



UNDERSTANDING YOUR BILL

BILLING ADDRESS

This is the address of the customer where the bills are sent to on a monthly basis.

Billing Address

JOHN DOE
P.O BOX #
D09999999
DM02

Customer Information

Code : DOEJOH
Account # : D09999999
Invoice # : 060124224-4558
Meter # : 12345678

CUSTOMER INFORMATION

This section provides the customer's information. The code, account & meter number are all used to identify a customer. The invoice number refers to the specific bill for the period.

DATES

The Billing date refers to when the bill was prepared and the Due date refers to date the bill should be paid by to avoid disconnection.

Billing Information

Billing Date : 06/29/2015
Due Date : 07/29/2015

Billing Period		Meter Readings		Consumption Gallons	Current Charge
From	To	Previous	Present		
05/19/2015	06/17/2015	299,370	302,720	3,350	22.63

BILLING INFORMATION

This is an overview of your monthly consumption:

- Billing Period is written month/day/year.
- Meter Readings show your previous and current readings as an aid to gauge consumption.
- Consumption Gallons refers to the number of gallons used between meter readings
- Current Charge is the value of your bill. It is calculated based on the rate being utilized by the Authority (see formula below).

HISTORICAL INFORMATION

This section shows the customer's payment history and account status.

Historical Information

Last Payment	100.00
Last Payment Date	06/01/2015

Account Status

OK

Consumption Charge	22.63
Basic Water Charge	14.00
Environmental Fee	11.00
CURRENT CHARGE	47.63
Arrears B/F	(42.81)
TOTAL PAYMENT DUE	4.82

(Brackets) indicate a credit amount

Billing Notes

PLEASE PAY THIS BILL WITHIN 30 DAYS
PRESENT WHOLE BILL WHEN MAKING PAYMENT

All outstanding arrears must be settled upon receipt of this invoice to avoid DISCONNECTION of water supply.
Environmental Fee will remain in effect even when disconnected.
See back of invoice for charge transactions.

INVOICE

This is breakdown of your charges:

- Arrears is any amount outstanding at the time when the bill was prepared
- Consumption value of the customer's consumption for the period
- Basic Water Charge is a monthly basic service that is applicable to all connections
- Environmental Fee is the fee levied on all accounts for garbage collection
- Reconnection Charge is provisional. This would only apply if the account has been disconnected
- Total Payment Due is the total amount owed to the Authority at the Due Date

CUSTOMER'S RECEIPT

This section of the bill is detachable. It contains all the information needed to identify a customer's account and makes it easier for a customer to pay their bill by cheques.

CUSTOMER'S RECEIPT

Billing Date : 06/29/2015
Due Date : 07/29/2015

Code	Account #	Invoice Number	Meter #	Route #	Date Paid	Amount Paid
DOEJOH	D09999999	060124224-4558	12345678			

DETACH & INCLUDE WITH CHEQUE PAYMENT

HOW TO CALCULATE YOUR CURRENT CHARGE

Using the bill above, 1,110 gallons at rate of \$5.50 per 1,000 gallons = \$6.11 plus basic charge of \$11.00 plus environmental fee of \$5.00. Total \$22.11 All charges are in EC\$. For rates, check our FAQ's page.