

## Water/Sewer & Stormwater Bill

Please pay **\$140.15** by December 15, 2014

Questions?

[www.phila.gov/revenue](http://www.phila.gov/revenue)

**(215) 686-6880** Monday-Friday, 8am-5pm

**Customer Name:** John Doe

**Service Address:** 1001 Clearwater Lane, Philadelphia PA 19143

**Bill Date:** November 21, 2014 (Bill Period: Oct 19, 2014 - Nov 21, 2014)

**Account Number:** 090-12345-01001-001

**Bill Number:** B0428356259

**Includes Payments Through:** November 21, 2014

### Your Account

Balance at last bill	\$412.43
You last paid on 11/02/14 - thank you	-\$156.86
<b>Unpaid balance</b>	<b>\$255.57</b>

#### This Bill

Usage Charge (7 ccf, see page 2 for details)	\$46.99
Service Charge	\$13.01
Stormwater Charge	\$14.15
Senior Citizen Discount	\$0.00
Payment Agreement Due	\$66.00
<b>Total Account Balance</b>	<b>\$329.72</b>

**Please pay now \$140.15**

#### 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 Agreement

This bill is covered by a payment agreement. Please pay \$140.15.

#### Payment Types

Pay by phone (877) 309-3709; credit card or e-check at [www.phila.gov](http://www.phila.gov). Select water bill from pay menu options.

See back for more information and contact details →

See page 2 for your water usage →

Please fold and detach

#### Paying by mail?

Send this coupon with your payment.  
See back for other ways to pay →

#### Account Number

090-12345-01001-001

**Total amount due by Dec 15, 2014 \$140.15**

Late payment penalty (after Dec 22, 2014) \$0.00

Total amount due if paid late \$140.15

JOHN DOE  
1001 CLEARWATER LANE  
PHILADELPHIA PA 19125-1406

090 **R** CITY OF PHILADELPHIA  
DEPARTMENT OF REVENUE  
WATER REVENUE BUREAU

33372122214000012348010010011000001401500000140150900000100000000008

83-T-118 WBSM/00 (03/15) 000001

B0428356259 000001

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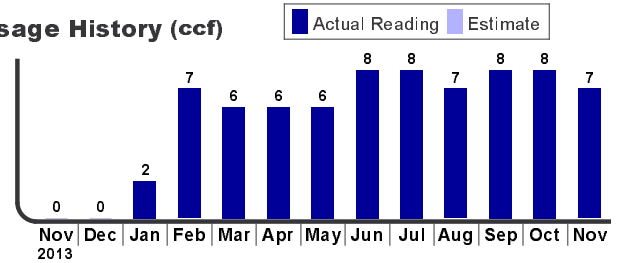
## Your Water Usage

### Meter Readings

Meter: 0507974    ERT: 0028665981    Service: 41R

November 21, 2014	actual reading	73
October 19, 2014	actual reading	66
Total ccf used		7
Approximate gallons used per day		158

Usage History (ccf)



## Your Payment Agreement History

Agreement date	March 14, 2014
Agreement amount	\$1,045.57
Down payment	March 20, 2014 \$262.00
Regular payments	November 02, 2014 \$66.00
	October 04, 2014 \$66.00
	September 04, 2014 \$66.00
	August 02, 2014 \$66.00
	July 02, 2014 \$66.00
	June 02, 2014 \$66.00
Additional payments	\$132.00
Remaining agreement balance	\$255.57

These are the 6 most recent payments for this agreement

**Have a water emergency? Call (215) 685-6300 anytime.**

## About your bill

### Usage

This is based on your meter reading. When we don't have an actual reading, we estimate your usage.

We measure water in cubic feet. 1 cubic foot equals 7.48 gallons. A 'ccf' is 100 cubic feet.

The average 4 person household uses 6 ccf which equals 4,488 gallons of water per month. This equals less than 1 cent per gallon of water used (drinking and sewer).

### Service Charge

This covers:

- Billing and collections of water and wastewater services
- Metering
- Sewage infiltration
- Pollution prevention maintenance

### Repairs and other charges

These cover:

- The labor and other costs of any repairs we've made to water or sewer plumbing that connects your property to our main system
- Any costs involved in shutting off or restoring our services to your property

Call (215) 686-6963 for more details.



