



CITY OF  
**HAYWARD**  
HEART OF THE BAY

September 16, 2016

Mr. Marco Pacheco  
State Water Resources Control Board  
Division of Drinking Water  
850 Marina Bay Parkway  
Building P, 2<sup>nd</sup> Floor  
Richmond, CA 94804-6403

Subject: 2015 Consumer Confidence Report

Dear Mr. Pacheco:

Enclosed is certification that the City of Hayward distributed its 2015 Consumer Confidence Report (CCR) to customers in June 2016. The CCR was prepared and distributed in accordance with the CCR guidance document, updated on January 15, 2016. The CCR can be accessed on the City's website at [www.hayward-ca.gov/CCR2015](http://www.hayward-ca.gov/CCR2015). A copy of the 2015 CCR is enclosed.

Please contact Alicia Sargiotto at (510) 583-4727, or by e-mail at [alicia.sargiotto@hayward-ca.gov](mailto:alicia.sargiotto@hayward-ca.gov), if you have questions.

Sincerely,

Alex Ameri  
Director of Utilities & Environmental Services

Enclosures



CITY OF  
**HAYWARD**  
HEART OF THE BAY

**2015 CONSUMER CONFIDENCE REPORT  
CERTIFICATION FORM**

Water System Name: City of Hayward

PWS I.D. Number: 0110006

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 28, 2016 to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board.

Certified by

Name: Alex Ameri

Title: Director of Utilities & Environmental Services

Signature: \_\_\_\_\_

Phone No.: (510) 583-4720

Date: September 16, 2016

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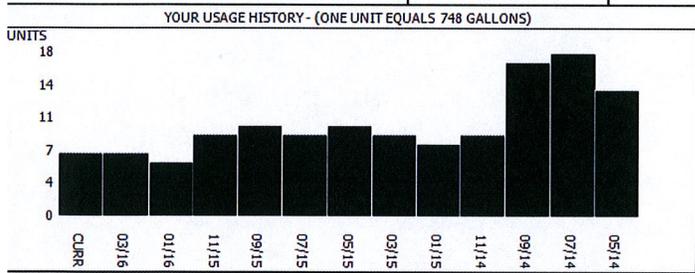
The Consumer Confidence Report was distributed by the following direct delivery methods:

- Direct link on consumer utility bills
- Direct link in postcard mailed to non-bill paying consumers

Samples of both direct delivery methods are attached.

The CCR can be accessed on the City's website at [www.hayward-ca.gov/CCR2015](http://www.hayward-ca.gov/CCR2015).

Customer Name				Service Address						
JOE & TORI JOHNSON				425 FAIRWAY ST						
Bill Number	Bill Date	Account Number - Customer Number					Delinquent Date			
619972	05/31/2016	13194 - 10018381					06/17/2016			
Charge Description	Meter	Previous Read Date	Current Read Date	Read Days	Previous Meter Reading	Current Meter Reading	Read Code	Units (100 cu. ft.)	Charge	
WATER USAGE	34970028	03/16/16	05/17/16	62	914	921	A			
TIER 1: 1-8 @ 5.42/UNIT								7	37.94	
METER SERVICE									14.00	
SEWER									33.88	
EXCISE TAX									6.00	



<b>READ CODE:</b> A = Actual E = Estimate F = Final M = Manual	<b>Total Current Billing</b>	91.82
	<b>Previous Balance</b>	91.82
	<b>Adjustments</b>	.00
	<b>Deposit Applied</b>	.00
	<b>Less Payments Received</b>	91.82
	<b>Total Amount Due</b>	<b>\$91.82</b>

**EFT IS SET-UP. PAYMENTS OCCUR THE FRIDAY PRIOR TO THE DELINQUENT DATE**

THE CITY OF HAYWARD 2015 WATER QUALITY REPORT WILL BE AVAILABLE TO VIEW ONLINE AT [HAYWARD-CA.GOV/CCR2015](http://HAYWARD-CA.GOV/CCR2015) BY JUNE 30. IF YOU WOULD LIKE TO RECEIVE A PAPER COPY OF THE REPORT, PLEASE EMAIL US AT [UTILITIES.ADMINISTRATION@HAYWARD-CA.GOV](mailto:UTILITIES.ADMINISTRATION@HAYWARD-CA.GOV) OR CALL 510-583-4700.

