

<b>CITY OF GREENSBORO NORTH CAROLINA</b> PO BOX 1170 GREENSBORO NC 27402-1170  <b>IMPORTANT CONTACT INFORMATION:</b> ALL BILLING INQUIRIES 336-373-2489 BANK DRAFT INFORMATION 336-373-2489 E-BILL INFORMATION 336-373-2489 24-HOUR EMERGENCY 336-373-2033 WATER/SEWER SERVICE	<b>ACCT NO</b>	123 - 4667 . 303	<b>SERVICE ADDRESS</b>	124 S MAIN ST
	<b>BILLING DATE</b>	7/22/2013	<b>STORMWATER PARCEL ID</b>	0000987-00006- 045
	<b>CYCLE</b>	11	<b>NAME ON ACCOUNT</b>	JOHN Q CUSTOMER
	<b>DUE DATE</b>	8/01/2013	<b>TOTAL DUE</b>	<b>\$39.01</b>

**CITY SERVICES STATEMENT**

METER NUMBER(S)	METERSIZE	PREVIOUS READ	PRESENT READ	CONSUMPTION
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1.	16590631	5/8 x 3/4	6/11/13	280 A	7/09/13	283A	3
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Account Activity  
Previous Balance 15.78

<b>Current Charges</b>							
Water Billing & Availability Charge — Service 1							3.14
Water Consumption Charges — Service 1							
	3 units @	\$1.71		5.13			
							8.27
Sewer Billing & Availability Charge — Service 1							3.14
Sewer Consumption Charges— Service 1							
	3 units @	\$3.04					
Stormwater Charges							2.70
<b>Total Current Charges</b>							<b>\$23.23</b>

**Total New Balance** **\$39.01**

THIS ACCOUNT IS DELINQUENT. Full payment, including late fees, must be received BY the DUE DATE on this statement. Full payment not received BY this DUE DATE will have a \$20.00 late fee added to your account and your water services may be turned off at any time afterwards. Additional \$20.00 fees and penalties may be added. This is your only notice before service is turned off.

YOU MAY PAY ON THE INTERNET AT [www.greensboro-nc.gov/onlinepayments](http://www.greensboro-nc.gov/onlinepayments). New water and sewer rate increases were approved and begin July 1st, 2010.

 <p><small>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.</small></p> <p><b>CITY OF GREENSBORO NORTH CAROLINA</b>          PO BOX 1170          GREENSBORO NC 27402-1170          Return Service Requested</p>	<b>ACCOUNT</b>	<b>123 - 4667. 303</b>
	<b>CYCLE</b>	<b>11</b>
	<b>PAY BY</b>	<b>8/1/2013</b>
	<b>TOTAL DUE</b>	<b>\$39.01</b>

**CITY SERVICES STATEMENT**

JOHN Q CUSTOMER 123 S MAIN ST GREENSBORO NC 27401-0000	CITY OF GREENSBORO PO BOX 1170 GREENSBORO NC 27402-1170 
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**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](http://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 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 can eventually lead to a delinquent fee 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 service 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](http://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/onlineservices](http://www.greensboro-nc.gov/onlineservices).
  - 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