

# IMPORTANT INFORMATION REGARDING YOUR WATER BILL

The City of Menlo Park, Menlo Park Municipal Water has partnered with a new water billing provider, Minol USA. The information below outlines changes that impact your account and how you pay your bill. We have also answered some frequently asked questions and on the reverse of this page is a quick overview of your new bill format.

## CUSTOMER SERVICE

**Phone:** Call 844-463-6567 (844-4-MENLOP). Customer service representatives are available from 7:30 AM to 5:30 PM Mon – Fri.  
**Email:** Email [menloparkca@myutilitydirect.com](mailto:menloparkca@myutilitydirect.com) with any questions.  
**Online:** Go to [menloparkca.myutilitydirect.com](http://menloparkca.myutilitydirect.com) and click the Customer Service button. You can also send messages directly from your online account once you have registered.

## Things to know

- Your bill has been re-designed.
- You have a new customer account number.
- There is a new payment remittance address.
- Online account access at [menloparkca.myutilitydirect.com](http://menloparkca.myutilitydirect.com).
- AutoPay customers must RE-ENROLL in have payments automatically paid from your bank account each month.
- If you pay your bills through your financial institution or other provider, you must DELETE any previous bill payees you used to pay water bills. You will then need to CREATE a new bill payee for The City of Menlo Park, and use your new customer account number starting with 2020 and verify or type our remittance address found on your payment coupon.

## Frequently Asked Questions

### Q. Who is providing water billing for Menlo Park Municipal Water?

A. We have partnered with Minol Inc. to handle all water billing, customer service and payment remittance.

### Q. What happens to the account balance and any deposit I had on my old account?

A. All account history from your old water account is now a part of your new Minol water account. Any deposits paid, recent payments and accounting history will be reflected on your new account.

### Q. Why is my water bill higher than usual?

A. The last water statement that you received was mailed in either October or November depending on your service address. We have continued to read your water meter monthly. Enclosed is your new bill, which includes all previously unbilled charge. Future billings will return to a monthly bill cycle.

### Q. If I am unable to pay this higher water bill all at once by the due date, what should I do?

A. Since customer bills will be larger due to the extended billing period during this transition, late penalties will not be charged on any water bills issued between now and the end of May 2020. Late penalties will begin in June 2020 for past due amounts not paid by the due date. Accounts that have a past due balance after 60 days are subject to service disconnection. Payment arrangements and due-date extensions are available; please contact customer service for details.

### Q. How do I pay my water bill?

A. There are several ways to pay your water bill:

**Online:** Go to [menloparkca.myutilitydirect.com](http://menloparkca.myutilitydirect.com)

**Phone:** Call 844-463-6567 (844-4-MENLOP)

**Mail:** City of Menlo Park, PO BOX 845629, Los Angeles CA, 90084-5629  
*The payment coupon on the bottom of your statement includes this remittance address. Include the coupon and payment, with account number and using the supplied return envelope.*

**In-Person:** Visit City Hall (701 Laurel St.) during business hours. Please bring your water bill with you.

*Note that City Hall is closed every other Friday. View the City calendar at [menlopark.org](http://menlopark.org).*

**Electronic online bill pay** – If you pay your bills using your own financial institution or third-party provider then you must make the following updates to ensure your new water account is being paid.

1. You must go to your online bill pay providers website and you must DELETE your current water payee.
2. You can then CREATE a new bill payee for the CITY OF MENLO PARK using your new fourteen-digit account number and updated remittance address including zip code found on your remittance coupon.

**AutoPay** - To set your account up for payments to be automatically drafted from your banking account visit [menloparkca.myutilitydirect.com](http://menloparkca.myutilitydirect.com) and click “Set up AutoPay”. Follow the on-screen prompts to complete.

To ensure that all payments post timely and accurately please make sure that you are using your new fourteen-digit account number. Write your new account number on any mailed payments and always ensure to include all digits and dashes. Make sure you are sending to the correct PO BOX indicated on your remittance coupon.

# UNDERSTANDING YOUR NEW WATER BILL

**CONTACT INFORMATION** provides the website for online account access along with our customer service number and available hours.


