Understanding Your Utility Bill

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.

7. Account Information
   Includes account number, customer ID number (CID) 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. Total Due
    Includes new charges, sales tax on waste services and hazardous waste, and any balance forward amount.

11. Due Date
    Date payment is due to be received.

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

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