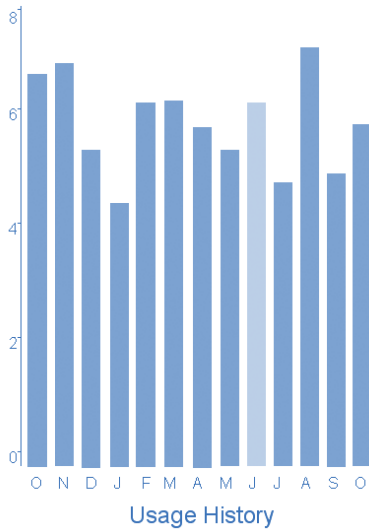


Your New Water Bill

Starting this summer, the City is replacing its existing bill with a more cost-effective, more user-friendly document. Our goal is to provide you with the information you need at a glance.

What makes the new bill better?

- New usage graph
- Clear statement of charges and account status
- Easy-to-read format
- Message section for important communications
- Cost-effective, standard size (8½ x 11)



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-blue bar indicates an estimated reading; actual readings are in dark blue.

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?

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 THIS AMOUNT box, which is outlined in color.

Total Account Balance	\$32.07
Please Pay this Amount	\$32.07

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.

Meter Number	ERT Number	Service	From Reading	To Reading	Usage (ccf)	
0140240	0021229166	41R	08/12/08	1168	09/10/08 1176	8
0420410	6619221200	41R	07/10/08	785	08/12/08 800	15

What if I have a payment agreement?

The figure in the PLEASE PAY THIS AMOUNT 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. However, the PLEASE PAY THIS AMOUNT box does not include your previous balance. The Total Account Balance reflects the entire amount you owe.

Previous Account Balance		\$189.81
Payments/Adjustments		-\$48.00
Payment Received (on 09/20/08 Thank You)	-\$48.00	
Current Charges		\$139.22
Usage Charge	\$117.53	
Service Charge	\$21.69	
Total Account Balance		\$281.03
Payment Agreement		-\$36.00
Please Pay this Amount		\$175.22

How does the new bill indicate a discount or credit?

If you or your organization receives a discount (Senior Citizen, Charity, etc.) or a grant, it is listed in the billing detail section under Credits. (See the bill example on the reverse side.)

Mail this portion with payment Water /Sewer Bill

Account Number: 006-88381-00226-001

MARATHA MASON
1439 CONESTOGA COURT
PHILADELPHIA PA 19121-0251

Total Due by 10/10/08	\$37.00
Penalty	\$1.85
Total Due after 10/17/08	\$38.85

333721017080000683800143900110000003685000000370005300001000000000008

83-T-118 (02/08) WBSW00 (02/08)

Make checks payable to: Water Revenue Bureau

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.

PLEASE NOTE: Your Total Account Balance may be greater than the figure in the "Please Pay this Amount" box. Your Total Account Balance is listed in the Billing Detail section.

Here is a copy of the new bill

Account Information

Account Status

Usage Graph

Total Account Balance

Meter Information

Please Pay This Amount

Messages

Detach payment voucher and submit with payment

B0000050707 000007

City of Philadelphia Water/Sewer Bill **Water Revenue Bureau**
Philadelphia Revenue Department
1401 JFK Boulevard, Phila., PA 19102-1663

Questions? Call: 215-686-6880

Account Information

Customer Name	Martha Mason	Billing Date	09/18/08
Service Address	1439 Conestoga Court	Includes payments through	09/18/08
Account Number	006-88380-01439-001		

Previous Balance	Payments/Adjustments	Charges	Account Balance	Payment Due
\$34.04	-\$34.04	\$49.35	\$37.00	\$37.00

Service Information

Previous Account Balance	\$34.04
Payments/Adjustments	-\$34.04
Payment Received (on 09/10/08 Thank You!)	-\$34.04
Current Charges	\$49.35
Usage Charge	\$27.66
Service Charge	\$21.69
Credits	-\$12.35
Senior Citizen Discount	-\$12.35
Total Account Balance	\$37.00

Please Pay this Amount \$37.00

Meter Number	ERT Number	Service	From Reading	To Reading	Usage (ccf)
0162504	0001611716	D1R	08/14/08 815	09/12/08 822	7

Message
Pay by phone or web 877-309-3709 www.phila.gov

Mail this portion with payment Water /Sewer Bill

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PHILADELPHIA PA 19121-0251

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