



CITY OF BEVERLY HILLS
PUBLIC WORKS SERVICES DEPARTMENT
MEMORANDUM

TO: PUBLIC WORKS COMMISSION

FROM: Daniel E. Cartagena, Senior Management Analyst 

DATE: April 9, 2015

SUBJECT: REPORTS FROM SUB-COMMITTEES

ATTACHMENT

1. Utility Bill Resign Sub-Committee Meeting Agenda – April 27, 2015
2. Sample Utility Bills (3)

As available, Sub-Committees are invited to provide status updates of the Sub-Committee's activities. Sub-Committee members may present: Summary of meeting(s), agenda topics of discussion and findings and recommendations to the full Commission.



Agenda: Public Works Commission Subcommittee
Utility Bill Redesign
April 27, 2015

Goals:

1. Finalize the Utility Bill design
2. Discuss Next Steps

Review of the process so far:

Met to discuss / review various Utility Bill samples.

Subcommittee approved a modified version of the original PWC design.

We received a quote of \$6,375 to program the new design, which has been completed.

Next Steps:

Review and approve the final utility bill design.

Shop the design for final approval?

Test the final bill design in our software and payment processing systems.

Update the online bill pay handbook to reflect the new bill design.

Communicate the changes to utility bill customers with the first printing of their bill.

What else?



City of Beverly Hills
Utility Service Bill
(310) 285-2436

Statement Date	Bill Number	Due Date	Amount Due	Account # - Customer #
01/07/2015	112985	02/06/2015	\$2,577.79	08009028 - 202091

	PREVIOUS BALANCE	\$	2,701.17
	PAYMENTS 11/20/2014	\$	2,701.17
	BALANCE FORWARD	\$	0.00
	RENT CONTROL ENFORCEMENT / ADMIN FEE	\$	49.70
	STORMWATER - MULTI-FAMILY	\$	101.64
	REFUSE - RESIDENTIAL MULTI	\$	512.68
	REFUSE - ALLEY MAINTENANCE	\$	304.64
	SEWER - MULTI-FAMILY	\$	1,223.32
	WATER - METER CHARGE	\$	43.36
	WATER - MULTI-FAMILY		
	56.00 UNITS (TIER 1) @ \$3.53	\$	197.68
	31.00 UNITS (TIER 2) @ \$4.67	\$	144.77

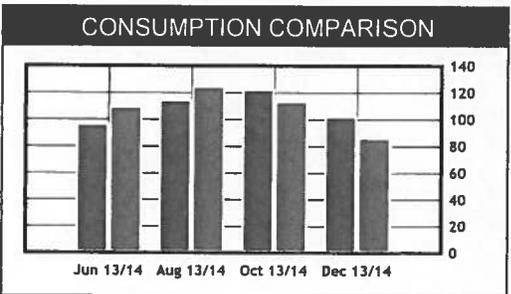
There is no fee to pay online:
Credit/Debt & Check are accepted.

AMOUNT DUE \$2,577.79

Pay Online
www.beverlyhills.org/payonline

WATER METER INFORMATION							
DATES READ		METER READINGS		USAGE (HCF)*		DAILY AVERAGE	
BEGINNING	ENDING	BEGINNING	ENDING	THIS BILL	LAST YR	THIS BILL	LAST YR
10/20/2014	12/20/2014	5069	5158	87	103	1.43	0

*Hundred Cubic Feet (HCF) = 748 gallons of water = one billable unit of water



City of Beverly Hills
Utility Service Bill

Utility Bill
Remit Portion

Please write your Account Number on your check.

Service Address	Bill Number	Account # - Customer #	Current Billing Due Date	Amount Due
132 S BEDFORD DR	112985	08009028 - 202091	02/06/2015	\$2,577.79

132 S BEDFORD LLC
10100 SANTA MONICA BLVD #300
LOS ANGELES, CA 90067

City of Beverly Hills
455 North Rexford Drive, Utility Billing
Beverly Hills, CA 90210

00006042015600112985700002577799



City of Beverly Hills
Utility Service Bill
(310) 285-2436

Statement Date	Bill Number	Due Date	Amount Due	Account # - Customer #
01/07/2015	112988	02/06/2015	\$1,384.24	08012013 - 202093

	PREVIOUS BALANCE	\$	1,411.20
	PAYMENTS 01/05/2015	\$	1,411.20
	BALANCE FORWARD	\$	0.00
	RENT CONTROL ENFORCEMENT / ADMIN FEE	\$	21.30
	STORMWATER - MULTI-FAMILY	\$	43.56
	REFUSE - RESIDENTIAL MULTI	\$	219.72
	REFUSE - ALLEY MAINTENANCE	\$	130.56
	SEWER - MULTI-FAMILY	\$	524.28
	WATER - METER CHARGE	\$	43.36
	WATER - MULTI-FAMILY		
	24.00 UNITS (TIER 1) @ \$3.53	\$	84.72
	30.00 UNITS (TIER 2) @ \$4.67	\$	140.10
	24.00 UNITS (TIER 3) @ \$7.36	\$	176.64

