



CITY OF LONG BEACH

UTILITY SERVICES
POST OFFICE BOX 630
LONG BEACH, CA 90842-0001

Your bill is now presented in two easy to read sections. The left setion provides your account and historic information. The right section summarizes your current bill.



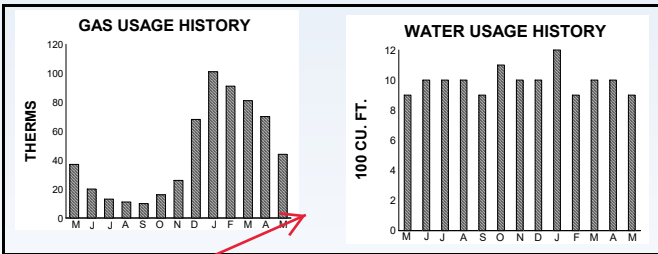
CUSTOMER SERVICE: (562) 570-5700
PAY BY PHONE: (833) 408-8405
WWW.LONGBEACH.GOV/UTILITYBILLING

ACCOUNT INFORMATION

ACCOUNT NUMBER: [REDACTED]
ACCOUNT NAME: [REDACTED]
SERVICE ADDRESS: [REDACTED]
BILLING DATE: 05/05/21

Clearly Presented account information detail

HISTORICAL USAGE



New graphic display of consumption over the past 12 months.

Water Usage	CCF/Day	Gal/Day
ThisYear	0.31	232
Last Year	0.31	232

SPECIAL MESSAGE

[REDACTED MESSAGE]

New message display will inform you of important utility billing, public safety and City of Long Beach civic information.

REGULAR BILL

GAS Concise summary of current Gas, Water, Sewer and Refuse billing information. **\$56.56**

SERVICE PERIOD: 04/04/21 TO 05/03/21
METER READ: 1990 - 2032 BTU Conv Factor 1.036000

	THERMS	RATE	TOTAL
GAS SERVICE CHARGE	(29 DAYS)	0.164400	4.77
TIER I USAGE	40	0.747400	29.90
TIER II USAGE	4	1.072400	4.29
COST OF GAS	44	0.332045	14.61
(AB32) CA CARBON REDUCTION	44	0.068	2.99

WATER/SEWER **\$58.18**

SERVICE PERIOD: 04/04/21 TO 05/03/21
METER READ: 180 - 189

	100 CU. FT.	RATE	TOTAL
WATER SERVICE CHARGE	(29 DAYS)	0.6960	20.18
TIER I USAGE	6	2.4360	14.62
TIER II USAGE	3	4.6630	13.99
SEWER SERVICE CHARGE	(29 DAYS)	0.2250	6.53
SEWER USAGE	8	0.3570	2.86

REFUSE **\$28.02**

SERVICE PERIOD: 04/06/21 TO 05/05/21

REFUSE SERVICE CHARGE	(29 DAYS)	0.9662	28.02
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ACCOUNT ACTIVITY

New easy to read summary of account activity.

PREVIOUS BILL	\$194.87
PAYMENT RECEIVED - 04/20/21	-\$194.87
BALANCE FORWARD	\$0.00
NEW CHARGES (GAS, WATER, SEWER, REFUSE)	\$142.76
UTILITY USERS TAX = 5% (GAS, WATER)	\$5.27
CURRENT CHARGES	\$148.03

TOTAL AMOUNT DUE \$148.03
DUE DATE 05/24/21

RETURN BOTTOM PORTION WITH YOUR PAYMENT - MAKE CHECK PAYABLE TO THE CITY OF LONG BEACH

67 [1/1]

REGULAR BILL

ACCOUNT NUMBER:
SERVICE ADDRESS:

[REDACTED]

New easy tear off bill remit portion to include when sending your payment.

DUE DATE AMOUNT DUE

05/24/21 \$148.03

AMOUNT ENCLOSED

ENTER AMOUNT ONLY IF DIFFERENT \$

010 [REDACTED] 6 00000 [REDACTED]

Change of address or phone number (print corrections on reverse side)

BILLS

- Service Restoration:** If your service(s) has been shut off for nonpayment, the City of Long Beach requires payment of said bill, a cash deposit, plus any additional charges authorized by the Long Beach Municipal Code and/or the Long Beach Water Department Rules and Regulations before service(s) will be restored. Service(s) will be restored on the next available date.
- Closing Bills:** A collection charge will be added to the Closing Bill total if the entire balance owing is not paid by the due date indicated on the Closing Bill.
- Questions:** When questioning a bill, contact our office by email at GO-UtilityBilling@longbeach.gov, by phone (562) 570-5700, by mail, or in person. Bills can be disputed up to 10 days after the Delinquent Bill or Final Closing Notice is issued. If, after the investigation and explanation, you believe the bill is incorrect, you may request an Administrative Hearing on gas and water usage disputes.
- Due Date:** Due Date shown on the front bottom of the bill is for current charges only. It does not stop collection/interruption of service on an unpaid previous balance.

