

ALAMEDA COUNTY
HEALTH CARE SERVICES AGENCY

DAVID J. KEARS, Agency Director



ENVIRONMENTAL HEALTH DEPARTMENT
FINANCE/BILLING OFFICE
1131 HARBOR BAY PARKWAY, SUITE 111
ALAMEDA, CA 94502
PHONE: (510) 567-6858
FAX: (510) 337-1139

March 16, 2009

Dear Client:

As part of our ongoing effort to improve client services, the Department of Environmental Health has reviewed its current billing procedure and it was determined that there will be **no changes** to our billing services.

The current billing procedure is as follows:

- Environmental Health mails your invoice to your mailing address at least sixty (60) days in advance of your permit expiring. When you receive your invoice from us, you must pay your permit fees in full by the due date shown on the invoice. The permit fee due date is usually within thirty (30) days of the invoice date to allow time for processing the payment, issuing a valid permit, and allow time for mailing without a break-in-service. Hence, it is important as well as your responsibility to inform us whenever there is a change to your mailing addresses.
- Failure to pay on time will result in a 25% penalty. In addition, if you allow your permit to expire, you will be in violation of operating without a valid permit, and at that point, you will be charged an additional 25% penalty. Therefore, to avoid penalties of up to 50% of your permit fee, please plan your finances accordingly.

For more information, please visit our website at www.acgov.org/aceh. If you have any questions, please contact billing staff at 510-567-6858.

Sincerely,

Financial Services Officer