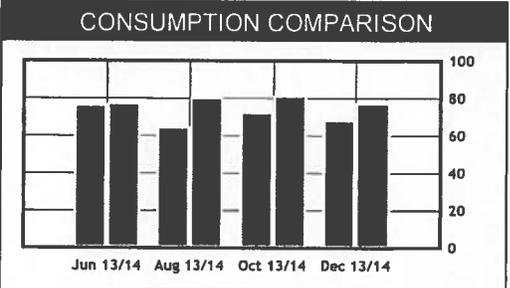
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AMOUNT DUE \$1,384.24

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WATER METER INFORMATION							
DATES READ		METER READINGS		USAGE (HCF)*		DAILY AVERAGE	
BEGINNING	ENDING	BEGINNING	ENDING	THIS BILL	LAST YR	THIS BILL	LAST YR
10/20/2014	12/20/2014	2525	2603	78	69	1.28	0

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City of Beverly Hills
Utility Service Bill

Utility Bill
Remit Portion

Please write your Account Number on your check.

Service Address	Bill Number	Account # - Customer #	Current Billing Due Date	Amount Due
136 S BEDFORD DR	112988	08012013 - 202093	02/06/2015	\$1,384.24

OLERICH, C B
C/O FLECK PROPERTY MANAGEMENT
P.O. BOX 66035
LOS ANGELES, CA 90066

City of Beverly Hills
455 North Rexford Drive, Utility Billing
Beverly Hills, CA 90210

00006042015600112988100001384247



City of Beverly Hills
 Utility Service Bill
 (310) 285-2436

Statement Date	Bill Number	Due Date	Amount Due	Account # - Customer #
01/07/2015	112991	02/06/2015	\$1,039.82	08015024 - 202096

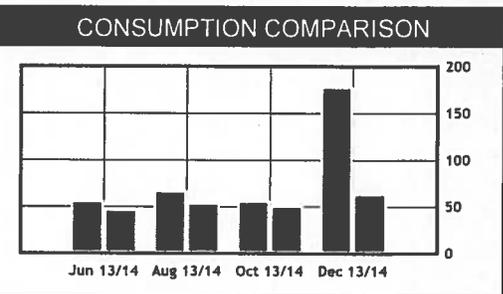
	PREVIOUS BALANCE	\$	935.65
	PAYMENTS 11/19/2014	\$	935.65
	BALANCE FORWARD	\$	0.00
	RENT CONTROL ENFORCEMENT / ADMIN FEE	\$	14.20
	STORMWATER - MULTI-FAMILY	\$	29.04
	REFUSE - RESIDENTIAL MULTI	\$	146.48
	REFUSE - ALLEY MAINTENANCE	\$	87.04
	SEWER - MULTI-FAMILY	\$	349.52
	WATER - METER CHARGE	\$	43.36
	WATER - MULTI-FAMILY		
	16.00 UNITS (TIER 1) @ \$3.53	\$	56.48
	20.00 UNITS (TIER 2) @ \$4.67	\$	93.40
	28.00 UNITS (TIER 3) @ \$7.36	\$	206.08
	1.00 UNITS (TIER 4) @ \$14.22	\$	14.22
AMOUNT DUE			\$1,039.82

There is no fee to pay online:
 Credit/Debt & Check are accepted.

Pay Online
www.beverlyhills.org/payonline

WATER METER INFORMATION							
DATES READ		METER READINGS		USAGE (HCF)*		DAILY AVERAGE	
BEGINNING	ENDING	BEGINNING	ENDING	THIS BILL	LAST YR	THIS BILL	LAST YR
10/20/2014	12/20/2014	1926	1991	65	179	1.07	0

*Hundred Cubic Feet (HCF) = 748 gallons of water = one billable unit of water



City of Beverly Hills
 Utility Service Bill

Utility Bill
 Remit Portion

Please write your Account Number on your check.

Service Address	Bill Number	Account # - Customer #	Current Billing Due Date	Amount Due
140 S BEDFORD DR	112991	08015024 - 202096	02/06/2015	\$1,039.82

LANE, PEARL
 C/O THOMAS LANE
 185 S CITRUS AVE
 LOS ANGELES, CA 90036

City of Beverly Hills
 455 North Rexford Drive, Utility Billing
 Beverly Hills, CA 90210