IMPORTANT CONTACT INFORMATION

Billing, Gas, Appliance, Pilot Light and Alternative Bill Format.....(562) 570-5700	Speech & Hearing Impaired Customer (TDD).....(562) 570-6693
If You Smell Gas.....(562) 570-2140	Email..... GO-UtilityBilling@longbeach.gov
Water Leak and Sewer Stoppage.....(562) 570-2390	Gas Conservation Inquiries..... www.longbeach.gov/lbgo
Water Quality Concerns.....(562) 570-2477	Water Conservation Inquiries..... www.lbwater.org
Refuse Pick-Up.....(562) 570-2876	Refuse & Recycling Information..... www.longbeach-recycles.org

EXPLANATION OF TERMS

- CCF or (100 CU. FT):** This is the unit of measure of the gas or water passing through your gas or water meter. There are 748 gallons of water in 100 CU. FT. of water.
- BTU (British Thermal Unit):** Is a measure of the octane of natural gas. This measure is applied to 100 CU. FT. usage to obtain therms. Therm is a standard unit of heat energy.
- Gas/Water/Sewer Charges:** Helps pay for customer services such as reading meters, billing, mailing bills, and processing payments.
 - Tier Usage:** Gas and Water costs are tiered based on the amount of usage, with the least expensive rate for the lowest volume of usage.
 - Cost of Gas:** Cost of gas is calculated monthly and is based on the cost of all gas supplies purchased by Long Beach Energy Resources on behalf of its gas customers.
 - Sewer Usage Charge:** Sewer usage charge is calculated based on the volumetric amount of water used by the customer.
- Refuse Service Charge:** A daily rate based on the size and number of containers serviced by automated pick-up or standard daily charges for other types of refuse pick-up.
- Customer Owned Service Lines:** A customer owned house line goes from the gas meter to a building, structure, and/or natural gas consuming appliances (stove, pool heater, BBQ, etc.) owned by the customer. It is the responsibility of the building/property owners to maintain that pipeline, including any portions that may be underground. Additional information at: <http://www.longbeach.gov/lbgo/>

PAYMENTS

- Payment Stations:** For cash only payments, present this QR code at any local 7-Eleven or CVS to pay your City of Long Beach Utility bill.
- Pay 24-Hours a Day:** Pay by Phone: (833) 408-8405
Pay by Web: www.longbeach.gov/utilitybilling
- By Mail:** Make check or money order payable to City of Long Beach, P.O. Box 630, Long Beach, CA 90842-0001. For your own protection, do not send cash by mail.
- Automatic Payments:** Payment deducted from your checking account.
 - In Person:** 7:30am-4:30pm, Monday-Friday (closed holidays), City Hall, 411 W. Ocean Blvd., Long Beach, CA 90802-9829.
- Return Payments:** If, for any reason, a payment is returned unpaid, a special handling fee and a security deposit will be added to the balance of your account. A returned payment must be replaced by cash, a money order, or a cashier's check. If unpaid, your service(s) may be shut off.
- Late Payments:** If Total Amount Due is not paid by the Due Date, a 4.5% Late Payment Fee (\$4.50 minimum) will be applied.

PAY YOUR BILL WITH CASH AT PARTICIPATING CVS AND 7-ELEVEN STORES

Bring this notice with you to make a payment. There is no fee to make this cash payment.

Payments are recognized same day.

Customers call (888) 714-0004 for PayNearMe cash payment help.



CVS TEAM MEMBER INSTRUCTIONS:

1. Scan barcode
2. Enter payment amount and press "Total"
3. Collect payment from customer
4. Tender the transaction and provide receipt



QYDQTH



Subject to terms of use at www.PayNearMe.com

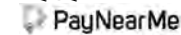


7-ELEVEN TEAM MEMBER INSTRUCTIONS:

1. Ask customer the payment amount to load
2. Press "Load"
3. Scan barcode and collect payment
4. Return this document and provide receipt



QYDQTH



CHANGE OF ADDRESS AND/OR PHONE NUMBER

ADDRESS: _____

TELEPHONE #: _____

E-MAIL: _____

REMIT PAYMENT TO:

CITY OF LONG BEACH
PO BOX 630
LONG BEACH, CA 90842-0001