

# How to Read Your NEW Water 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!

**DURHAM** 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.

### City of Durham Billing Statement

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

**CONSUMPTION HISTORY**

Due Date	Amount Due	Parcel ID	Account Type	IA AREA FEES
02/11/2009	\$112.74	113868	RESIDENTIAL	3330

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.

Bill Number	Bill Date	Account Number
602645	01/15/2009	124570401010
Total Due By 02/11/2009		\$112.74
Enter Payment Amount		

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.

00006042009900602645400000112748

SL: 999 BURCH AVE  
DOE, JOHN  
PO BOX 246  
DURHAM, NC 27705-3206

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

This box contains billing information such as 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. Information, such as your account number and amount due, is repeated here.

This section contains your account number, name, service address and bill date. Note, your account number may have changed.

A graph of historical consumption 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 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.