

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 CCF 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.

Water/Sewer & Stormwater Bill

Please pay **\$40.49** by December 12, 2014

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: B0428093459
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 ccf, 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

Your Water Usage

Meter: 0147836 ERT: 0001890488 Service: D1R

November 19, 2014	actual reading	750
October 17, 2014	actual reading	748
Total ccf used		4
Approximate gallons used per day		90

Usage History (ccf)

Month	Actual Reading	Estimate
Nov 2013	6	0
Dec	6	0
Jan	5	0
Feb	7	0
Mar	4	0
Apr	3	0
May	4	0
Jun	3	0
Jul	4	0
Aug	3	0
Sep	3	0
Oct	2	0
Nov	4	0

Payment Voucher

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**

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.

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?

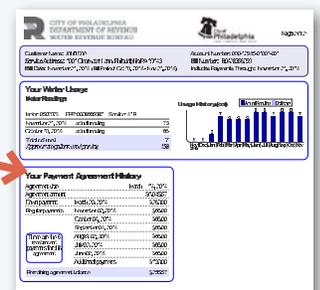
The coded information ensures the accurate processing of your payment. Without the payment voucher, the coded information must be entered manually. Manual entry requires extra time, and data entry errors are always a possibility. With the payment voucher, the information is read and recorded electronically.

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.)