

# Behind on Water/Sewer Bills?



The Low Income Household Water Assistance Program (LIHWAP) administered by the California Department of Community Services and Development (CSD) helps pay overdue residential water and sewer bills

## NO RESTRICTION

- There is no date restriction for when the overdue amount occurred.
- LIHWAP is a federally funded program that offers a one-time payment to help pay past due water or wastewater bills.

## ELIGIBILITY

- Total household gross income is at or below 60% of the State Median Income (see table) or a household member is a current recipient of CalFresh or CalWORKs.
- You have a past due amount on your water or wastewater (sewer) bill;
- Renters: If your water and/or wastewater bill is included in your rental payment you may still qualify for LIHWAP if you are past due on rent. The application will require an additional step: You must complete an agreement with your landlord to apply the benefit amount.

Number of Persons in Household	Monthly Income
1	\$2,564.73
2	\$3,353.87
3	\$4,143.02
4	\$4,932.17
5	\$5,721.31
6	\$6,510.46
7	\$6,658.43
8	\$6,806.39
9	\$6,954.36
10	\$7,102.32


### For questions and Application Assistance:


#### San Joaquin County Department of Aging and Community Services

333 E. Washington St.  
Stockton, CA 95202

Monday through Friday

9 a.m. to 12 p.m. and 1 p.m. to 4 p.m.

 209-468-1500

 209-468-2202 (español)

 [www.sjchsa.org](http://www.sjchsa.org)



**CUSTOMER:**  
**SERVICE ADDRESS:**  
**ACCOUNT NO:**  
**STATEMENT DATE:**  
**CYCLE / ROUTE:**

**Contact Us**

- Customer Service:** (209) 937-8295  
M-F, 8am-4:30pm; Closed every other Friday  
First open Friday of each month 8am-Noon
- Water & Sewer 24/7 Emergency Service:** (209) 937-8341
- Extra Pick Up or Cart Size Change:**  
**Republic Services (Brown Cart)** (209) 466-3604  
**Waste Management (Green Cart)** (209) 946-5711

**Ways to Pay**

- Online:** [www.stocktonca.gov/payonline](http://www.stocktonca.gov/payonline)
- Phone:** (209) 937-8295
- Mail:** See pay stub below  
Payments must be made payable to the City of Stockton
- Walk-in:** City of Stockton, 1st Floor  
425 N. El Dorado Street  
Stockton, CA 95202
- Learn more about payments and services:** [www.stocktonca.gov/payments](http://www.stocktonca.gov/payments)

**Messages**

**Summary of Charges**

Previous Bill Amount
Last Payment(s) Amount
Balance Forward
Adjustments
New Charges
<b>Total Amount Due</b>

**New Charges**

Rate Class	Charge	Total
OWNER STORM DRAIN		
<b>Service</b>		
OWNER STORM DRAIN		
Total Current Charges		
Balance Forward		
Total Amount Due		

SU20221108.TXT-1-000000019

Return this portion with your payment.



**THIS IS A BILL**

425 N EL DORADO ST  
 STOCKTON, CA 95202



**ACCOUNT NUMBER:**  
**SERVICE ADDRESS:**  
**DUE BY:**

<b>Total Amount Due</b>
Amount Enclosed: \$



000001 000000019



REMIT TO:  
  
 CITY OF STOCKTON  
 P.O. BOX 7193  
 PASADENA CA 91109-7193

000480015000234156000000006928



# FINAL BILL

CUSTOMER:  
SERVICE ADDRESS:  
ACCOUNT NO:  
STATEMENT DATE:  
CYCLE / ROUTE:

## Contact Us

- Customer Service:** (209) 937-8295  
M-F, 8am-4:30pm; Closed every other Friday  
First open Friday of each month 8am-Noon
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## Summary of Charges

Previous Bill Amount	
Last Payment(s) Amount	.00
Balance Forward	Due Immediately
Adjustments	.00
New Charges	
<b>Total Amount Due</b>	

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## New Charges

Service	Charge	Total
Rate Class : SINGLE FAM RESIDENCE		
STORM DRAIN SF	10/31/22 10/17/22	
SEWER SINGLE FAMILY	10/31/22 10/17/22	
Total Current Charges		
Balance Forward		
Total Amount Due		

## Messages

SU20221024.TXT-2-000000083

Return this portion with your payment.



