0.00
Additional Billing 0.00
Current Charges 645.34
TOTAL AMOUNT DUE 645.34

9 **AMOUNT DUE**
TOTAL AMOUNT DUE BY 12/15/2023 645.34

10 **REMIT PAYMENT TO:**
City of St. Helena
PO BOX 1290
Suisun City, CA 94585-1290

Payment Coupon
ACCOUNT INFORMATION
PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT
PLEASE MAKE CHECK PAYABLE TO:
CITY OF ST. HELENA
ACCOUNT: 000000-000
SERVICE ADDRESS: 1088 College Ave
SERVICE PERIOD: 9/1/2023 to 10/31/2023
BILLING DATE: 11/15/2023
DUE DATE: 12/15/2023
City of St. Helena
1088 College Ave
St. Helena, CA 94574

- Service Period** indicates the starting and ending dates of the current bi-monthly bill.
- Billing Date** is the date the bill was generated.
- Due Date** is the date the bill is due.
- Meter Reading** is information on your meter reading, including the meter serial number, meter read date, the previous and current reading, and consumption (Cons).

5. **Tier Display** is the tier billing amount calculation for each tier, based on the tier rate and consumption in that tier in Hundred Cubic Feet (HCF):

ConRes Tier 1 Water Rate – 0-11 at \$5.99 per HCF

ConRes Tier 2 Water Rate – 12-15 at \$12.06 per HCF

ConRes Tier 3 Water Rate – 16 & greater at \$12.91 per HCF

ConSWR1- Wastewater use is not billed in tiers. Each unit of wastewater is billed bi-monthly based on the service type classification. For residential customers only, the sewer consumption is the average metered water consumption for the prior months of January through March.

6. **Current Charges** displays the summary level charges for all services billed including water, water base fee, sewer, and sewer base fee.

Base charges are based on the service type classification. Refer to the following link for detailed information-

https://www.cityofsthelena.org/sites/default/files/fileattachments/utility_billing_services/page/24043/bi-monthly_utility_rates_2023.pdf

7. **Water Use in HCF** graph shows your monthly water consumption over the last 12 months compared to the previous year's 12 months.

8. **Bill Summary** is a quick overview of your previous bi-monthly balance, payments and or adjustments made, additional billings, current charges, and total account balance.

9. **Amount Due** is the total amount due and due date.

10. **Amount Enclosed** is where customers can write the amount they are paying or "Auto Pay" will display if the customer is enrolled in automatic payments.

- **What is Cons?**

- Cons is an abbreviation for consumption and is the meter units of water consumed in the meter reading period. Units are hundred cubic feet (HCF).

- **What is HCF?**

- 1 HCF (hundred cubic feet) is approximately 748 gallons.

- **What is?**

- ConRes- Residential water consumption.
- ConMF- Multi-Unit water consumption.
- ConCom- Commercial water consumption.
- ConSWR- Residential wastewater.
- C- Consumption

The new utility billing rates became effective September 1, 2023, and if you would like to learn more about how to read and calculate your new bill, please join our workshop on Thursday, December 7, 2023, from 3:00 PM-6:00 PM at City Hall 1088 College Ave, St. Helena, CA 94574.

For more information regarding the new utility billing rate structure, please visit the City's website:

<https://www.cityofsthelena.org/utility-billing/page/water-and-wastewater-rate-update>