



Ranch View Terrace

Utility Services Information Sheet

<u>Service</u>	<u>Who starts up the service?</u>	<u>How am I billed?</u>
Water Service	UCSC/SCMU	UCSC Billing (AIS)
Garbage Service	UCSC/SCMU	UCSC Billing (AIS)
Electricity/Gas	Resident (you)	PG&E
TV	Resident (you)	Service Provider
Phone	Resident (you)	Service Provider
Internet	Resident (you)	Service Provider

Water Service

Reads and Billing: the Process

- Water meters are read monthly (UCSC Physical Plant takes the readings), approximately mid-month to mid-month
- Meter readings are sent to UCSC Faculty Housing
- Faculty Housing enters readings into a spreadsheet which calculates the amounts for each residence (see page 2 for a sample breakdown of charges)
- Faculty Housing posts the amounts due for each resident to AIS (UCSC's automated billing system)
- Each resident receives a bill (mailed each month)

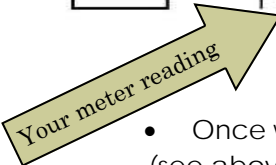
Please note that the UCSC billing system is geared mainly for student billing and payments, and as such you will find terminology such as 'Student ID' and 'Student Invoice' on your bill. As a result, this prohibits us from customizing the billing procedure. The invoice you will receive each month will list outstanding charges and amounts, but unfortunately will not break down your bill for you.

On page two, you'll find a sample of the spreadsheet we use to formulate your bill.

Breakdown of Charges

City Charges	Water Use (In cubic feet)	Rate/ cubic foot	Maximum Charge/ Interval	Elevation Surcharge/ 100 cubic feet	Service Charge	Utility Tax	Water Franchise Tax	Garbage Franchise Tax	Sewer Rates	Garbage
	400	\$1.36	544.00	0.2	15.07	7.00%	3.00%		24.37	50.09
	900	\$3.47	1,735.00						33.20	23.37
	1400	\$4.45	2,225.00							
	1800	\$6.10	2,440.00							
	1800+	\$7.61								

Unit	Name	Meter Use	Water	Ele. Sur.	Service Charge	Total H2O	Sewer	Water/ Sewer Taxes	Garbage	Garbage Taxes	Total
		260	3.54	0.31	15.07	18.92	33.20	5.21	23.37	0.00	80.70



- Once we receive your meter reading, we calculate your bill by plugging it into a spreadsheet (see above).
- The meter usage determines how many cubic feet of water you used in one month's time
- The spreadsheet calculates what rate to use per cubic foot (example: one cubic foot of water=\$1.36, only up to the first 400 cubic feet used. If you use MORE than 400 cubic feet of water per month, you are charged the next rate for every cubic foot over 400, which is \$3.47).
- You are charged a flat rate for garbage and sewer services (see below for garbage services information).

Garbage Services—Overview

Collection dates and time

- Garbage collection is every Wednesday morning.
- Please have your carts out at the curb for collection by 5:00 AM.

Carts

- For your convenience, you are provided with a 32-gallon garbage cart.
- IMPORTANT: When you receive your new carts, please affix a label to the top of the can (the lid) with your last name and house number. **Example: WILLIAMS 122 RANCHVIEW RD**
- There is no charge for recycling or yard waste carts.

Changing cart size

- If you require a larger (or smaller) garbage cart, please contact Faculty Housing.
- Please note that SCMU charges \$7.50 to increase the size of your garbage cart, but there is no charge to downsize.

Repairs/Replacements

- If your carts are ever lost or damaged, please contact Faculty Housing (facultyhousing@ucsc.edu).

Refuse cart size/cost options

20-gallon cart, once/week	\$15.30 (current)	\$16.16 (effective 7/1/09)
32-gallon cart, once/week	\$24.68 (current)	\$26.05 (effective 7/1/09)
68-gallon cart, once/week	\$52.89 (current)	\$55.84 (effective 7/1/09)
95-gallon cart, once/week	\$84.64 (current)	\$89.35 (effective 7/1/09)