THIS IS A BILL

425 N EL DORADO ST  
STOCKTON, CA 95202



ACCOUNT NUMBER:  
SERVICE ADDRESS:  
DUE BY:

Total Amount Due
Amount Enclosed: \$



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|||



REMIT TO:  
|||  
CITY OF STOCKTON  
P.O. BOX 7193  
PASADENA CA 91109-7193

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# FINAL/CRE

CUSTOMER:  
SERVICE ADDRESS:  
ACCOUNT NO:  
STATEMENT DATE:  
CYCLE / ROUTE:

## Contact Us

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## Summary of Charges

Previous Bill Amount	
Last Payment(s) Amount	
Balance Forward	.00
Adjustments	nn
New Charges	
<b>Total Amount Due</b>	

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## New Charges

Service	Charge	Total
Rate Class : SINGLE FAM RESIDENCE		
SEWER SINGLE FAMILY	9/30/22 10/17/22	
Total Current Charges		29.77
Balance Forward		.00
Total Amount Due		29.77

## Messages

SU20221024.TXT-1-000000084

Return this portion with your payment.



THIS IS A BILL

425 N EL DORADO ST  
STOCKTON, CA 95202



ACCOUNT NUMBER:  
SERVICE ADDRESS:  
DUE BY:

<b>Total Amount Due</b>
Amount Enclosed: \$



000001 000000084  
[Barcode]



REMIT TO:  
[Barcode]  
CITY OF STOCKTON  
P.O. BOX 7193  
PASADENA CA 91109-7193

000688503000078616000000029779

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## Customer Information

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A basic penalty of ten percent (10%) of any delinquent amount will be charged on any amount remaining unpaid twenty-five (25) days of the billing, date plus one percent (1%) per month that the charges remain unpaid. (Postmarks are not accepted) Delinquent balances may result in the recording of a lien or assessment against the property where service is provided.

Utility service charges and any penalties shall constitute a lien against the lot or parcel of land against which the charges and any penalties are imposed if the charges remain delinquent for 60 or more days.

Your water service may be terminated if payment of your unified bill is delinquent, if a payment on your account is returned, or if you have failed to establish or reestablish your account. If your service is disconnected for non-payment, all amounts owed to the City, plus field charge(s) and a deposit, will require payment in full before service is restored.

Deposits may be required on any account when payments are not made before the due date or when the account is in delinquent status. Deposits are automatically credited to the account after 12 consecutive on-time payments or when the account is closed. If a credit balance remains after the final billing on a closed account, the credit amount will be refunded.

As required by law, you are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

Residential customers who are over 65 years of age, or who qualify as dependent adults, may request a 'Third-Party Notification' Authorization Form, either by telephone or by written request.

If you feel your water bill is inaccurate because the policies, procedures, or rules and regulations of the City of Stockton have not been followed correctly, please contact the Utility Billing office. A disputed bill must be reported to City of Stockton Utility Billing within five (5) days of receiving the bill. When contacting the Utility Billing office, please be prepared to provide your name, address, phone number, account number, and a brief explanation of your dispute. All undisputed charges will need to continue to be paid while dispute is being processed. If the dispute is denied, all unpaid disputed charges come due immediately.

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## How To Reach Us

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Recycling Hotline	(209) 937-8831
Water Conservation and Water Questions	(866) 786-5987
Water Field Office / Backflow Testing	(209) 937-7031

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## Solid Waste Information

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Garbage service charges are included on the unified utility bill for residential customers (up to 3 dwelling units) within Stockton City limits.

To request extra pick-up service or to change cart size, please contact your garbage service provider.

