

# How to Read Your Water Bill

This month, you'll notice that the appearance of your bill has changed. Our new bills have been designed to give you more information and to help you understand your usage/consumption and the charges on your bill.

Your water bill can be one of your best conservation tools. Knowing how to read and interpret your water and sewer bill can help you understand your consumption, detect possible leaks, and even save money!

This box contains billing information including the amount of your last payment, current balance, and breakdown of charges and credits (see next page for information on how your bill is calculated).

This row contains the date your payment is due, the amount due, your parcel ID, account type (residential, commercial, etc.), and your IA (impervious area) information for stormwater billing.

The bottom portion of your bill must be remitted if you choose to pay by mail or in person.

This section contains your account number, name, service address and bill date. *Note: your account number has changed to include your customer specific ID code.*

A graph of historical usage provides you with a visual indication of how your current consumption compares to that of previous bills.

Special messages from the City will appear in this box.

This section contains your consumption/usage information in cubic feet and the gallon equivalent. You can also find your meter number, meter read dates, actual meter readings and the number of days in the billing cycle.

**City of Durham Billing Statement**

City of Durham  
101 City Hall Plaza  
Durham, NC 27701  
919-560-1200  
www.durhamnc.gov

Regular billing with charge rollup example and replaced meter.

| Account      | Customer Name | Service Location | Apt/Unit | Bill Date  |
|--------------|---------------|------------------|----------|------------|
| 124570401010 | DOE, JOHN     | 999 BURCH AVE    |          | 01/15/2009 |

  

|                                  |           |  |  |  |  |  |  |
|----------------------------------|-----------|--|--|--|--|--|--|
| PREVIOUS BILL AMOUNT             | \$91.70   |  |  |  |  |  |  |
| PAYMENTS 01/14/2009              | \$91.70CR |  |  |  |  |  |  |
| ADJUSTMENTS                      | \$0.00    |  |  |  |  |  |  |
| PAST DUE BALANCE BROUGHT FORWARD | \$0.00    |  |  |  |  |  |  |
| WATER USAGE INSIDE CITY          | \$29.62   |  |  |  |  |  |  |
| WATER SERVICE FEE 5/8" MTR       | \$10.22   |  |  |  |  |  |  |
| SEWER USAGE INSIDE CITY          | \$52.48   |  |  |  |  |  |  |
| SEWER SERVICE FEE                | \$11.42   |  |  |  |  |  |  |
| STORM WATER RESIDENTIAL          | \$9.00    |  |  |  |  |  |  |

  

| Due Date   | Amount Due | Parcel ID | Account Type | IA Amount | ERU's  |
|------------|------------|-----------|--------------|-----------|--------|
| 02/11/2009 | \$112.74   | 113868    | RESIDENTIAL  | 3330      | 366.34 |

  

| Meter Number | Previous Read Date | Present Read Date | Number of Days | Previous Reading | Present Reading | Usage in cubic feet | Usage equivalent in gallons |
|--------------|--------------------|-------------------|----------------|------------------|-----------------|---------------------|-----------------------------|
| 43227835     | 11/15/2008         | 01/14/2009        | 60             | 151400           | 153000          | 1600                | 11968                       |

  

Important: Please return this portion with your payment so that the return address shows in the envelope window. If paying in person, bring this bill.

For your convenience, you may pay using a credit card through the City of Durham web site at [www.durhamnc.gov](http://www.durhamnc.gov).

If paying through your on-line banking services, make check payable to City of Durham - Collections, 101 City Hall Plaza, Durham NC, 27701 Phone 919-560-4351.

If paying by check, make check payable to the City of Durham - Collections. Be sure to include your account number on your check.

Check this block if you changed/updated the contact information on the reverse side of this statement.

A late payment fee of 1% will be added to all past due amounts after the due date.

00006042009900602645480000112748

SL: 999 BURCH AVE  
DOE, JOHN  
PO BOX 248  
DURHAM, NC 27705-3206

City Of Durham  
P.O. Box 30041  
Durham NC, 27702-3041

Figure 1: This sample of the City's new billing format provides useful information to customers.