

Welcome to the San Miguel Community Services District. The following information is provided to help you understand the water and wastewater billing and payment procedures. Please read the information carefully, and don't hesitate to ask for assistance if you have any questions.

Water and wastewater accounts are billed every other month starting in January, so you will receive bills in the months of January, March, May, July, September and November. Bills are mailed by the 15<sup>th</sup> day of each billing month for the previous two months of usage (i.e. January 15<sup>th</sup> billing would be for November and December usage.) The minimum bi-monthly billing for water service is \$26.10 for the first 1,000 cubic feet of usage with additional charges based upon each 100cf thereafter. The bi-monthly flat rate for wastewater service is \$53.76. Commercial wastewater accounts shall be charged additional fees, as adopted by Ordinance of the Board of Directors, depending upon circumstances.

The San Miguel CSD cannot be responsible for late or non-delivery of billing statements by the post office. If you have not received your bill by the 25<sup>th</sup> of a billing month, please contact our office at (805) 467-3388 to check your account status. Office hours are 8:30 am to 5:00 pm Monday through Friday, except legal holidays. The office is closed between 1:00 – 2:00 pm.

Water and wastewater bills become past due if not paid by 3:00 pm on the 10<sup>th</sup> of the following months: February, April, June, August, October and December. POSTMARKS ARE NOT ACCEPTED. A 10% penalty will be automatically assessed on all outstanding balances on the 11<sup>th</sup> of the months that bills are due. After penalty assessment, the San Miguel CSD shall provide past due accounts a late notice and notice of termination date. Accounts remaining unpaid by the date specified on the late notice will be shut off until paid in full. There are no exceptions. Prior to service termination, we will attempt to deliver a 24-hour notice which will be placed on the door where service is provided. Once service has been shut off, a restoration fee of \$60.00 will be added to all accounts remaining unpaid. The balance and the restoration fee must be paid in full before the account can be cleared and water service restored. The San Miguel CSD does have a payment extension policy. If you are experiencing hardship, an extension request must be made PRIOR to the payment deadline. You should be able to substantiate your hardship. Each request is evaluated on a case-by-case basis.

Payments may be made in person at 1150 Mission Street, San Miguel. An outside payment drop is available. Payments may be mailed (check or money order only) to PO Box 180, San Miguel. It is recommended that customers paying by cash do so during regular business hours. Please note that the San Miguel CSD cannot be responsible for any cash payments placed through the drop box. Payments received after 3:00 pm will be posted the following business day and can be subject to penalty and/or service restoration fees.

**IMPORTANT NOTICE FOR LAST DAY UTILITY PAYMENTS:** If you are making payment on or near the deadline date, it is recommended that you deliver your payment to the San Miguel CSD office at 1150 Mission Street, San Miguel and wait for a receipt – this is your proof that payment was received by San Miguel CSD prior to the deadline.

The above information is merely a brief summary of the San Miguel CSD's billing policies. For further information, we encourage you to contact us at (805) 467-3388.

San Miguel Community Services District  
Utility Billing  
PO Box 180  
1150 Mission Street  
San Miguel, CA 93451  
(805) 467-3388  
(805) 467-9212 Fax  
Business Hours are 8:30am – 5:00pm Monday through Friday; closed between 1:00 – 2:00 pm.