CITY OF GREENSBORO
NORTH CAROLINA
PO BOX 1170
GREENSBORO NC 27402-1170

IMPORTANT CONTACT INFORMATION:

ALL BILLING INQUIRIES	336-373-2489
BANK DRAFT INFORMATION	336-373-2489
E-BILL INFORMATION	336-373-2489
24-HOUR EMERGENCY WATER/SEWER SERVICE	336-373-2033

ACCT NO	123 - 4567 . 303	**SERVICE ADDRESS**	123 S MAIN ST
BILLING DATE	7/22/2013	**STORMWATER PARCEL ID**	0000987-00006- 005
CYCLE	11	**NAME ON ACCOUNT**	JOHN Q CUSTOMER
DUE DATE	**7/26/2013**	**TOTAL DUE**	**$23.88**

CITY SERVICES STATEMENT

	METER NUMBER (S)	METER SIZE	PREVIOUS READ		PRESENT READ		CONSUMPTION
1.	06062870	5/8”	5/13/13	33 A	6/25/13	35A	2

Account Activity		
Previous Balance		15.78
Payment Received - 5/26/13		15.78CR
Balance Forward		$0.00
Current Charges		
Water Billing & Availability Charge — Service 1		3.14
Water Consumption Charges — Service 1	2 units @ $1.71	3.42
Sewer Billing & Availability Charge — Service 1		3.14
Sewer Consumption Charges— Service 1	2 units @ $3.04	6.08
Stormwater Charges	Tier B	8.10
Total Current Charges		$23.88

PAY BY INTERNET AT www.greensboro-nc.gov/onlinepayments. PAY BY PHONE AT 336-373-4729. There is a $1.95 fee for phone and online payments.

Tear here and return THIS PORTION with payment in the return envelope provided or present in person at our office. Please do not staple or paper clip payment to this statement.

GREENSBORO

CITY OF GREENSBORO
NORTH CAROLINA
PO BOX 1170
GREENSBORO NC 27402-1170
Return Service Requested

ACCOUNT	123 - 4567. 303
CYCLE	11
PAY BY	7/26/2013
TOTAL DUE	$23.88

CITY SERVICES STATEMENT

JOHN Q CUSTOMER
123 S MAIN ST
GREENSBORO NC 27401-0000

CITY OF GREENSBORO
PO BOX 1170
GREENSBORO NC 27402-1170

INFORMATION ABOUT YOUR CITY SERVICES STATEMENT

WWW.GREENSBORO-NC.GOV/WATER

Billing and Availability
This specific charge helps cover the cost of billing and guarantee the availability of water and sewer through the purchase of water from neighboring cities. This charge also helps fund capital improvements and preventative maintenance projects to our water and sewer system that guarantees the “Availability” of services.

Stormwater
Beginning on July 1, 1994, all property in the City of Greensboro is assessed a stormwater charge based on the hard or “impervious” surfaces (rooftops, driveways, etc.) found on that property. This charge supports the City’s Stormwater program that provides for the maintenance of the City’s drainage system, and programs to improve the water quality of surface streams and minimize flood hazards. Stormwater charges are:

Single Family Residents:

Tier	Impervious Area (square feet)	Single-Family Residential Rate
A	600-1,999	$1.50 per month
B	2,000-2,899	$2.70 per month
C	2,900+	$3.90 per month

Other Property Units: $2.70/month per ERU (or portion thereof)
The “ERU”, or Equivalent Residential Unit, is the average Single Family impervious surface area in the City (2,543 square feet). You may find more information about the Stormwater utility on the web at www.greensboro-nc.gov/stormwater.

Household Hazardous Waste
Residential Customers within City of Greensboro limits are charged a quarterly Household Hazardous Waste charge. This charge is based on meter size, and helps support the City’s Household Hazardous Waste Collection Program. The minimum base charge is $0.40/monthly.

Solid Waste Collection
Solid Waste Collection charges are for serving commercial dumpsters and are billed in advance.

Water and Sewer
Water use is billed on volume measurement through a water meter with one unit equal to 748 gallons. Commercial/Industrial water is billed on a flat rate per unit. Residential water is billed on an increasing block rate based on consumption. The tier charge by number of water units consumed is provided on the front of the bill for customer convenience. Water rates may vary depending on amount used. The meter number, meter size and previous and present read are also on the front of the bill. The letter A beside the read is for actual read and the letter E is for estimated read. Sewer is billed in units based on water usage. Some commercial and industrial accounts are assessed a sewer surcharge.

Billing Periods
Water and sewer charges are billed on either a monthly basis. The time period covered by your Water/Sewer charge is noted on the front side of the statement under “PREVIOUS READ/PRESENT READ.” All Water/Sewer charges are billed based on current consumption. All other services are billed in advance by the time period that you receive your bill. Bills may be pro-rated based on the time of rate changes or the number of days the meter is read.

Past Due Accounts and other items
Failure to pay by the due date on this notice can eventually lead to a delinquent fees and penalties being added to the account and water service being cut off and terminated. If water service is cut off, the past due amount plus penalties must be paid to have water services restored. Payments are applied in the following order: Delinquent fees, Storm Water, Household Hazardous Waste Charge, Solid Waste Charge, Sewer charge, and Water Charge. Bills returned with insufficient postage will not be accepted. There is a $25.00 processing fee for all returned checks.

Payment Methods
You may pay by credit online with Visa, Mastercard, AmEx, or Discover at www.greensboro-nc.gov/payonline. For E-bill information and establishing on-line bill receiving through Premium Access, please go to www.greensboro-nc.gov/ onlinservices.
You may call 336-373-4729(IPAY) any pay by credit card. Please have your account number with you for the call.
Payment drop boxes are located at: 2602 S. Elm-Eugene St., Water Resources or 236-C E. Washington St., J. Douglas Galyon Depot.
Enclose payment with this portion of the Statement in the return envelope and mail to: **City of Greensboro, P.O. Box 1170, Greensboro, NC 27402-1170**
Pay in person at: Melvin Municipal Office Building, 300 W. Washington Street, Plaza Level, Collections Division or Water Resources Division, 2602 South Elm Eugene Street. (Credit cards accepted)
Directly from your bank or financial institution through Bank Draft. Automatic and on time, bank drafting reduces check writing or missed payments. Call 336 373-2489 for more information

You may appeal these charges in person prior to the final payment date. Appeals must be made at 2602 South Elm-Eugene Street, Water Resources Customer Service, 8:00 a.m.-5:00 p.m., Monday-Friday.