

WHY STAND IN LINE?

PAY YOUR BILLS ONLINE OR BY PHONE

The City of Adelanto now offers FREE online bill pay and pay by phone services.

Just visit www.adelantopay.com or call 1-855-748-3304

Please have your Account Number available when you log in for the first time.

Payment can be mailed via the address listed on your bill stub or pay in person at:

City Hall

11600 Air Expressway

Adelanto, CA 92301

Hours of Operation:

Monday-Thursday 7:00AM – 6:00PM

Friday, Saturday, Sunday – **Closed**

For question regarding you bill please contact the Utility Billing Department at

(760) 246-2300 x3040

Due Date: The due date on the bill applies to the **current** charges only. Any past due amounts should be paid immediately to avoid disconnection of service.

Terms of Payment: Bills are due and payable upon receipt and are delinquent on the day following the stated due date. If the entire bill has not been paid after 15 days, your account may be subject to disconnection. A reconnection fee will be applied. All fees must be paid in full prior to reconnection.

Late Fee: The total amount due must be paid in full by the indicated due date. A late fee of 10% will be assessed on any current charge if not paid by due date. An additional 2% will be assessed to any outstanding balance each month.

Extension on Past Due Amounts: No more than **three** extensions may be permitted in any calendar year (APUA Resolution14-01, section 5.02.03).

Returned Check Fee: A returned check fee will be charged for any check returned unpaid by your bank. A deposit, reconnection fee, and/or other fees may be required to re-establish creditworthiness and service.

Low Income and Senior Low Income Exemption programs: On August 12, 2009, the Adelanto Public Utility Authority Board approved a Senior Low Income Exemption Program and a Low Income Exemption Program. Please call the Utility Billing department for details or visit www.ci.adelanto.ca.us.

Understanding your rates

Water: Your water charges are made up of a Base Rate + the Usage (Commodity) Rate

Base Rate by Meter Size	Effective Sept. 1, 2017
Residential up to 1" ⁽¹⁾	\$27.60
Commercial up to 1"	\$46.00
1 1/2"	\$92.00
2"	\$147.20
3"	\$276.00
4"	\$460.00

(1) Residential Meters are up to 1".

Commodity Rate Tier ⁽¹⁾⁽²⁾	Effective Sept. 1, 2017	
1	1-15	\$2.47
2	16 and up	\$4.42

(1) Unit of water is equal to 1 hundred cubic feet of water or 748 gallons.

(2) The number of units in each tier will vary from the above based on meter size.

* See the Draft Fee Study at City Hall for details.

For Example: A single-family residential customer using 25 units of water per month would pay as follows:

$$\begin{aligned}
 & \text{(Base Rate) } \$27.60 + \\
 & \text{Tier 1 Usage 1-15 Units } (\$2.47 \times 15 \text{ units}) \$37.05 + \\
 & \text{Tier 2 Usage 16-25 Units } (\$4.42 \times 9) \$48.78 \\
 & = \mathbf{\$113.43}
 \end{aligned}$$

Sewer: Your Sewer Charges are a Base Rate based on Land Use

Property Type	Effective July 1, 2012
Single Family Residential Flat Sewer Rate	\$61.06
Multi Family Residential Flat Sewer Rate ⁽¹⁾	\$30.53 per unit
Commercial/Industrial Flat Sewer Rate ⁽²⁾	\$61.06 per EDU

(1) Multi-Family housing has a per unit factor that is .5 of a Single Family Resident unit.

(2) EDU = Equivalent Dwelling Unit is a factor based on the estimated number of wastewater portals and employees in the facility.