Current Usage			
Units	Gallons (Units X 748)	Read Days	Avg. Gal. Per Day
7	5236	62	84
Prior Year Usage			
Units	Gallons (Units X 748)	Read Days	Avg. Gal. Per Day
10	7480	61	123

✂ Detach and return the portion above with your payment ✂

Please write your Account and Customer number on your check, and enclose this portion of bill with your payment.

**DUE UPON RECEIPT**

Service Address	Bill Number	Account # - Customer #	Delinquent Date	Amount Due
425 FAIRWAY ST	619972	13194 - 10018381	06/17/2016	\$91.82

**EFT IS SET-UP. PAYMENTS OCCUR THE FRIDAY PRIOR TO THE DELINQUENT DATE**

JOE & TORI JOHNSON  
425 FAIRWAY ST  
HAYWARD, CA 94544-7305



Customer Service: (510) 583-4600  
After Hours Emergencies: (510) 293-2700  
TDD: (510) 247-3340

Pay-By-Phone: 1 (855) 385-9416  
(\$500 max payment per call)  
@cityofhayward



## Understanding Your Bill

### Description of Charges:

- 1. Water Usage Charges** – based upon the amount of water used during the billing cycle and the property's location inside or outside of incorporated Hayward. (1 Unit = 100 Cubic Feet = 748 Gallons). Your charges are also based on a tier structure with units costing more as you use more water.
- 2. Meter Service Charge** – this assists in recovering the costs of system maintenance, reading meters, and servicing and billing customer accounts. The charge is a flat-rate based on the size of the meter.
- 3. Sewer Charge** – reflects the costs of sewer system maintenance and waste treatment. Sewer rates for residential customers are a Standard bi-monthly rate that is discounted when water usage is between 0-5 units (Lifeline Rate) and 6-10 units (Economy Rate).
- 4. Other Charges** – charges that could appear on your bill include, but are not limited to: service initiation, deposit, service restoration, and collection notification.
- 5. Emergency Services Facilities Tax** – this excise tax is a general tax levied on all residences in the City of Hayward. For residences receiving individual service through the Hayward Water System, the tax rate is \$36 per year, billed \$6 bi-monthly on your utility bill. For information, please visit: [www.hayward-ca.gov/esft](http://www.hayward-ca.gov/esft)
- 6. Returned Check Fee** – A minimum fee of \$25 is charged if a check is returned from the bank for any reason. Additional collection charges may also apply.

### Low Income Discount:

A low income discount is available if total gross family income falls below the maximum allowable income limit. For an application and to see income limits, please call (510) 583-4600, or visit: [www.hayward-ca.gov/lowincomeapplication](http://www.hayward-ca.gov/lowincomeapplication)

## Payment Methods

**Automatic Payment** – sign-up for FEE-FREE automatic payments from your checking account! Visit [www.hayward-ca.gov/EFTform](http://www.hayward-ca.gov/EFTform) or call our office or an authorization form.

**Credit Card / Debit Card** – pay with your credit or debit card online at [www.hayward-ca.gov/HSS](http://www.hayward-ca.gov/HSS), or over the phone by calling 1-855-385-9416. A convenience fee will apply.

**Night Drop** – A drop box is located on the east side of the City Hall building facing Watkins Street. Check or money order only.

### Elderly or Disabled Customers:

If you desire third party notification for all account notices, please submit a letter from the third party accepting responsibility. Verification of your disability or age is necessary. Please call (510) 583-4600 for more information.

