

Your Water Bill Format Has Changed!

As of March 2015

Why?

In response to our customer requests seeking greater detail and transparency on their billings, and in order to improve customers' understanding of what services they are being billed for. Software improvements at the City have allowed the bill layout to be expanded to show the fixed and variable components that form your bill.

Your Bill

Old Bill Format

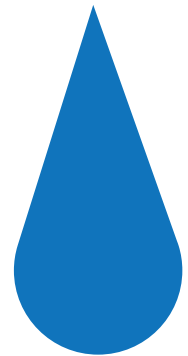
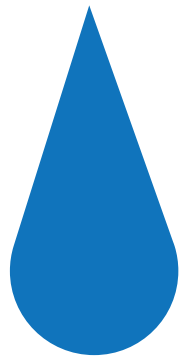
Your old bill showed a billing summary with the meter reading, water usage, and a bill total for water service. It did not provide the rates per unit, nor a breakdown between the fixed and variable costs associated with your water service. Below is a portion of a sample bill that is presented in the old format:

CITY OF SIGNAL HILL – WATER BILL						
2175 CHERRY AVENUE • SIGNAL HILL, CA 90755-3799						
SERVICE ADDRESS		SERVICE PERIOD			ACCOUNT NUMBER	
ADDRESS		1/01/2015 - 1/31/2015			Account #	
Billing Summary Prev Balance24.22 Payments24.22 Adjustments Penalties ***PAST DUE*** Current Charges22.34 Total Due22.34 Meter Reading Dates Period: 12/15/2014 To: 1/13/2015 Serial # 48073811						
(1 UNIT = 100 CUBIC FEET = 748 GAL.)						
SERVICE BILLED	CURRENT CHARGES	METER READINGS		TYPE	USAGE	USAGE SAME PERIOD
		PREVIOUS	PRESENT			
Water Service	22.34	875	881	H	6	
CURRENT CHARGES	22.34					

NEW Bill Format

Your new enclosed bill provides details of your water usage charges split into the variable usage charge and the monthly water service fixed charge. ***This fixed water service charge is not a new charge, rather a continuation of past and present practice.*** The City's fixed costs include meter reading, customer service, meter repair, repair and replacement of water system infrastructure, and also providing the infrastructure for the public fire hydrant protection system.

METER READINGS						DESCRIPTION	AMOUNT																											
FROM	TO	DAYS USED	PREV READ	PRES READ	USAGE																													
WTR 12/15/14	01/13/15	29	875	881	6	Previous Balance	24.22																											
						Payments	24.22 CR																											
						Adjustments	.00																											
						Water 3/4" Residential Ser Chrg	11.06																											
						Water Residential Usage	11.28																											
						Misc	.00																											
						Late Fee	.00																											
						Delinquent Fee	.00																											
						Shutoff Fee	.00																											
12 Months Consumption History (1 Unit = 748 Gallons)																																		
U N I T S <table border="1"><caption>12 Months Consumption History Data (Estimated Units)</caption><thead><tr><th>Month</th><th>Units</th></tr></thead><tbody><tr><td>Jan</td><td>9</td></tr><tr><td>Feb</td><td>9</td></tr><tr><td>Mar</td><td>7</td></tr><tr><td>Apr</td><td>10</td></tr><tr><td>May</td><td>11</td></tr><tr><td>Jun</td><td>12</td></tr><tr><td>Jul</td><td>12</td></tr><tr><td>Aug</td><td>10</td></tr><tr><td>Sep</td><td>10</td></tr><tr><td>Oct</td><td>8</td></tr><tr><td>Nov</td><td>6</td></tr><tr><td>Dec</td><td>7</td></tr><tr><td>Jan</td><td>6</td></tr></tbody></table>							Month	Units	Jan	9	Feb	9	Mar	7	Apr	10	May	11	Jun	12	Jul	12	Aug	10	Sep	10	Oct	8	Nov	6	Dec	7	Jan	6
Month	Units																																	
Jan	9																																	
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Oct	8																																	
Nov	6																																	
Dec	7																																	
Jan	6																																	
Water Usage calculation: Level 1: 6 @ 1.88 = 11.28						PAY THIS AMOUNT	22.34																											
						Please pay this bill by the due date, to avoid a 10% Late Fee on the past due balance.																												
						IMPORTANT MESSAGE!!!																												



