

Water and Sewer Rates and Customer Service Information

In December 2007, the City Council approved the recommendations of a Blue Ribbon Committee on Water Resources to increase water and sewer rates to meet revenue requirements in a fair and equitable manner. The rates were tentatively set to be effective January 1, 2008.

Petitions were filed with the City in January 2008 in an effort to stop the rate increase by referendum. The City placed the rate increases on hold until there was a resolution. In February, the County Registrar found that there were not sufficient valid signatures on the petitions. Customers will be charged at the new tiered water rates beginning in March and will first see these increased rates on their water bill dated approximately April 1, 2008.

The rates and other customer service information currently in effect are provided below:

1. Services are billed monthly and payment is due on the 15th of each month. Customers have a grace period to pay until the 24th or next business day. If payment is not received by the deadline, a 10% late fee will be automatically assessed. Interest of ½ percent per month will also be charged
2. Water Service is billed at the tiered rates per unit. Each unit is 748 gallons. Sewer is billed at a Flat Rate each month – There is NO PRORATING. See the table below for water and sewer rates.
3. The billing cycle is monthly. Customers are billed from prior read date to current read date based on their water consumption calculated for each meter reading . These read dates are located in the upper right hand corner of the bill.
4. The Water Department offers its customers the convenience of an Auto Pay System for their utility bills. This system directly charges customers' checking or savings accounts for their water/sewer bill each month on the 15th or next business day. Customers still receive their bills and don't have to worry about any late fees. You can sign up any time. Ask one of our Customer Service staff for a consent form or download it from this website.
5. Please be aware that if you are moving into a new development you may need to re-set your water sprinklers.
6. Contact numbers for the water department customer service:
647-4364 or 467-4580
7. In the event that you need immediate assistance with your service after our normal business hours, please contact our Answering Service at 647-4360.

New Rates Approved in December 2007 and Effective in March 2008

City of American Canyon
Water Sewer Rates

	Mar. 1, 2008	Jan. 1, 2009	Jan. 1, 2010
Low winter water use (0-4 hcf)	\$34.55	\$37.83	\$41.42
Average winter water use (4-13 hcf)	\$36.79	\$40.29	\$44.11
High winter water use (13+ hcf)	\$38.11	\$41.73	\$45.69

WATER SERVICE is billed at the following rate structure:
The next rate increase is tentatively set for March 1, 2008.

	Mar. 1, 2008		Jan. 1, 2009		Jan. 1, 2010	
Residential commodity rate	Inside / Outside		Inside / Outside		Inside / Outside	
Tier 1 (0-8 units)	\$2.25	\$3.15	\$2.41	\$3.37	\$2.58	\$3.61
Tier 2 (9-20 units)	\$2.88	\$4.03	\$3.08	\$4.31	\$3.30	\$4.62
Tier 3 (21+ units)	\$3.45	\$4.83	\$3.55	\$4.97	\$3.66	\$5.12
Commercial commodity rate	\$2.63	\$3.68	\$2.81	\$3.94	\$3.01	\$4.22
Landscaping commodity rate	\$2.63	\$3.68	\$2.81	\$3.94	\$3.01	\$4.22
Multi-family commodity rate	\$2.63		\$2.81		\$3.01	
METER CHARGE 1" Residential	\$4.00		\$4.40		\$4.84	

All other customers can contact our offices for rate information