

# Sunnyslope County Water District

3570 Airline Highway  
Hollister, California 95023-9702

Phone (831) 637-4670  
Fax (831) 637-1399

July 2007

Dear City of Hollister Sewer Customers:

As the City of Hollister Finance Department previously notified you, effective July 1, 2007, Sunnyslope County Water District has taken over the billing of your City sewer service and street sweeping charge.

Your first bill that includes water charges from Sunnyslope along with sewer and street sweeping charges from the City will be a transitional bill<sup>1</sup> and will be mailed on the last working day of August. The table below summarizes the sewer and street sweeping rates for the transitional period and future billing periods.

| Customer Class            | 7/1 to 8/20/2007 (1)   |                        | 8/21 to 9/20/2007 (2)  |                        |
|---------------------------|------------------------|------------------------|------------------------|------------------------|
|                           | Sewer Service Charge * | Street Sweeping Charge | Sewer Service Charge * | Street Sweeping Charge |
| Single-Family Residential | \$ 108.10              | \$ 4.00                | \$ 64.86               | \$ 2.40                |
| Multi-Family Residential  | \$ 94.23 /unit         | \$ 4.00 /unit          | \$ 56.54 /unit         | \$ 2.40 /unit          |

\* For the rates on other sewer customer classifications, call the District office at (831) 637-4670.

(1) Bill will be mailed to you on August 31, 2007 (one-time transitional bill).

(2) Bill will be mailed to you on September 28, 2007 (will continue on a regular monthly basis).

**Note:** Bills are payable upon receipt and become delinquent after the 20<sup>th</sup> of the month.

Any questions or problems with water or sewer billing and water service should be addressed directly with Sunnyslope County Water District at (831) 637-4670.

Any problems with your sewer service, however, should still be directed to the City's utility department at (831) 636-4377.

<sup>1</sup> The City's billing cycle ran on a calendar month basis and was billed bi-monthly. Sunnyslope's billing cycle runs from the 21<sup>st</sup> of one month to the 20<sup>th</sup> of the next month and is billed monthly. Therefore, a transitional bill for July 1 to August 20, 2007, or 1 full month plus 20 days, is needed for the first billing cycle which includes City of Hollister sewer and street sweeping charges.

For your convenience and as a reminder, utility payments may be made:

- ◆ **By Mail:** To Sunnyslope County Water District, 3570 Airline Highway, Hollister, CA 95023-9702. Remember, payment must be received in the office by the 20<sup>th</sup>, not postmarked the 20<sup>th</sup>, to avoid late fee penalty and the administrative collection fee.
- ◆ **By Automatic Payment:** You may sign up for the convenience of having the total amount of your utility bill automatically deducted from your checking, share draft, or savings account. Your payment will be electronically deducted from your designated account on the 15<sup>th</sup> of every month.
- ◆ **In Drop Boxes:** We have two drop boxes at our main office that you can drop payments in.
- ◆ **By Credit Card:** Visa, MasterCard, and Discover card payments are accepted in person or by calling (831) 637-4670 during business hours. Debit cards are accepted but can only be used in person.
- ◆ **At Cashier's Desk:** Payments are accepted in person at the Cashier's desk during normal business hours.

Remember, all past due balances due to the City of Hollister should still be paid directly to the City of Hollister Finance Department, 375 Fifth Street, Hollister, CA 95023-3876. The City will also continue to accept and process senior citizen discount applications.

We are happy to be able to provide this service to the City, and to you, our customers. We hope that it will be easier for you to budget your personal expenses with the monthly sewer charge rather than the bi-monthly charge, and be more convenient to make one payment rather than two.

We are available Monday – Friday, 8 a.m. to 5 p.m. (except on Holidays) to assist you or to answer any further questions you may have during the transition process. You may drop by the District office at 3570 Airline Highway or call the office at (831) 637-4670.

Sincerely,

*Bryan M. Yamaoka*  
General Manager