

Reading Your Utility Bill

Brought to you by
The City of Oak Harbor
Utilities Department



Whidbey Island's Premier Waterfront Community

Below is an example of your Utility bill. This presentation will break down the bill into sections to help you better understand how to read your statement.



Office Hours: 8:00 a.m. to 5:00 p.m.
Monday through Friday,
excluding holidays.

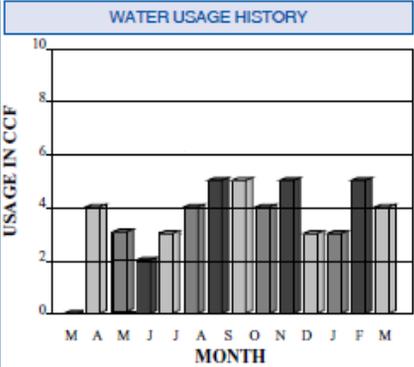
CITY OF OAK HARBOR
865 SE BARRINGTON DRIVE
OAK HARBOR, WA 98277
(360) 279-4530
www.oakharbor.org



ACCOUNT NUMBER:	00-000000-00
Bill Date:	3/20/2013
Service Location:	1234 NW Main St
Customer Name:	Jane Doe
Amount Summary	
Previous Balance:	26.00
Payments:	-26.00
Current Charges:	101.40
Credit Balance:	0.00
TOTAL DUE THIS STATEMENT:	101.40
Due Date:	4/18/2013

METER #	CURRENT METER READING DATE	PREVIOUS METER READING	CURRENT	CONSUMPTION
01234567	01/01/2013	123	125	2

Date	Billing Cycle	Days	Service Fee	Units	Amount
3/20/13	Billing				111.70
2/21/2013 - 3/20/2013	27	Water Meter Charges - 5/8" Ready to Serve Charge	1	24.25	
2/21/2013 - 3/20/2013	27	Water Consumption Charge - 5/8" Res Water Cons	1	9.10	
2/21/2013 - 3/20/2013	27	Sewer - Residential Sewer	1	47.00	
2/21/2013 - 3/20/2013	27	Garbage - 35 Gallon Can	1	19.90	
2/21/2013 - 3/20/2013	27	Storm Drain - Storm Drain	1	11.45	
2/20/13	Previous Balance			0.00	
			Amount Due:	111.70	



TOTAL DUE | **\$ 111.70**
DUE DATE: 4/18/2013

The City of Oak Harbor will be assessed a 6.25% Utility Tax on this statement.
A 3.6% State Refuse Tax is included in the garbage rate charged.

PLEASE DETACH THIS PORTION AND RETURN
\$15 late fee and 0.67% penalty charged after 5:00 PM on the due date. This bill does not extend the due date of prior bills.



CITY OF OAK HARBOR
865 SE BARRINGTON DRIVE
OAK HARBOR, WA 98277

This stub ensures that your payment is processed accurately. Please detach and return the stub when making payments.

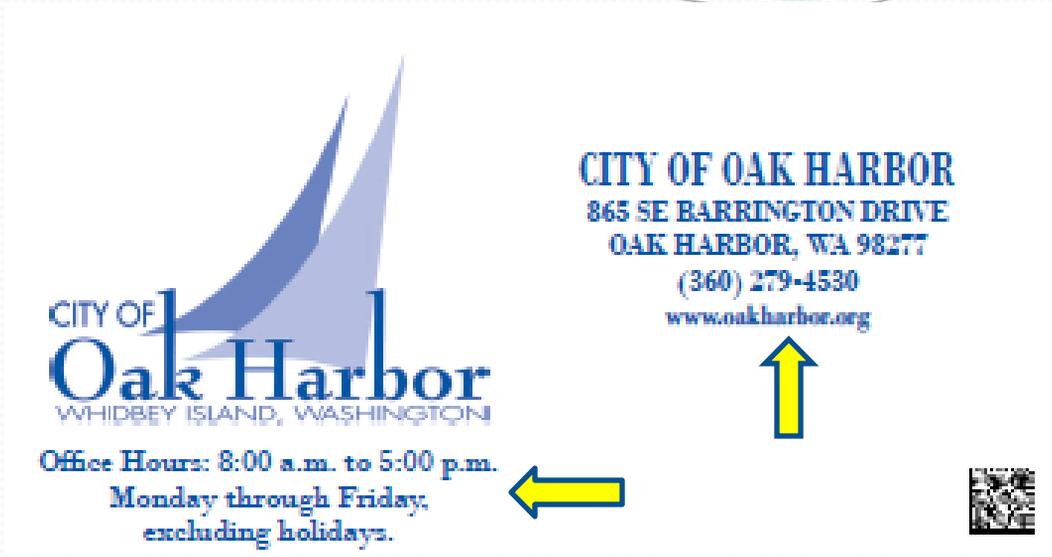
DUE DATE 4/18/2013	ACCOUNT NUMBER 00-000000-00
AMOUNT DUE 101.40	ENTER AMOUNT ENCLOSED \$
CHECK NUMBER 	

