

# How to Read Your New Lee County Utilities' Bill Statement:



000001 000000001



UTILITY CUSTOMER  
123 MAIN ST  
FORT MYERS FL 11111-1111

2

Bill Date: 06/23/16  
Account No: 0000096-8  
Service Address: 123 MAIN ST  
Service Dates: 05/17/16 To 06/17/16

1.

For Sewer Backup Call LCU First 239-533-8700

Pay online at: [www.leegov.com/utilities](http://www.leegov.com/utilities)

2.

Email Address: [utilities@leegov.com](mailto:utilities@leegov.com)

Office Hours: 8am - 5pm, Mon - Fri Excluding Holidays

Billing and Customer Service:

Local: 239-533-8845

Outside Area: 1-800-485-0214

Boil Water Hotline: 239-533-8575

Automated Phone Payments: 855-895-XXXX

Your average cost of service during this period was \$2.54 per day

4.

Due Date 08/11/16

### Account Summary Information

Previous Balance: \$78.64

6.

Payments as of 7/22/2016 \$0.00

7.

Unpaid Past Due Balance: \$78.64

8.

Total Current Charges: \$78.64

9.

**Total Amount Due: \$157.28**

10.

11.

**11. Important Account Bill Message:** This area is designated for account related messages, such as delinquency, safety items, and accessibility of water meter to be able to obtain a meter read.

**12. Remittance Stub:** Return this form with your payment to the address indicated.

1. **Account Information:** This area contains the bill date, account number, service address, and your service dates.
2. **Lee County Utilities Contact Information:** Use this information, to report an emergency and to get answers to all of your billing and customer service questions.
3. **Customer Information:** Here you will find the name listed on the account, as well as the mailing address.
4. **Average cost per day of service:** Based upon your current month's bill, this item will provide you with the average cost per day during your usage period.
5. **Bill Message Area:** This area will keep you informed of upcoming Lee County events and important Utilities related information.
6. **Previous Balance:** Prior month's bill balance.
7. **Payments:** This area will identify any payments received from the last bill date to the current bill date.
8. **Unpaid Past Due Balance:** Any previous balance from the prior month.
9. **Total Current Charges:** The current month's charges. The details of the current month's bill are shown on the second page under **Total Charges (13)**.
10. **Total Amount Due:** This is the outstanding balance to the account.

## New Bill Statements will begin to be mailed starting September 2016.

Return this portion with your payment.

Please use the enclosed RETURN envelope.



Customer: UTILITY CUSTOMER

Account No: 0000096-8

Service Address: 123 MAIN ST

Amount Due: \$157.28

Due Date: 08/11/16

12.

Total Enclosed: \$ **SAMPLE DO NOT PAY**

Please include your account number on your payment.



LEE COUNTY UTILITIES  
PO BOX TBD  
PRESCOTT, AZ 86304-1111

000 00000968 00000968 0000015728 0000000000

**Total Charges** 13.

Sewer-Residential	\$20.45
Per 1,000 5 x 5.8500	\$29.25
Water-Residential	\$12.59
Per 1,000 5 x 3.2700	\$16.35
<b>Total Balance</b>	<b>\$78.64</b>

**13. Total Charges:** This area gives a detailed listing of water and/or sewer charges.

**14. Your Usage:** This section provides information about your water meter number, rate code, and number of days within your service period. It also provides you the current meter read and previous billed meter read.

**15. Your Monthly Usage:** This graph shows up to a 13 month comparison of your historical water and/or sewer consumption.

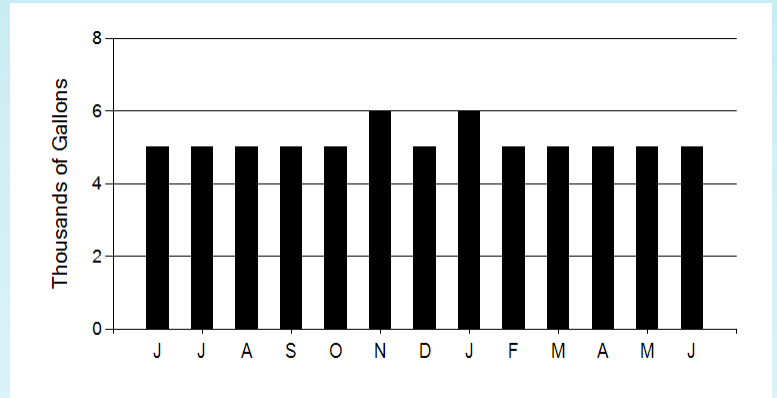
**16. Explanation of Charges:** Important billing terms and definitions that are useful for understanding your bill can be found in this area.

Account No: 0000096-8  
Service Address: 123 MAIN ST

**Your Usage** 14.

Meter Number	Rate Code	# of Days	New Meter Read	Last Meter Read	Multiplier	Usage
	RS	31			1	5
76223383	RW	31	1101	1096	1	5

Your Meter was read on 06/17/16

**Your Monthly Usage** 15.**Explanation of Charges** 16.

**Due Date:** Payments are due by the date indicated on the front of this statement. Payments in the mail are not considered to be payment on an account. To ensure proper credit, please place your account number on check or money order.

**Past Due Balance:** Service may be disconnected for failure to pay an Unpaid Past Due Balance in full by the due date on the reminder notice. **Current bill due date does not apply to Unpaid Past Due Balances.** Reconnection charges will be applied to the account and will be billed on the next bill.

**Base Charge:** The base charge covers the fixed expenses associated with the operations and maintenance costs of providing water and wastewater service to your home or business.

**Consumption Charge:** The consumption charge is the County's variable cost associated with treating water/sewer and is billed in one thousand gallon increments.

**Service Charges:** Service charges may appear on your bill for the following reasons:

- Service is established for a new customer
- Service is restored after a disconnection for nonpayment
- Charges for special trips to your service location
- Your bank returns your check for insufficient funds or other reasons

**Late Payment Fee:** 1% or \$5.00 (whichever is greater) if charge is unpaid after reminder notice due date.

**Wellfield Development Surcharge:** \$0.50 per equivalent residential unit if water consumption exceeds first water usage block.