Republic Services	(209) 466-3804
Waste Management	(209) 948-5711

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## Correspondence

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Please send all correspondence to:

City of Stockton - Utilities  
P.O. Box 1571  
Stockton, CA 95201-1571

**\*\* Please do not send correspondence with payments.\*\***

City Hall - 425 N. El Dorado Street, Stockton, CA 95202

For a complete list of office hours and closed dates, please visit the City of Stockton website at [www.stocktonca.gov](http://www.stocktonca.gov)

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THIS IS A BILL

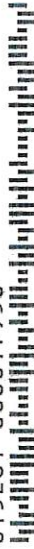


CITY OF STOCKTON  
425 N EL DORADO ST  
STOCKTON, CA 95202

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FIRST-CLASS MAIL  
U.S. POSTAGE  
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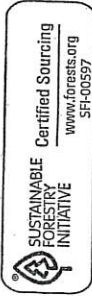


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Back of Envelope

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CITY OF STOCKTON  
REVENUE SERVICES DIVISION  
425 N EL DORADO ST  
STOCKTON, CA 95202

000044 000000234



TO:

DATE: 10/31/22



CUSTOMER NO: TYPE: RP - RES RENTAL PROPERTY INSP

-----  
CHARGE DATE DESCRIPTION REF-NUMBER DUE DATE TOTAL AMOUNT  
-----

9/29/22 BEGINNING BALANCE  
\*\* CEPY 8/24/22 9/23/22

NS1 10/13/22 11/14/22

Please disregard if payment has already been made.  
Make payments @ [www.stocktonca.gov/payinvoices](http://www.stocktonca.gov/payinvoices)

\*\* - PREVIOUSLY BILLED - INCLUDED IN BEGINNING BALANCE

-----  
CURRENT OVER 30 OVER 60 OVER 90  
-----  
.56 56.25

PAYMENT DUE:  
TOTAL DUE:

PLEASE DETACH AND SEND THIS COPY WITH REMITTANCE

DATE: 10/31/22  
CUSTOMER NO:

NAME:  
TYPE: RP -

PLEASE REMIT TO:  
CITY OF STOCKTON - FINAR  
REVENUE SERVICES DIVISION  
22 E WEBER AVE #350  
STOCKTON CA 95202  
(209) 937-8813

TOTAL DUE:





FIRE PREVENTION DIVISION  
 345 N EL DORADO ST  
 STOCKTON, CA 95202  
 (209) 937-8271

**INVOICE**

CUSTOMER:	
CUSTOMER NO:	INVOICE #:
TYPE:	DATE:
DUE DATE:	TOTAL DUE:

QUANTITY	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
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1.00	ASSEMBLY 50-300 BUNDLE/HD		
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INVOICES CAN NOW BE PAID QUICKLY, EASILY AND  
 CONVENIENTLY @ [WWW.STOCKTONCA.GOV/PAYINVOICES](http://WWW.STOCKTONCA.GOV/PAYINVOICES)

SI20221109.TXT-7-000000238

Keep this portion for your records.

Return this portion with your payment and include customer number on check or money order.



REVENUE SERVICES DIVISION  
 425 N EL DORADO ST.  
 STOCKTON, CA 95202

CUSTOMER NUMBER:	DUE DATE:	AMOUNT
INVOICE NO:	12/09/22	
TYPE:		
AMOUNT ENCLOSED:		



000007 000000238



REMIT TO:



CITY OF STOCKTON  
 P.O. BOX 2107  
 STOCKTON CA 95201



**CUSTOMER:**  
**SERVICE ADDRESS:**  
**ACCOUNT NO:**  
**STATEMENT DATE:**  
**CYCLE / ROUTE:**

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**New Charges**

Rate Class	Service	Charge	Total
OWNER STORM DRAIN	OWNER STORM DRAIN		
Total Current Charges			
Balance Forward			
Total Amount Due			

**Messages**

SU20221108.TXT-2-000000019

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425 N EL DORADO ST  
 STOCKTON, CA 95202



**ACCOUNT NUMBER:**  
**SERVICE ADDRESS:**  
**DUE BY:**

<b>Total Amount Due</b>
Amount Enclosed: \$



000002 000000019

REMIT TO:  
  
 CITY OF STOCKTON  
 P.O. BOX 7193  
 PASADENA CA 91109-7193

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