

How To Read Your New Statement

What to look for on your statement:

- 1 Contact Information**
Contact telephone numbers including Billing Inquiries, Customer Service and Emergency numbers
- 2 Invoicing Information**
This lists your Account Number, Billing Date, Amount Due & Service Address; pertinent service information that should be referenced when making inquiries
- 3 Current Reading**
Service information including Meter Number, Service Period and readings, Usage and Rate type
- 4 Water Usage History**
This chart displays up to 13 months of the water you have used at your service address (not applicable to wastewater-only customers)
- 5 Account Summary**
A summary of payments and/or adjustments applied to your account since the last service period
- 6 Message Center**
Check here for important news and messages
- 7 Current Billing and Other Basic Charges**
This area shows in detail the monthly charges for this current period; including Account Balance and Total Amount Due
- 8 Change of Address**
Check this box if your address is incorrect on your statement and complete form on back

Billing Inquiries: (800) 555-7777		2 Account Number: 00123-0234567	
Customer Service: (800) 555-5555		Billing Date: mm/dd/yy	
Emergencies: (800) 555-5999		Total Amount Due By: mm/dd/yy	
		Service Address: SERVICE ADDRESS LINE 1 SERVICE CITY STATE ZIP	

3 Current Reading - based on actual

Meter Number	Service Period From	To	Number Of Days	Previous Meter Reading	Current Meter Reading	Usage (CCF)	Rate Type
12345670	mm/dd/yy	mm/dd/yy	30	000	000	1	COM

* CCF (100 Cubic Feet) = 748 Gallons of Water

4 Water Usage History - 13-Month Usage in # CCF*

5 Account Summary

Previous Bill Amount	\$0.00
Payment(s) Received through mm/dd/yy - Thank you	-00.00
Past Due Balance	\$0.00
7 Current Billing and Other Basic Charges	
Water Volume	\$00.00
WasteWater Volume	00.00
TCEQ	0.00
Total Current Charges	00.00
Account Balance	\$00.00
Total Amount Due By mm/dd/yy	\$00.00
Total Amount Due After mm/dd/yy	\$00.00

All bills are due and payable upon receipt. A late charge of X.X% (XX minimum) will be added to appropriate non-utility balances not paid by the past due date.

0000 6/000002 H00180 CRTE-Q01 123456 ▼ Please detach and return the bottom portion with your payment. ▼

8 Please check here and see reverse for address and phone corrections.

9 Account Number: 00123-0234567
Total Amount Due By mm/dd/yy: \$00.00
Total Amount Due After mm/dd/yy: \$00.00

Please make check payable to:
CLIENT NAME

10 Amount Enclosed \$

008001 1 AB 0.301 0001000001000002 047 1 H00180
JOHN CUSTOMER
1234 ANYWHERE ST
ANYTOWN ST 12345-1234

000000000011 1
CLIENT NAME
PO BOX 5556
CITY ST 12345-1234

000000000000 000 000000000000 000000000000 000000000000 0000000000 0

- 9 Total Amount Due**
Area showing Total Amount Due with this statement, and who to make your check payable to
- 10 Amount Enclosed**
Please fill in these boxes with the amount you are enclosing, detach and mail with your check in the provided return envelope