

# Your Utility Bill

Collier County's Utility Billing and Customer Service Department is unveiling a new utility bill! Designed to be more informative and "user friendly," you will find several new features and enhancements. Be sure to look at the back of the bill for even more information. Current rates and Collier County's water block rate structure are printed on the back of the bill to help you understand the cost of your service and to see how changes in your water usage pattern affect your bill.

**Consumption** – Usage is billed in increments of one thousand gallons. Usage of "2" means 2,000 gallons.

**Meter Size** – Water rates consist of two separate charges, service availability and consumption (usage). Meter size determines your rate for both charges. Refer to the Water Block Rate Structure on the back of the bill for more information.

**Usage History** – Each bill shows a rolling 13-month usage history (the current month plus the 12 previous months) to help you identify usage patterns.

**Payment Stub** – Separate at the perforation and return with your payment. If your account is set-up as an automated bank draft, that information will appear here.

**Account Summary** – This is an at-a-glance summary of a monthly billing statement.

**Current Charges** – This section provides the detail for all the services billed on this statement.

**Important Message** – Special messages concerning your water service or other items of interest appear here.

**Account Information:** 4420 Mercantile Ave, Naples, Florida 34104. Phone: 239-252-2380, www.colliergov.net

**Account Summary:** ACCOUNT SUMMARY AS OF 05/12/2009, PAYMENT RECEIVED ON 04/23/2009, PREVIOUS BALANCE 335.02, CURRENT CHARGES 0.00, TOTAL AMOUNT DUE 333.93

METER REFERENCE/SIZE	SERVICE FROM TO	METER READING FROM TO	USAGE (1000 GAL.)
99999999 1"	03/19/09 04/21/09	115 117	2
00000000 1"	03/19/09 04/21/09	1166 1208	42

**Current Charges:** Water Service 41.18, Sewer Service 64.74, Irrigation Service 185.79, Surchage Irrig Charge 22.38, Pay Plan Charge 19.84, Setup Pay Plan (1,666.48), Sewer adjustment for 48 m 1,666.48

**Usage History:** Bar chart showing usage from Apr to Apr. Y-axis 0-4.

**Important Message:** SFWMD PHASE II WATER RESTRICTIONS ARE IN EFFECT! This bill may include a 15% Surcharge depending on total usage. Practice water conservation daily to protect Florida's water resources. For info visit www.colliergov.net, Utility Billing\Customer Service.

**Payment Stub:** STATEMENT DATE 05/12/2009, DUE DATE 06/01/2009, CURRENT CHARGES 333.93, TOTAL DUE 333.93, AMOUNT ENCLOSED 00000000. MAKE CHECK PAYABLE IN U.S. FUNDS AND MAIL TO: COLLIER COUNTY UTILITY BILLING, PO BOX 740748, CINCINNATI, OH 45274-0748.

**Customer Information:** Customer Name: CONSUMER, UTILITIES. Service Address: 9999 SERVICE ADDRESS. ADDRESS: 375 1 AV 0.335 1-1. CONSUMER, UTILITIES 1234 PUBLIC UTILITY WAY ANYTOWN, FL 12345-6789

If you have questions about your bill, or would like to comment on the new bill format, please call Utility Billing and Customer Service at 239-252-2380.