**USAGE INFORMATION & HISTORY** shows meter information related to your account. You will find the service period, number of billing days and usage information

Your **USAGE HISTORY** graphically displays your current consumption as well as historical consumption previously billed.

**IMPORTANT MESSAGES** related to your water account or citywide information will be located here.

**REMITTANCE COUPON** should be included with your mailed payment to ensure there are no delays in applying a payment to your account.

**CUSTOMER NAME** and mailing address



**Menlo Park Municipal Water**  
c/o Minol USA  
15280 Addison Rd Ste 100  
Addison TX 75001

View and pay your account online at:  
menloparka.myutilitydirect.com  
Or contact customer service at  
844.463.6567 (844-4-MENLOP)  
Hours: Monday-Friday, 7:30 AM to 5:30 PM

**ACCOUNT INFORMATION**

**Account Name:** MIDDLEFIELD UNION  
**Account Number:** 2020-00000-99999  
**Service Address:** 22 CITY STREET RD  
**Bill Date:** 12/12/2019 **Due Date:** 01/06/2020

## UTILITY STATEMENT

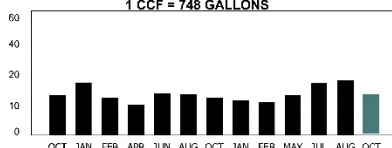
Previous Balance	Payments	Adjustments	Balance Forward	Current Charges	Amount Due
\$132.35	\$132.35	\$0.00	\$0.00	\$156.81	\$156.81

**USAGE INFORMATION & HISTORY**

Service Period: 10/01/2019 to 11/01/2019 31 days

Meter Number	Previous Reading	Current Reading	Usage (CCF)	Usage (Gallon)
60012347-01234567891	4759	4773	14	10,472

**USAGE HISTORY (IN CCF)**  
1 CCF = 748 GALLONS




**ACCOUNT ACTIVITY**

Description	Qty	Rate	Amount
Previous Balance			\$132.35
Payments (Credits)			\$132.35
Adjustments & Fees			\$0.00
<b>Balance Forward</b>			<b>\$0.00</b>
Water Basic Charge	1	\$28.2100	\$28.21
Water Consumption - Tier 1	6	\$5.5700	\$33.42
Water Consumption - Tier 2	8	\$7.9600	\$63.84
Drought Surcharge	14	\$0.3600	\$5.04
Water Capital Surcharge	14	\$1.5000	\$21.00
City Utility User Tax			\$5.30
<b>Water Total</b>			<b>\$156.81</b>
<b>Amount Due</b>			<b>\$156.81</b>

**IMPORTANT MESSAGES**

Messages from the City of Menlo Park may occasionally appear here.

Please return this portion with your payment. Make payment to: City of Menlo Park and include your account number with your payment.  
**HELP US GO GREEN!** Visit [menloparka.myutilitydirect.com](http://menloparka.myutilitydirect.com) to pay online, register for AutoPay or sign up for eStatements.



**Menlo Park Municipal Water**  
c/o Minol USA  
15280 Addison Rd Ste 100  
Addison TX 75001


Location: 009

Account Number	Due Date	Amount Due
2020-00000-99999	01/06/2020	\$156.81


A 1.5% Late Fee will be assessed if payment not received by due date and your water service will be subject to disconnection.

**AMOUNT ENCLOSED:** \$

\*\*SINGLE-PIECE 1 SGL T-M9A-D116-A-1  
1 1 SP 01500



CUSTOMER NAME  
22 CITY STREET RD  
MENLO PARK CA 94025



CITY OF MENLO PARK  
PO BOX 845629  
LOS ANGELES, CA 90084-5629

**ACCOUNT INFORMATION** includes your customer account number, service address, the billing date and the date charges are due.

**TABS** provide a quick glimpse of your account.

**BALANCE FORWARD** is the sum of your previous balance, payments received and any adjustments or fees since your last statement.

**WATER TOTAL** includes all current charges and any applicable taxes

**AMOUNT DUE** is the total amount owed. This includes any balance forward, new water charges and taxes.

**REGISTRATION CODE** is used when setting up your online account.

**REMITTANCE ADDRESS** should appear in the envelope window when mailing a payment. This is also the address to use if you utilize online bill pay services.