

# UNDERSTANDING YOUR UTILITY BILL



**Contact Inquiries**  
 Utility Billing Department: (214) 509-4560  
 Community Waste Disposal (CWD): (972) 392-9300  
 Office Hours: Monday - Friday 8:00 am - 5:00 pm  
 Website: [www.cityofallen.org](http://www.cityofallen.org)

**ACCOUNT ACTIVITY**

**ACCOUNT:** 181-1111  
**SERVICE ADDRESS:** 000 BLACKSTONE DR  
**RATE CLASS:** RESIDENTIAL  
**CYCLE/ROUTE:** 04/29  
**BILLING DATE:** 10/09/2015  
**DUE DATE:** 10/29/2015

\*\*\*See other side of statement for additional important city information.\*\*\*  
 \*\*\*Due date applies to current charges ONLY.\*\*\*  
 Any past due amount is now due.

Last Bill	Payments (Credits)	Adjustments	Balance Forward	New Charges	ACCOUNT BALANCE
220.17	-220.17	0.00	0.00	204.21	204.21

**METER INFORMATION**

Service Period: 08/17/2015 to 09/21/2015 # Days: 35

Meter	Service	Current	Previous	Consumption
84442892	WA	15462	15131	33,100

Gallons in Thousands

This Year Current Daily Average Usage (in gallons) - 946

**IMPORTANT MESSAGE**

Allen Recycles Day  
 November 7, 2015  
 8 a.m. - 1 p.m.  
 Allen City Hall Parking Lot  
 305 Century Parkway  
 visit [CityOfAllen.org/AllenRecyclesDay](http://CityOfAllen.org/AllenRecyclesDay) for more information.

**ACCOUNT ACTIVITY**

LAST BILL 58.01  
 TOTAL PAID SINCE LAST BILL -58.01  
 ADJUSTMENTS 0.00  
**BALANCE FORWARD 0.00**

**CUSTOMERS ARE SUBJECT TO DISCONNECTION DUE TO NONPAYMENT OF PAST DUE AMOUNTS.**

**NEW CHARGES**

WA Base Rate 0 - 1,500	10.29
WA 1501-15000 @ \$3.40	45.90
WA 15001-25000 @ \$4.25	42.50
WA 25001-50000 @ \$5.32	43.09
SW Base Rate 0 - 1,500	20.79
SW Over 1,500 @ \$2.56	21.76
WASTE SERVICES	15.02
HAZARDOUS WASTE FEE	0.57
Drainage	3.00
SALES TAX	1.29
<b>TOTAL NEW CHARGES</b>	<b>204.21</b>
<b>ACCOUNT BALANCE</b>	<b>204.21</b>

Customers are responsible for verifying billing for trash and recycling carts. Please notify the City of Allen at (214) 509-4560 if your bill reflects discrepancies.

PLEASE FOLD ON PERFORATION BEFORE TEARING - RETURN BOTTOM PORTION WITH YOUR PAYMENT  
 MAKE CHECKS PAYABLE TO: **CITY OF ALLEN - UTILITIES**



Account Number: 181-1111  
 Service Address: 000 BLACKSTONE DR

**DUE DATE:** 10/29/2015  
**AMOUNT DUE:** 204.21  
**AMOUNT ENCLOSED:**

**AFTER DUE DATE PAY:** 224.63

000001810000111100000053859

## 1. Meter Activity

Look here to see the time period for when water was consumed. Specifies current meter reading dates, water consumption in gallons and number of days between reads. The service period billed can be for water used up to six weeks prior to the billing date and range from 29 - 35 days.

## 2. Usage History Graph

Shows usage over past billing cycles per billing dates. For example, the usage for the current billing period is from Aug. 17 through Sept. 21 and reflected in the first column on the left labeled "OCT".

## 3. Average Daily Usage

Shows the average usage for the month. Billed Consumption / # of Days = Daily Avg.

## 4. Special Messages

Important messages about your account and/or City activities will be listed here.

## 5. Payment Coupon

Please tear off and remit this coupon with your payment in the envelope provided.

## 6. Customer Name

Customer name and mailing address for the account listed here.

\*\*\*SINGLE-PIECE 3 SGL T.8LA.T-A-1 3 SP 0.420

JOHN Q. SAMPLE  
 1234 E MAIN STREET  
 ALLEN TX 75002

**7. Account Information**  
 Includes account number and service address for the billed account.

**8. Account Activity**  
 Shows payments, adjustments, and balance forward.

**9. Current Charges**  
 Shows utility charges for services received including water, sewer, trash and recycling, hazardous waste and drainage fees.

**10. Abbreviations**  
 WA = Water SW = Sewer  
 Waste Services = Trash & Recycling collection

**11. Total Due**  
 Includes new charges, sales tax on waste services and hazardous waste, and any balance forward amount.

**12. Due Date**  
 Date payment is due to be received.

**13. Late Fee**  
 Amount due if paid after due date includes a 10% late fee charge.

**14. Remit Address**  
 When sending payment, this address must appear through the window of the return envelope provided.