Online statements and payments coming soon!

How to Read Your New Water Bill

1

First – Everyone has a new and shorter account number. NOTE: If you initiate a monthly payment thru Bill Pay on your bank's website, you will need to change your account number on the bill pay request, so that your payment will post to the correct water account. If you have Auto Pay thru the City, no action is necessary.

2

An easy-to-read account summary appears at the top of the statement with the service address, bill date, due date, and amount owed.

3

Here is where you will find the dates your meter was read, the number of days between readings. We can't always read your meter on the same exact day every month. It shows the readings, and the number of units used. Remember that 1 unit is equal to 748 gallons.

4

This section shows the monthly transaction history on your account and gives you a breakdown of the charges. This is where you will see the amount due for the monthly usage, and also the monthly fixed charge. Both of these charges have been included on your bill in the past, but were not displayed in the detail.

5

Easy to read graph illustrates your history of water use for a 13 month period. The first bar on the left shows your monthly usage a year ago. The last bar on the right shows your usage for the current month.

6

This section shows you how your water usage is calculated. This is also where you can see the tier level(s) that you are using. This will help you better understand and manage your water usage. As your usage rises within the tiers, your price per unit increases also.

7

Be sure to check this message box for important timely messages and announcements.

8

A detachable stub is located at the bottom of your bill. Detach this stub and return it with your payment.

9

If you have an Auto-Pay agreement with the City, it will show in this section, and at the top of the bill that you have such an agreement, and no additional payment is necessary.

STATEMENT

Account Number		Service Address		BILL DATE	DUE DATE	PAY THIS AMOUNT
XXXX.XX		ADDRESS		02/28/15	03/20/14	31.74

METER READINGS						DESCRIPTION	AMOUNT
FROM	TO	DAYS USED	PREV READ	PRES READ	USAGE		
WTR 01/16/15	02/27/15	42	1154	1165	11	Previous Balance	22.34
						Payments	22.34 CR
						Adjustments	.00
						Water 3/4" Residential Ser Chrg	11.06
						Water Residential Usage	20.68
						Misc	.00
						Late Fee	.00
						Delinquent Fee	.00
						Shutoff Fee	.00

12 Months Consumption History
(1 Unit = 748 Gallons)

Water Usage calculation:
Level 1: 11 @ 1.88 = 20.68

PAY THIS AMOUNT **31.74**

Signal Hill is pleased to present our new billing format. It provides you with more information to assist in water conservation. Call Customer Service if you have any questions on the new format.

Please pay this bill by March 27, 2015, to avoid a 10% Late Fee on the past due balance.

CITY OF SIGNAL HILL, CA

2175 Cherry Avenue * Signal Hill, CA 90755 * Phone (562) 989-7315 * www.cityofsignalhill.org
Hours: 7:30 AM - 5:00 PM Monday thru Thursday, 7:30 AM - 4:30 PM Friday

KEEP THIS TOP PORTION FOR YOUR RECORDS

CITY OF SIGNAL HILL 2175 Cherry Avenue Signal Hill, CA 90755			Please Detach and Return with Your Payment to Ensure Proper Credit <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="3">SERVICE ADDRESS</th> </tr> <tr> <th colspan="3">ADDRESS</th> </tr> <tr> <th>ACCOUNT NUMBER</th> <th>BILL DATE</th> <th>AMOUNT DUE</th> </tr> <tr> <td>XXXX.XX</td> <td>02/28/15</td> <td>31.74</td> </tr> <tr> <th></th> <th>DUE DATE</th> <th>AMOUNT ENCLOSED</th> </tr> <tr> <td></td> <td>03/20/14</td> <td></td> </tr> </table>			SERVICE ADDRESS			ADDRESS			ACCOUNT NUMBER	BILL DATE	AMOUNT DUE	XXXX.XX	02/28/15	31.74		DUE DATE	AMOUNT ENCLOSED		03/20/14	
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	DUE DATE	AMOUNT ENCLOSED																					
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Make checks payable to: CITY OF SIGNAL HILL ADDRESSEE NAME ADDRESS SIGNAL HILL, CA 90755			Auto Pay Note REMIT TO CITY OF SIGNAL HILL 2175 Cherry Avenue Signal Hill, CA 90755																				