

**LATE PAYMENT NOTICE**

**Notice Date:** (refer to English)

**RE:**           **Service Address:** (refer to English)  
**Customer/Account:** (refer to English)  
**Balance Past Due:** (refer to English)

As of the above Notice Date, the City of San José Municipal Water System ("City") has not received payment for your water bill, and it is now **PAST DUE**. Consequently, a late penalty charge of (refer to English) has been added to your past due balance. This penalty is *not* included in the past due amount shown above.

Your water service may be disconnected in 60 days of this Notice Date if the above Balance Past Due is not paid in full. This is the **FIRST** notice of the Past Due Balance. If full payment is not received, the City will send a **SECOND** notice informing you that your water service may be terminated. If full payment is still not received, as a **THIRD** and final notice, the City will attempt to reach you by phone or with a door tag. It is your responsibility to make your payments, whether or not you actually receive these warnings. The water service policy is available online at <https://www.sanjoseca.gov/customerservice>. Scroll to *San José Municipal Water System Customers* and click on *Water Services Policies and Procedures*.

**Payment can be made in one of the following ways:**

- **Online:** Visit E-bill Express at <https://www.e-billexpress.com/ebpp/CSJUtilities/Login/Index>
- **Phone:** Pay anytime with credit card, debit card, or directly from your bank account, using the Interactive Voice Response system by calling (408) 535-3500. A live representative is available during the City's normal business hours of 8:00 a.m. to 5:00 p.m. Monday-Friday.
- **In-Person:** Bring a copy of this notice and payment to City Hall, 200 East Santa Clara St., 1st Floor, San José, CA 95113
- **Mail:** Send check or money order with the enclosed payment coupon in the envelope provided. Write your customer/account number on the check or money order. Return to: City of San José, P. O. Box 888242, Los Angeles, CA 90088-8242
- **Drop box:** Place check and payment stub in a sealed envelope 24 hours a day at the drop box located at: **San José City Hall, 200 East Santa Clara Street, at the entrance by Sixth and Santa Clara Street. Do not place cash in the Drop Box. For all cash payments, see "In Person" payment options above. Payments are collected daily during Business Hours.**

**Tenants:** If you are a tenant with a lease or rental agreement, and your landlord is responsible for the past due bill, you can become the customer without paying the past due amount and late fees. Contact the Customer Contact Center at (408) 535-3500 during normal business hours for further assistance.

**Payment arrangements:** Payment options, such as a deferred or an alternative payment schedule, may be arranged by calling the Customer Contact Center at (408) 535-3500. Note that you may only have one active payment arrangement at a time.

**Bill Review:** If you wish to dispute this bill, call the Customer Contact Center at (408) 535-3500, and pay the undisputed portion to avoid late fees. Your bill will be reviewed. If you are dissatisfied with the outcome of this review, within fifteen (15) days, you need to file a Bill Review Appeal Form at <https://www.sanjoseca.gov/waterpaymentresources>. The bill will again be reviewed, and you will be notified of the City's final decision.

This is an important notice about your water bill. The City has not received payment. For questions or information call (408) 535-3500.

*Please return this portion with your payment*

City of San José  
200 East Santa Clara Street San José, CA 95113



Customer/Account No.	Delinquent Amount Due	Amount Enclosed
	\$	\$

**Make payments to:**

City of San José PO Box 888242  
Los Angeles, CA 90088-8242