

## FREQUENTLY ASKED QUESTIONS:

### Q. How can I receive my utility bill?

A. There are two options in receiving your utility bill:

**MAIL** All statements are generated at the beginning of the month. Monthly statements reflecting usage from the previous month are mailed on or before the first week of each month. Every account receives a paper bill mailed to the mailing address provided by the customer. If you change your mailing address, it is your responsibility to let us know.

**E-Bill** To receive your monthly bill electronically, you must enroll using City of Livingston online utility service application. Please have your utility bill ready to log to your account and follow the steps prompted.  
<https://livingston.merchanttransact.com/>

### Q. Can I pay my bill using someone else's credit card?

A. Card payments will only be accepted if the card belongs to you and you show proper identification.

### Q. Can I pay my utility bill at the City of Livingston?

A. Yes. There is a drop-box to receive payments. Payments must be made by check, cashier's check, or money order. Please do not put cash in the drop-box. Visa or MasterCard are accepted with proper identification.

## IMPORTANT NUMBERS:

### Livingston Facilities:

- ✓ City Hall (209) 394-8041
- ✓ Police Dept. (209) 394-7016
- ✓ Fire Dept. (209) 394-7919
- ✓ Public Works (209) 394-8044
- ✓ Recreation Dept. (209) 394-8830

Post Office (209) 394-7216

### Schools

- ✓ Livingston Unified School District  
(209) 394-5400
- ✓ Child Development Center:  
Prusso (209) 394-394-5485  
Walnut (209) 394-394-7122
- ✓ Campus Park K-5 (209) 394-5460
- ✓ Selma Herndon K-5 (209) 394-5480
- ✓ Yamato Colony K-5 (209) 394-5470
- ✓ Livingston Middle School  
(209) 394-5450
- ✓ Livingston High School  
(209) 394-7961

### Garbage Service

- ✓ Gilton Solid Waste (800) 894-8980

### Gas & Electric

- ✓ PG&E (800) 743-5000
- ✓ Merced Irrigation District (MID)  
(209) 722-3041

### Phone Services:

- ✓ Frontier (800) 921-8102

### Cable/Satellite

- ✓ Charter Communications  
(866) 731-5420

# CITY OF LIVINGSTON



## UTILITIES SERVICES DEPARTMENT

1416 C STREET

LIVINGSTON, CA 95334

**(209) 394-8041**

[WWW.LIVINGSTONCITY.COM](http://WWW.LIVINGSTONCITY.COM)

**Starting New Service Requirements:**

- ✓ Rental agreement
- ✓ Ownership Documents
- ✓ Service Deposit of three (3) times the monthly charge or credit check. Service includes water, sewer and garbage
- ✓ Valid Identification Card



**Key Dates to Remember:**

- ✓ Meter reading cycle starts on the 20<sup>th</sup> of the previous month and ends on the 20<sup>th</sup> of the current month.
- ✓ Bills are due on the 25<sup>th</sup> of every month.
- ✓ Payments received after 5pm on the due date will receive a 5% penalty.



**Paying Your Bill:**

- ✓ In person at City Hall - Finance Dept. (1416 C Street)
- ✓ By phone at: (209) 394-8041
- ✓ Online at: [livingston.merchantransact.com/](http://livingston.merchantransact.com/)
- ✓ Automatic payments (bank drafts)
- ✓ Forms of payment accepted: cash, check, debit, and major credit cards



**Service Deposit Refund:**

After 12 consecutive **on-time** payments (on or before the due date), the deposit will be credited to the account or refunded. Deposits are held until the account is eligible to have the deposit credited or when the account is closed.



Please contact the Finance Department at (209) 394-8041 ex. 105, for the following changes to be made to account:

- ✓ Name Change
- ✓ Mailing Address
- ✓ Phone Number
- ✓ Account inquiries

**Moving Your Utility Services:**

If you are moving, please contact the Finance Department to process the change of address or visit our City website.

**Terminating Services:**

When you move from your service address, it is your responsibility to notify the Finance Department at (209) 394-8041, so we can close your account and process a final bill.

**Water Conservation:**

- ✓ Water days: Addresses ending in odd numbers (1,3,5,7,9) will water on **Thursdays and Sundays**
- ✓ Water days: Addresses ending in even numbers (0,2,4,6,8) will water on **Tuesdays and Saturdays**
- ✓ Watering is allowed **before 11 am** and **after 8 pm** on water days.

**Gilton Solid Waste Bulky Item Pick-Up**

- ✓ Scheduled by appointment only, contact (800) 894-8980
- ✓ 2 Bulky item pick-ups per calendar year