YOUR NEW WATER BILL

We've updated our bill layout to be more user-friendly. Changes and tips for understanding your service are highlighted below.

Account Info

1 Total and date due
2 Account number

Charges

3 Previous bill info
4 Current charges
5 Discounts & Adjustments
6 Total due now

Meter Info

7 Meter number
8 Reading this bill
9 Reading last bill
10 CCFs used this period*
11 Estimated daily usage

*One CCF is equivalent to 748 gallons. To determine the number of gallons of water used during a billing period, simply multiply the number of CCFs by 748.

Messages

12 This is where you'll find information about eCollect, Zip Check, and Payment Agreements.

Usage History

13 Call **215-686-6880** if **any** usage is estimated or if no usage is shown.

Payment Voucher

14 Detach along dotted line to send with mail-in payments.

Bill sample

CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE
WATER REVENUE BUREAU

City of Philadelphia
LIFE · LIBERTY · AND YOU™

Water/Sewer & Stormwater Bill
Please pay **$40.49** by December 12, 2014

Questions?
www.phila.gov/revenue
(215) 686-6880 Monday-Friday, 8am-5pm

Customer Name: Jane Doe
Service Address: 316 Bayview Terrace, Philadelphia PA 19126
Bill Date: November 20, 2014 (Bill Period: Oct 17, 2014 - Nov 19, 2014)

Account Number: 090-12345-00316-001
Bill Number: B0426083459
Includes Payments Through: November 20, 2014

Your Account

Balance at last bill	$30.43
You last paid on 11/01/14 - thank you	-$30.43
Unpaid balance	$0.00

This Bill
Usage Charge (4 CCFs, see below for details)	$26.85
Service Charge	$13.01
Stormwater Charge	$14.15
Senior Citizen Discount	-$13.52
Total Account Balance	$40.49
Please pay now	**$40.49**

eCollect
If your check is returned unpaid for insufficient or uncollected funds, (1) you authorize eCollect, LLC to make a one-time electronic funds transfer from your account to collect a fee of $20; and (2) eCollect, LLC may re-present your check electronically to your depository institution for payment.

Payment Types
Pay by phone (877) 309-3709; credit card or e-check at www.phila.gov. Select water bill from pay menu options.

See back for more information and contact details →

Your Water Usage
Meter Readings

Meter: 0147836   ERT: 0001890488   Service: D1R

November 19, 2014	actual reading	750
October 17, 2014	actual reading	746
Total CCFs used		4
Approximate gallons used per day		90

Usage History (CCFs)   Actual Reading Estimate

Nov 2013 | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov

Paying by mail?
Send this coupon with your payment.
See back for other ways to pay →

Please fold and detach

Account Number
090-12345-00316-001

Total amount due by Dec 12, 2014	$40.49
Late payment penalty (after Dec 22, 2014)	$2.02
Total amount due if paid late	$42.51

JANE DOE
316 BAYVIEW TERRACE
PHILADELPHIA PA 19126

090 CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE
WATER REVENUE BUREAU

33372122214000012345003160011000000425100000004090900000100000000005

What makes the new bill better?

- Easy-to-read format
- Updated usage graph
- Clear statement of charges and account status
- Updated message section for important communications

Please—just the bottom line. How much?

If you are a customer who pays the full balance on the account every month, you only need to look at the total in the PLEASE PAY NOW box, which is outlined in color.

What does the usage graph tell me?

The usage graph shows trends in your water consumption over a 13-month period. The vertical axis is water consumption. The horizontal axis displays the months. A light-purple bar indicates an estimated reading; actual readings are in dark purple. Use the graph to monitor your water consumption habits. A drastic change in the graph may alert you to a leak, or it may reflect a change in your household routines: More showers? More laundry? House guests? Watering of outdoor plants?

## Why is the detachable payment voucher important?

The coded information ensures the accurate processing of your payment. Without the payment voucher, the coded information must be entered manually. Manual entry requires extra time, and data entry errors are always a possibility. With the payment voucher, the information is read and recorded electronically.

What if PWD recently installed new metering equipment at my location?

If your meter and/or ERT were replaced since the last billing cycle, the meter information section of the bill will display the readings and total usage for both the old and new meters as well as the old and new ERTs.

What if I have a payment agreement?

Payment Agreement History with the 6 most recent payments are now reflected on page 2. The figure in the PLEASE PAY NOW box includes your current charges plus your monthly payment agreement amount. This is the amount you should pay by the due date to avoid penalty charges.
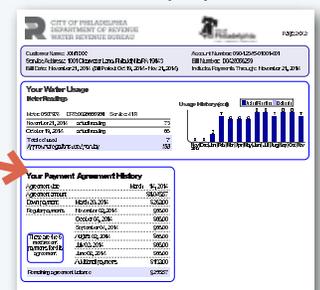
How does the new bill indicate a discount or credit?

If you or your organization receives a grant or discount such as Senior Citizen, Charity, PHA, Board of Education and University/Hospital discounts, it is listed with your monthly charges, above the total. (See the bill example on the reverse side.)