The Philadelphia Water Department (PWD) serves the Greater Philadelphia region by providing integrated water, wastewater, and stormwater services. The PWD is proud to partner with WRB for all billing and collection services associated with PWD's retail accounts.

### Stormwater Charge

This charge is based on the total area for each property. Within each property there can be open space areas such as lawns, yards and gardens, as well as areas that do not allow water to soak into the ground (impervious surfaces), such as roofs, concrete and driveways. The sizes of both areas are used to calculate the stormwater charge of each property.

Residential properties pay a flat stormwater fee based on the average size of all residential properties in the city. Non-residential properties pay a stormwater fee based on the individual property's characteristics, as described above.

All stormwater must be managed, and the costs for system maintenance are paid for by the stormwater charge. To learn more about how the stormwater charge is calculated for your property, please visit: [www.phillystormwater.org](http://www.phillystormwater.org)

If you have questions about a stormwater charge, please call (215) 685-6300.

For additional information about the stormwater billing program, go to: [www.phila.gov/water/Stormwater\\_Billing.html](http://www.phila.gov/water/Stormwater_Billing.html)



The Philadelphia Water Revenue Bureau (WRB) is a division of the Philadelphia Revenue Department and is responsible for the billing and collection of water, sewer and stormwater services.

## Paying your bill

### Want to know how to pay?

Please use one of the methods shown at the bottom of this page. If we don't receive your payment within 30 days of the date of your bill, we will add a 5% charge. (And for each further month another 0.5% will be added.)

### Have a problem paying your bill?

If you have difficulty paying your water bill, please call us at (215) 686-6880 so that we can discuss a payment arrangement.

### Are you a senior citizen?

Call us at (215) 686-6880 to find out if you qualify for the 25% discount.

### Is your property non-residential or a condominium?

Call us at (215) 685-6070 or go online at [www.phila.gov/water/Stormwater\\_Billing.html](http://www.phila.gov/water/Stormwater_Billing.html) to find out if you qualify for stormwater credits.

### Have a problem with your bill?

If you think there's something wrong with your bill, you have the right to appeal up to 60 days from the date of the bill. For more information call or visit us – and ask for our *Know Your Rights pamphlet*.

### eCollect

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Let us know how we are doing:  
Email us at: [WaterFeedback@phila.gov](mailto:WaterFeedback@phila.gov)

## Ways to pay

### Online

Go to [secure.phila.gov/PaymentCenter/Accountlookup/](http://secure.phila.gov/PaymentCenter/Accountlookup/) to pay using your Visa, Mastercard, Discover, American Express, or eCheck. If your service is scheduled for shutoff, payment MUST be made 5 or more days before the scheduled shutoff.

### By zip check or zip phone

Automated monthly or phone payment from your bank account – call us at (215) 686-6959.

### By mail

Mail your check or money order to PO Box 41496 Phila., PA 19101-1496 (made out to 'City Of Phila' with your account number on the face) with this payment coupon in the envelope provided. Do not send cash.

### In person

Take your bill with your payment (cash, check, or money order) between 8:30am and 5pm (Monday–Friday) to one of our payment centers:

- Municipal Services Building, 1401 JFK Blvd, Concourse Level, Philadelphia, PA, 19102-1663
- Northeast Philadelphia, 9239 rear Roosevelt Blvd . No cash payments accepted.
- North Philadelphia, Hope Plaza, 22nd & Somerset Streets. **No cash payments accepted.**

For information about City services, dial 3-1-1. | للحصول على معلومات عن خدمات مدينة فلادلفيا، اتصل بالرقم 3-1-1. | សម្រាប់ព័ត៌មានអំពីសេវាកម្មរបស់ទីក្រុង សូមទូរស័ព្ទទៅលេខ 3-1-1 ។ | 欲了解市政服务方面的相关信息，请拨打3-1-1。 | Pour toute information sur les services de la Ville, composer le 3-1-1. | 시에서 제공되는 서비스에 대한 정보를 원하시면, 3-1-1로 전화하세요. | За информацией о городских службах обращайтесь по тел. 3-1-1. | Para obtener información acerca de los servicios que brinda la ciudad, marque 3-1-1. | Để biết thêm thông tin về dịch vụ Thành Phố, xin gọi 3-1-1.