



City of San José
200 East Santa Clara Street
San José, CA 95113
www.sanjoseca.gov

PLEASE SEND PAYMENT TO
PO Box 398242
San Francisco, CA 94139-8242

Invoice No: 13778168

3 Customer No.	4 Account No.	5 Online/Phone Banking Number <small>Please use as account number for your online/phone banking.</small>	6 Bill Date	7 Amount Due*	7 Due Date
1234567	9876543210	12345679876543210	August 03, 2015	\$ 381.12	August 28, 2015

Service Address: 123 MAIN ST SAN JOSE

Assessor's Parcel Number: 987-65-432

For customer service, please contact:

Garbage & Recycling: GreenTeam (408) 282-4400 **8**

Yard Trimmings: GreenWaste Recovery (408) 283-4800

Large Item Pickup: GreenTeam (408) 282-4400

For billing questions, please call (408) 535-3500

ACCOUNT SUMMARY

Previous Bill	\$190.56
Balance Forward	\$190.56
Period 7/31/2015 - 8/31/2015	
Qty	Charge
1 2 CY BIN 1/WEEK	\$166.07
1 1 x WEEK, PUSH TO 25	\$24.49
Garbage Service	\$190.56
Total Current Charges	\$190.56
TOTAL AMOUNT DUE	\$381.12

For Your Information

Go to www.sjenvironment.org/utilityrates for current rate information.

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Please return this portion with your payment



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* Payment must be received by due date to avoid late fee.

Customer/Account No.	Due Date	Amount Due*	Amount Enclosed
1234567/9876543210	August 28, 2015	\$ 381.12	\$

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Make payments to:

JOHN SMITH
123 MAIN STREET
SAN JOSE, CA 95151-1533
USA

City of San José
PO Box 398242
San Francisco, CA 94139-8242

123456798765432100000381129082820157

Reading Your New Bill Statement

1. **Payment Address** - This is the mailing address in which payments should be sent.
2. **Invoice Number** - This is a unique number used to identify a specific bill.
3. **Customer Number** - This is a unique number used identify a specific individual customer.
4. **Account Number** - This is a unique number used to identify the service address where the recycling and garbage service is being provided.
5. **Online/Phone Banking Number** - This a 17-digit number that consists of your Customer Number and Account Number combined. This number is used to make payments online or by phone. Note: There is no forward slash in this number.
6. **Amount Due** - This is the sum total of what is currently due and payable on your account. The amount includes service charges for the current billing cycle and any past due amounts owing on your account from previous billing cycles.
7. **Due Date** - This is the due date in which your payment must be received by the City in order to avoid incurring late payment charges on your account for payments received by the City after the stated due date.
8. **Customer Service Information** – These are the companies that provide garbage and recycling collection services at your property and should be contacted for service issues.
9. **Account Summary** - Shows your previous balance, any payments made since the last bill statement, and your current balance; summarizes the charges for garbage and recycling services; and shows all charges currently due on your account.
10. **Messages** - This area includes important information, such as seasonal billing or updates on garbage and recycling services.
11. **Payment Stub** - This portion of the bill must be returned with your payment when mailing or hand-delivering payments to the City.
 - When signing up for online automatic bill payment service, please reference both the Customer Number and the Account Number in order to ensure proper identification and posting of payments to your account.