

# HOW TO READ YOUR UTILITY BILL



St. Cloud Utilities is committed to providing exceptional customer service and taking care of your needs. The following are key elements you need to understand your utility bill.

## FRONT OF BILL

**1 Contact Information** – here you will find our customer service phone number, web address, and address to our walk-in center.

**2 QR Code** – with your Smart Phone and QR Code Reader App. Scan the QR code for a fast convenient way to pay your utility bill.

**3 Customer account and billing information** – here you will find your customer and account number, service address, bill date and due date.


**4 Special bill message** – this area contains important information on current programs that may be of interest, or important messages to our customers.

**5 Summary of charges** – this area lists your current and previous charges. Water consumption is based on tiers and is measured in tgals (thousand gallons).


**6 Graph** – displays monthly consumption to compare your monthly usage to last year.

**7 Meter Information** – this area displays your meter readings, dates of service, and water usage. Water usage is measured in tgals (thousand gallons).

**8 Bill pay stub** – this area highlights the most important information from the billing statement. It includes total amount due – including any past due charges, as well as the current bills due date. It also displays the mailing address, and number to be used for online, bank, or electronic payments.



St. Cloud Utilities  
1300 Ninth St.  
St. Cloud, FL 34769  
407-957-7344  
www.stcloud.org



Pay Online

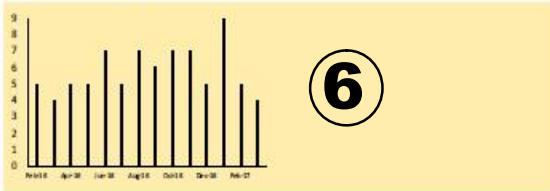
Customer Number: 1000001234    Account Number: 00001555  
Customer Name: Joe Smith  
Service Address: 123 Main Street  
Bill Date: 3/22/2017    Due Date: 4/12/2017

St. Cloud Utilities is pleased to announce its new electronic billing and payment service. Go paperless-sign up for e-billing! For more information visit myutilities.stcloud.org or call 407-957-7344.

**Summary of Charges**


	Consumption	Charge
Previous Balance		\$-0.92
Water Base Charge		\$13.79
Water Consumption Tier 1	3 TGAL @ 1.02	\$3.06
Water Consumption Tier 2	1 TGAL @ 2.03	\$2.03
Sewer Base Charge		\$17.13
Sewer Charge	4 TGAL @ 4.31	\$17.24
Cross Connection Control Charge		\$4.51
Emergency Medical Charge		\$3.00
Storm Water Charge - Residential		\$6.35
Garbage		\$17.85
<b>Total Current Charges</b>		<b>\$84.96</b>
<b>Total Amount Due</b>		<b>\$84.04</b>

**Water**



Service	Meter Number	From Date	To Date	Prev. Read	Curr. Read	Water Usage
Water	65169495	2/7/17	3/9/17	124	128	4

\*Bill due date applies to current charges only.  
A previous balance could be subject to service interruption.



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Please return this portion with your payment

Customer #: 000001234    Account #: 00001555


Amount Due \$84.04    Due Date 4/12/2017  
After Due Date \$87.04

Amount Enclosed \$

Please use this number 0000123400001555 for online, bank or e-pay payments.


Please make checks payable to:

City of St. Cloud  
PO Box 31304  
Tampa, FL 33631-3304



1937571

Joe Smith  
123 Main Street  
St. Cloud FL 34769



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