### Charges Are Due Upon Bill Receipt:

Charges on your bill are due and payable now. The charges will be delinquent if not paid by the delinquent date printed on the reverse side of this bill, and at that time a \$5 late fee and 1% interest charge will be assessed. Delinquent accounts may result in the discontinuance of service and incur reconnection fees. Also, in compliance with HMC §11-3, delinquent charges may be added as an assessment to the property owner's Alameda County property tax bill, at which time additional fees and interest may be assessed. If you have any questions about this bill, please contact the Revenue Department at (510) 583-4600 for an explanation.

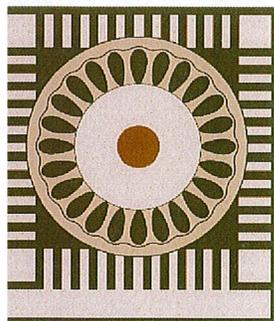
### Stopping Service / Person Responsible for Payment:

The party that initially signed up for service is responsible for the payment of charges until we are contacted to discontinue service or a new party requests to establish a new account. We are unable to backdate account closure dates, and per Hayward Municipal Code, it is the sole responsibility of the account holder to cancel service and close the account. Contact our office at least 48 hours prior to the date you wish to stop service at (510) 583-4600, or email your name, account number, forwarding address, phone number, and the requested service stop date to [HSS@hayward-ca.gov](mailto:HSS@hayward-ca.gov). Note – we do not complete account shut-offs on Fridays, weekends, or holidays. Also, you will receive a final bill.

**In Person** – visit the Cashier in the Revenue Division, Hayward City Hall during the office hours listed above to pay your bill in person.

**By Mail** – to: Hayward Water System  
P.O. Box 6004  
Hayward, CA 94540

If mailing your payment, to avoid the imposition of late fees and interest, allow for sufficient time for your payment to reach the City and be processed before your Delinquent Date. Postmarks not accepted.



**PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.**

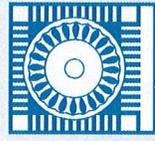
**WE APPRECIATE YOUR TIMELY RESPONSE. YOUR PROMPT PAYMENT ALLOWS US TO MAINTAIN THE HAYWARD WATER SYSTEM TO BETTER SERVE YOUR NEEDS.**

**GO GREEN - GO PAPERLESS**

- Pay your bill, view consumption history, past payments, and other account information at [www.hayward-ca.gov/HSS](http://www.hayward-ca.gov/HSS)
- Sign-up for FEE-FREE automatic payments! Visit [www.hayward-ca.gov/EFTform](http://www.hayward-ca.gov/EFTform) or call our office for an authorization form.
- Get your bill by email! Email [HSS@hayward-ca.gov](mailto:HSS@hayward-ca.gov) or enter your email address here: \_\_\_\_\_

# 2015

# Water Quality Report



CITY OF  
**HAYWARD**

HEART OF THE BAY

[hayward-ca.gov/CCR2015](http://hayward-ca.gov/CCR2015)



Department of  
Utilities & Environmental Services  
777 B Street  
Hayward, CA 94541-5007

Each year, the City of Hayward provides a Water Quality Report (Consumer Confidence Report) to its customers to let them know where Hayward drinking water comes from, how it is treated, the results of water quality monitoring, and other important information about water quality.

The results of water quality monitoring confirm that the water delivered to Hayward customers in 2015 was of the highest quality and met all state and federal standards.

In an effort to be more environmentally responsible, we are no longer printing large quantities of the report; however, the Report will be available on the City's website at [hayward-ca.gov/CCR2015](http://hayward-ca.gov/CCR2015) by **July 1, 2016**.

If you would like to receive a paper copy of the report, please send an email request with your name and mailing address to [utilities.administration@hayward-ca.gov](mailto:utilities.administration@hayward-ca.gov) or call **(510) 583-4700**.