

## How to Read Your Bill

1. **Billing Inquiries:** Contact customer service between 8 a.m. and 5 p.m. at the phone number shown on your bill.
2. **Account Summary:** Shows your account name, account number, service address, service period, account balance and **due date**.
3. **Current Bill Summary:** Shows previous balance, payments made, adjustments and amount past due.   
\*Please Note: Any amount past due needs to be paid **immediately** to prevent interruption in service.
4. **Fees:**

**REFUSE** – The Refuse Fee is charged to each customer receiving solid waste collection and street sweeping service. Single family and multi-family homes are also charged for recycling service.

**SERVICE FEE** – The Service Fee is charged to each customer connected to our water system and is based on the size of your water meter. This fee helps cover the cost of maintaining the City water system.

**WATER** – The Water Fee is based on the amount of water consumed in a two month period (1 billing unit = 100 cubic feet = 748 gallons), which is multiplied by the usage rate. The current Water Fee is \$1.76 per billing unit for Block 1 and \$2.50 for Block 2.

**UTIL TAX** – The Utility Tax is 5% tax on the water Service Fee and Water consumption fee.
5. **Total Due:** This is the amount due and payable. It represents any past due amount plus any new charges. Please note any amount past due needs to be paid **immediately** to prevent interruption in service.
6. **Read Date:** The date your water meter was read.



**City of Whittier**  
PUBLIC WORKS DEPARTMENT  
13230 Penn Street  
Whittier, California 90602-1772  
(562) 567-9530 www.cityofwhittier.org

**1**

**2**

**ACCOUNT SUMMARY**

Bill Date	05/23/2014
Customer name	JOHN DOE
Account number	0010351-01
Service address	100 MAIN STREET
Service period	03/25/14 to 05/23/14
Account balance	140.38
Due Date	06/07/2014

**3**

**4**

**CURRENT BILL SUMMARY**

Previous Balance	121.90
Payments	121.90
Adjustments	.00
Amount Past Due	.00
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REFUSE-S	43.84
SRV FEE	40.90
WATER	51.04
UTIL TAX	4.60

Read Date	Meter	Size	Curr Reads	Prev Reads	Curr Cons	Last Year Cons
05/15	U443483	.75	3930	3901	29	12

**5**

Current Charges 140.38

**Total Due** 140.38

Please be considerate of your neighbors. Place waste containers out for collection no sooner than 6:00pm the day before and return them to their proper storage location by 6:00pm the day of collection. Repeat offenders may be subject to citations and fines (Whittier Municipal Code 8.12.130-140). For more information, check the City website or call customer service at 562.567.9540.

Please detach here and return bottom portion with your payment. THANK YOU.



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Remittance Copy  
Please return with payment  
**UTILITY BILL**  
Bill Date 05/23/2014

Account Number	0010351-01
Past Due Charges Due Immediately	.00
Current Charges Due by 06/07/2014	140.38
Total Amount Due	140.38

Service Location 100 MAIN STREET

JOHN DOE  
100 MAIN STREET  
WHITTIER CA 90605-1444



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7. **Meter Information:** Meter is the number of your water meter. Size is the size of your water meter in inches (.75 = ¾ inch). The Service Fee is based on the size of your water meter.
8. **Water Usage Summary:** This area shows your previous and current meter readings. The difference (Current Consumption) is your water usage during the current billing cycle. The Current Consumption figure is based on a billing unit that equals 100 cubic (100 cubic feet = 748 gallons).
9. **Last Year Consumption:** This allows you to compare your water usage last year during a similar billing cycle with your current water usage.
10. **Comments:** This area is used by the City to add a message for all customers concerning your water service or general City announcements.
11. **Remittance Stub:** Remit this portion of the bill with your payment. See the reverse side of your bill for payment options.