Make Check Payable To Name Below:

Doe, Jane
1234 SW Main St
Oak Harbor, WA 98277

CITY OF OAK HARBOR - UTILITIES
865 SE BARRINGTON DR
OAK HARBOR WA 98277-3257





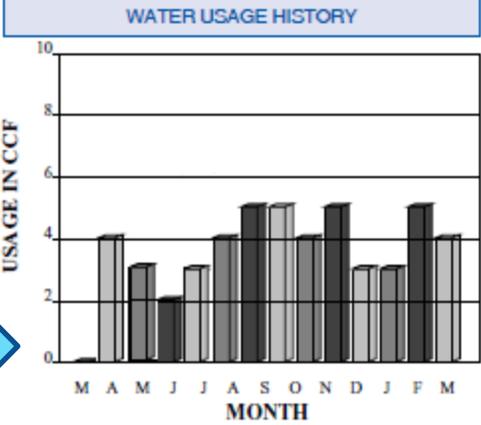
Above shows the top left corner of your utility bill. This area contains our office hours as well as our contact information. Below shows the top right of your utility bill which includes your Account number, Service Location, Total Due, and Due Date.

Account Number:	00-000000-00	←
Bill Date:	3/20/2013	
Service Location:	1234 NW Main St	←
Customer Name:	Jane Doe	
Account Summary		
Previous Balance:	26.00	
Payments:	-26.00	
Current Charges:	101.40	
Credit Balance:	0.00	
TOTAL DUE THIS STATEMENT:	101.40	←
Due Date:	4/18/2013	←

METER #	CURRENT METER READING DATE	PREVIOUS	METER READING	CURRENT	CONSUMPTION
01234567	01/01/2013	123		125	2

The Meter information box comes next on the bill and shows your Meter Number, Date the meter was read, Previous Read, Current Read, and Consumption being billed.

Date	Billing Cycle	Days	Service Fee	Units	Amount
3/20/13	Billing				111.70
2/21/2013 - 3/20/2013	27	Water Meter Charges - 5/8" Ready to Serve Charge	1	24.25	
2/21/2013 - 3/20/2013	27	Water Consumption Charge - 5/8" Res Water Cons	1	9.10	
2/21/2013 - 3/20/2013	27	Sewer - Residential Sewer	1	47.00	
2/21/2013 - 3/20/2013	27	Garbage - 35 Gallon Can	1	19.90	
2/21/2013 - 3/20/2013	27	Storm Drain - Storm Drain	1	11.45	
2/20/13	Previous Balance			0.00	
Amount Due:					111.70



WATER USAGE HISTORY

USAGE IN CCF

MONTH

Month	Usage (CCF)
M	0.1
A	4.0
M	3.0
J	2.0
J	3.0
A	4.0
S	5.0
O	5.0
N	4.0
D	5.0
J	3.0
F	3.0
M	5.0

TOTAL DUE | **\$ 111.70**

DUE DATE: 4/18/2013

The middle of the bill is full of useful information. On the left hand side it shows the billing date, the dates that the bill is for, how many days were in the bill cycle and how much was billed for each commodity. The Right side is a chart of water Usage. Everyone's chart is unique to them. Below the Chart once again shows the Total Due and the Due Date.

The City of Oak Harbor will be assessed a 6.25% Utility Tax on this statement.
A 3.6% State Refuse Tax is included in the garbage rate charged.

Below the billing breakdown and consumption chart is a rectangular box that contains informational messages for the customers. This can include information on Animal Licenses, Utility Taxes that the City Pays, Rate Increases, and much more.

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 **CITY OF OAK HARBOR**
865 SE BARRINGTON DRIVE
OAK HARBOR, WA 98277

This stub ensures that your payment is processed accurately. Please detach and return the stub when making payments.

DUE DATE 4/18/2013	ACCOUNT NUMBER 00-000000-00
AMOUNT DUE 101.40	ENTER AMOUNT ENCLOSED \$
CHECK NUMBER	

Make Check Payable To Name Below:

Doe, Jane
1234 SW Main St
Oak Harbor, WA 98277 1/1

 CITY OF OAK HARBOR - UTILITIES
865 SE BARRINGTON DR
OAK HARBOR WA 98277-3257

The bottom of your statement has a perforated payment stub containing the due date, amount due, and account number. It is best to include this payment stub with any applicable payments to ensure that payment is posted to the proper account.

We hope that this presentation has helped you better understand your statement. For any further questions, please feel free to contact us at 360-279-4530.

Have a great Oak Harbor day!!

