

**SUISUN CITY
MUNICIPAL UTILITIES**

The City of Suisun City Municipal bills customers bi-monthly for two types of utility services: Water and Sewer. The City of Suisun City, in conjunction with Solano Irrigation District (Suisun-Solano Water Authority) owns and operates the water utility. The Fairfield-Suisun Sewer District operates the sewer service.

The bi-monthly sewer rate is a fixed amount. The bi-monthly water rate is divided into two parts - a **base service charge** based on service class and the size of the meter and a **usage charge** based on the amount of water used during a billing period.

Questions regarding utility bills should be directed to:

**SUISUN CITY MUNICIPAL UTILITIES
CUSTOMER SERVICE
701 CIVIC CENTER BLVD
SUISUN CITY, CA 94585
(707) 421-7320**

For emergencies and for all questions regarding water leaks and water quality please contact:

**SOLANO IRRIGATION DISTRICT
508 ELMIRA ROAD
VACAVILLE, CA 95688
(707) 448-6847**



BILLING INFORMATION

A \$30 deposit is required upon application and credited to your bill after twenty-four (24) months, provided there have been no returned checks or disconnection of services due to non-payment of an outstanding bill.

Billing Frequency and Payment

Utility bills are mailed every other month. **Bills are due upon receipt and must be paid on or before the delinquent date on the bill to avoid a late penalty fee of 10%.** The City of Suisun cannot be held responsible for non receipt or late receipt of mail. Please allow five (5) days mail time. Payment for utility services are made to the City of Suisun City. Cash, check, Visa/MasterCard and money orders are acceptable forms of payment.

Returned Checks

If a check is not honored by a bank, a charge of **\$28.00** plus the original bill will be due. For online payments the charge is **\$35.00**. In addition a customer has 6 days (after being notified by door tag & letter sent through the mail) to come, in person, to pay all utility service charges and penalties in **cash, money order or cashier's check.** After this period service will be terminated and an additional deposit and a collection fee will also be due to restore service.

Termination of Service for Non-payment

All accounts are due and payable upon presentation and will be delinquent after the due date printed on the bill. Pursuant to City ordinance, a **10% late charge** must be assessed to all accounts with a delinquent balance. If not paid within **60 days** after the due date, the water service is disconnected and the following is required to restore the service:

- (a) Payment of all arrears and current charges**
- (b) Payment of \$21.30 – collection fee**

- (c) Payment of \$30.00 – additional deposit (max \$180.00 Per account)**
- (d) “Same Day” re-connection is \$35.00**

**CITY OF SUISUN CITY
WATER RATES
Effective Billing period July 1, 2019**

General Service:

Water Base Charge/Meter Size	
¾”	55.15
1”	87.55
1½”	109.15

Water Usage Charges:

¾” Meter Residential (Standard)	
Rate per unit	2.49

Note: 1 unit = 748 gallons of water

**FAIRFIELD-SUISUN SEWER DISTRICT
RATE
Effective July 1, 2019**

Sewer Rates Bi-Monthly	
Residential	80.80
Commercial	Based on Water Usage

NOTE:

**Total bi-monthly base charges
EXCLUDING water usage**

¾”	= \$135.95
1”	= \$168.35
1½”	= \$189.95

**A PAYMENT DROP BOX IS
LOCATED NEXT TO THE FRONT
ENTRANCE TO CITY HALL AND IS
EMPTIED AT 7:00 AM DAILY**

For additional details, please carefully review the City policy regarding DISCONNECTION procedures posted on the City’s website at www.suisun.com