

	<h1>Frequently Asked Questions</h1> <p>Utility Billing Department          3333 Busch Rd.          (925) 931-5425</p>
	<p>Monday - Friday, 7:30 a.m. - 3:30 p.m., excluding holidays</p>

**What is a Unit or CCF?**

1 unit = 1 CCF. The first c is Roman numeral "C" for 100. The following CF is cubic feet. So CCF stands for 100 cubic feet. Your water meter measures water in cubic feet. 1 cubic foot of water is 7.48 gallons. Therefore 1 CCF or 1 unit = 748 gallons of water.

**How do I verify that my Low Income or Senior account has been discounted?**

When you view your bill, under DESCRIPTION OF SERVICES you will see DISCOUNT APPLIED next to the total. See example. Keep in mind that if you use more than 40 units of water you will not be eligible for the discount.

DESCRIPTION OF SERVICES	
PREVIOUS BALANCE	\$140.90
PAYMENTS	\$(140.90)
BALANCE FORWARD	\$0.00
PLEASANTON FIXED METER CHARGE	\$12.68
PLEASANTON DISTRIBUTION	\$1.30
ZONE 7 WATER	\$40.39
PLEASANTON FIXED SEWER	\$17.66
DSRSD FIXED SEWER	\$47.00
<b>DISCOUNT APPLIED</b>	<b>Total Due</b>
	<b>\$119.03</b>

**Where can I make a payment in person?**

The Utility Billing Office is located at 3333 Busch Rd and open from 7:30 AM to 3:30 PM or use the drop box out front. You can also pay at the front counter at 200 Old Bernal Ave from 8:00 AM to 5:00 PM or use the drop box outside 200 Old Bernal Ave.

**Where is my meter located?**

In Pleasanton most meters are located in a meter box in the ground near the curb in the front of the property. The meter box can be just behind the curb, in the sidewalk, or in the grass behind the sidewalk. Some properties on corner lots may have the meter box located on the side instead of the front. There are exceptions to this. Note: Please keep landscaping from covering your meter box.

**How do I read my water meter?**

Your water meter will have a row of numbers called the totalizer. Read the numbers ignoring the last two digits as they are fractions of a billing unit. When we read your meter we subtract the previous billing read from the current billing read to calculate your water consumption for the period. Note: Not all meters will look like the one pictured and may have a different layout on the dial, but the features and operation will be similar.



- Sweep Hand: 1 revolution is equal to 1 cubic foot of water (7.48 gallons)
- Low Flow Indicator: Sensitive, it will spin at very low flow. Can be used for leak detection.
- Totalizer: This what we read to calculate your water consumption.

**How can I tell if I have a leak?**

Shut off all water inside and outside your home and make sure nobody uses any while you run your test. Next read your meter noting the position of the Sweep Hand or other flow indicator on the dial. Wait 15 to 30 minutes and then read your meter again. If nothing has moved you don't have a leak.

**How do I shut my water off for repairs?**

If your repairs are located inside the house and you have a house valve (usually located below the front hose faucet) you can shut that off. If your house valve doesn't completely shut or your repairs are outside you need to call us to shut off your water meter at the curb stop valve. When repairs are complete call us to turn the water back on again. To turn water service on or off, call (925) 931-5425 or visit our office.

**Where do I check my water pressure?**

Call us and we will come out and connect a pressure gauge to your front hose faucet and tell you what the pressure reading is in pounds per square inch. If you have the equipment you may check it yourself.

**How do I start or stop water service?**

Contact Utility Billing at 925-931-5425 between the hours of 7:30 am to 3:30pm Monday -Friday.

**How do I find information about my billing account or bill?**

Contact Utility Billing at 925-931-5425 between the hours of 7:30 am to 3:30pm Monday -Friday.

**How do I apply for High-Efficiency Toilet Rebate?**

Contact Utility Billing at 925-931-5425 between the hours of 7:30 am to 3:30pm Monday -Friday or follow these links [to rebates from Zone 7](#) for water saving devices, appliances, strategies, and here [for more information](#).