## Understanding your bill



## 1. Billing snapshot

Service address: The location where water and/or sewer service is being provided.

Account number: This is a unique identifier for the customer at this address. Refer to this number if you contact us about your account.

Service period: The service days included in this bill.
Note: The number of days in a billing period may fluctuate due to weekends, holidays or changes in the date we read your meter.

Billing date: The date that your monthly bill is generated.
2. Total amount due and due date

Total due: The amount you owe for services already used during the billing period, plus any outstanding service charges, deposits or late payment fees incurred.

Due date: When payment for new charges is due. Payments received after this date are considered late and will incur a late charge.
3. Meter information

Wondering how much water you're using? This gives you information, such as current and previous read, usage and usage period.

## 4. Usage history

Shows the monthly gallons of water used for the last 12 months.
5. Summary of charges

A high-level summary of the total amount due and a breakdown of your current charges.
6. How to contact us

We are available 24/7 for emergencies. Trained representatives are ready to help you when you call during regular business hours of 8 a.m. - 4:30 p.m. CT.

## 7. Important information

This area will contain important and timely information that can benefit you.
8. Remittance stub

Please tear this coupon off and return it with your payment if you are mailing in a check or money order.
9. Mailing address

This is the location to send payment by check for this bill. For more payment options, visit NextEraWater.com/WaysToPay.

