

# Understanding your new utility bill

- A Header** - Includes Customer Name, Service Address, Account Number, Billing Date, Due Date and Total Amount Due.
- B Account Summary** - An overview of past billing and payments.
- C Billing Detail** - A detailed breakdown of current charges on your account.
- D Message Center** - Provides important information about your service and contact information for the Sewer and Water Resources Department.
- E Due Date** - The date by which payment should be received to remain in good standing.
- F Total Amount Due** - The total amount owed for the period, including previous and current charges.
- G Remittance Coupon** - Return this portion with your bill payment in the envelope provided.
- H How To Reach Us** - Hours of operation, contact numbers and email address at PWSA.
- I Water Consumption Graph** - Provides a usage history of your current billing period compared to your previous billing periods.
- J Meter Readings** - Details the service, previous read, present read, usage and units for current billing period.
- K Billing Inquiries** - Information if you have questions about your bill.
- L Convenient Ways To Pay** - Multiple ways to pay online or with your mobile device.

		<b>Customer Name</b> John Doe		<b>Account Number</b> 5555555-100000
<b>Service Address</b> 1234 Main Street		<b>Billing Date</b> 10/09/2013	<b>Due Date</b> 10/29/2013	page 1 of 2
<b>Account Summary - Monthly Bill</b>		<b>Prior Balance</b> \$ 74.55	<b>Payments &amp; Adj.</b> - \$ 69.55	<b>Balance</b> \$ 5.00
<b>Message Center</b> Be environmentally responsible and save time and money by enrolling in paperless billing. You get the benefit of knowing your payment to PWSA will be made on time, every time, without the hassle of writing checks or waiting in line at the post office. Log on to <a href="http://www.pgh2o.com">www.pgh2o.com</a> to find out how to enroll in paperless billing.		<b>New Charges</b> \$ 83.41	<b>Total Amount Due</b> \$ 88.41	
<b>Previous Activity</b> Previous Balance ..... 74.55 Payment - 10/09/2013 - Thank you ..... -64.55 Account Balance as of 08/09/2013 ..... \$ 5.00		<b>Current Activity - PWSA Charges</b> Water Consumption Charge ..... 42.35 Sewer System Maintenance ..... 16.64 Distribution Infrastructure System Charge ..... 4.12 Subtotal ..... \$ 63.11	<b>Current Activity - ALCOSCAN Charges</b> Sewage Treatment ..... 20.30 Subtotal ..... \$ 20.30 Total Current Charges ..... \$ 83.41 Total Amount Due ..... \$ 88.41	
PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT				
Penn Liberty Plaza I 1200 Penn Avenue Pittsburgh, PA 15222		<b>MONTHLY BILL</b>		Account Number 5555555-100000
*****AUTO**SCH 5-DIGIT 79407 JOHN DOE 1234 MAIN ST PITTSBURGH PA 15212-1234		<b>Due Date</b> 10/29/2013	<b>Total Amount Due</b> \$ 88.41	<b>Amount Enclosed</b> \$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Make check payable to: PWSA
31324542451230000027447000026142000107				

		<b>Account Number</b> 1043551	page 2 of 2												
<b>How to Reach us...</b> Penn Liberty Plaza I 1200 Penn Avenue Pittsburgh, PA 15222 <b>Office Hours:</b> Monday through Friday 8:00 a.m. - 4:30 p.m. 412-255-2423 412-255-2475 fax <b>Emergencies:</b> 24 hours a day, 7 days a week 412-255-2423 412-255-2429 <b>Email us at:</b> info@pgh2o.com <b>Visit us on the web at:</b> www.pgh2o.com		<b>Service Address</b> 533 TRIPOLI ST	<b>Water Usage History</b> <p>Usage in 1,000 Gallons</p> <p>Total days this period: 30 Gallons used this period: 3000</p>												
<b>Billing Inquiries:</b> All questions concerning your bill should be registered prior to the due date. Any charges not paid by the due date are subject to late fees and other collection activity. Water meter charges become a lien on property, and if not paid, may result in an interruption of service. Any disputed charge on this bill must be submitted in writing to PWSA within 90 days. All unpaid charges more than 90 days past due will be placed with Jordan Tax Service, Inc. (JTS) for collection. JTS can be reached at 412-255-5243 OPT. 4. For additional information, please visit our website at <a href="http://www.pgh2o.com">www.pgh2o.com</a> .		<b>Meter Readings (in thousands of gallons)</b> <table border="1"> <tr> <td>Readings</td> <td>Estimated Reading</td> <td>Read Date</td> </tr> <tr> <td>Current Read: 53</td> <td>53</td> <td>03/07/2013</td> </tr> <tr> <td>Previous Read: 55</td> <td></td> <td>02/05/2013</td> </tr> <tr> <td>Total Usage: 3</td> <td></td> <td></td> </tr> </table>	Readings	Estimated Reading	Read Date	Current Read: 53	53	03/07/2013	Previous Read: 55		02/05/2013	Total Usage: 3			<b>IMPORTANT MESSAGE:</b> Your meter reading was "Estimated" this period. Please call Customer Service at 412-255-2423.
Readings	Estimated Reading	Read Date													
Current Read: 53	53	03/07/2013													
Previous Read: 55		02/05/2013													
Total Usage: 3															
<b>Pay with cash at 7-Eleven:</b> 1) Go to your local 7-Eleven. 2) Tell the associate you would like to pay \$244.91 3) Give them this paper to scan the barcode		<b>Store Associate Instructions:</b> 1) Enter EXACTLY \$ 244.91 2) If purple <LOAD> button of POS 3) Scan the barcode to the right 4) Take cash payment from the customer	<b>Customer pays EXACTLY \$ 244.91</b> 												
<b>Other convenient ways to pay:</b> One-time payments by visiting <a href="http://www.pgh2o.com">www.pgh2o.com</a> Go Green, make payments for free, view bills, manage account Pay with your mobile phone Pay by telephone 412-255-2423 option 2.		PWSA PO Box 747055 PITTSBURGH, PA 15250-5004													