

# Understanding YOUR BILL

- 1. Service address** – The property for which the water service has been provided.
- 2. Account number** – This is a new account number that identifies your billing and your service account with the water company. Additionally, your new account number will allow you to access automated account information when calling customer service. If you are currently making payments through an online banking service it is important that you update your account information to ensure no delay in processing your payment information.
- 3. How to reach us** – Customer service mailing address, phone and fax numbers and e-mail address.
- 4. Usage data** – Includes your water meter's identification number and size, the dates of your billing period and the amount of water that was metered during the billing period.
- 5. Bill calculation** – Shows customer charges, usage calculation, any applicable surcharges and total charges for the current billing period.
- 6. Water use history chart** – Provides a 13-month usage history for customers who are billed monthly or a 12-month chart for customers who are billed quarterly.
- 7. Message Center** – Provides important information about your service.
- 8. Payment coupon** – Return this portion with your bill payment.
- 9. Due Date** – Date your payment is due at Aqua

## On the Back of Your Bill You Will Find:

- 1. Aqua Contact Information**
- 2. Explanation of Terms and Charges**
- 3. Remit to address**
- 4. Payment Options**

