

# IMPORTANT INFORMATION

## **Billing**

City utility bills are due and payable upon receipt. The delinquent date refers to the current period amount only. Services may be discontinued for past due amounts.

## **Disputed Bills**

If you wish to dispute the amount of these charges, you must still pay the charges set forth by the specified due date. You also must file a written protest and claim for refund that contains a clear description of why you believe the charges are in error and any supporting documentation no later than six months from the date of the bill. Any claim made for a refund after six months from the date of the bill will not be considered. A written protest and claim for refund must be sent to:

Finance Department, City of Folsom, 50 Natoma St. Folsom, CA 95630

## **Utility Assistance Program**

For low income assistance please contact us for an application at [billingwebmail@folsom.ca.us](mailto:billingwebmail@folsom.ca.us) or 916-355-7295.

## **Payments**

When paying by mail, please make checks or money orders payable to: **City of Folsom** and mail with the bottom portion of this bill. When paying in person, please present both upper and lower portions of the bill to the cashier. For your convenience, a red mail box for the City of Folsom Service payments is located in front of City Hall.

## **Service Charges**

A late payment charge is added to each account not fully paid by the delinquent date shown on the front of the bill. A collection service charge will be made if it is necessary to pursue a delinquent account. If service has been discontinued for non-payment, it will not be restored until the next working day after payment has been received. An additional deposit may be required before service is restored.

## **SRCSO Service Charge**

The City of Folsom collects a monthly charge for the Sacramento Regional County Sanitation District (SRCSO). This charge is for the transmission and treatment of sewage at their plant in Elk Grove. You can access additional information at [www.srscsd.com](http://www.srscsd.com) or 916-875-7000.

## **Contact Numbers**

### Residential Numbers

Start or Stop of Services (916) 355-7296  
Billing Inquiries (916) 355-7295  
Delinquent Accounts (916) 351-3391  
Dumpster Rental (916) 355-8367  
Missed Garbage Pick Up (916) 355-8367  
Extra Garbage Pick Up (916) 355-8367  
Damaged Garbage Cans (916) 355-8367

For Any Emergency (916) 355-7231

Non-Residential Billing (916) 355-7225

Automated City Directory (916) 355-7200

Recycling Information (916) 355-8367

Neighborhood Clean Up (916) 355-8367

Hazardous Material Pick Up (916) 355-8367

Email changes to: [billingwebmail@folsom.ca.us](mailto:billingwebmail@folsom.ca.us)

City Web Site [www.folsom.ca.us](http://www.folsom.ca.us)

## Change of Address?

Name

Account Number

Number

Street

Apt/Unit No

City

State

Zipcode

Home Phone

FAX Number

Work Phone

Ext

E-Mail

Effective Date