

Understanding Your Bill

We understand that there is a lot of information on your monthly utility bill and that there may be some confusion about how your bill is calculated. The information on this page should help you understand your bill and hopefully clear up some of that confusion.

You'll notice that there are separate charges for water, wastewater and garbage. Your water and wastewater bills each have monthly minimum usage charges that pay for the administrative costs of these services. The garbage fee also has an associated administrative fee.

Understanding Your Bill

Published on City of Kyle Texas Official Website (<http://www.cityofkyle.com>)



Account Statement

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ACCOUNT INFORMATION

2 NAME: JOHN Q SAMPLE
 PIN #: 00000000
 SERVICE ADDRESS: 123 MAIN ST
 SERVICE PERIOD: 07/14/2009 TO: 08/13/2009
 BILLING DATE: 08/27/2009
 DUE DATE: 09/15/2009

1 *****31617 78640 3 P25 3L5734483-8-1
 & 3 AV 0.335
 JOHN Q SAMPLE
 123 MAIN ST
 KYLE TX 78640-1000

CURRENT ACCOUNT ACTIVITY

3

Meter/Code	Previous	Current	Usage
WT	4443	4488	8500

CURRENT CHARGES

Water Minimum	\$23.08
Water Usage	\$13.30
WW Minimum	\$13.63
WW Service Charge	\$12.58
Refuse	\$16.40
Refuse Franchise Fee	\$1.84
Tax	\$1.65
Refuse Admin Fee	\$2.00
Total Current Charge	\$84.37

To pay your bill online:
 Visit our "Online Services" at www.cityofkyle.com
 Office Hours: Monday - Friday 8:00 am - 5:00 pm
 Utility Billing Office Phone: 512-262-3960

YOUR MONTHLY USAGE (in THOUSANDS)



AMOUNT DUE

5

Previous Credit Due	(\$0.40)
Total Due If Paid By 08/15/12	\$83.97
Total Due If Paid After 08/15/12	\$92.37

THERE IS A \$34.50 CHARGE ON ALL PAYMENTS RETURNED TO US FROM THE BANK.

SPECIAL MESSAGE

7 ATTENTION CUSTOMERS: Your utility rates were not increased; however, your bill has a new look. To better assist our customers in understanding their bill your water monthly minimum and water usage charges are now listed separately on this bill. This change also applies to your waste water bill, where your waste water minimum charge is separated from your waste water service charge. Please visit our website at, www.cityofkyle.com under Utility Billing for additional information or call us at 512-262-3960.

Thank You!

Disconnect for Non-Payment Information: Payment must be received in the Utility Billing office no later than 5pm on the 25th of each month or service may be interrupted the following business day. A reconnect fee (plus a possible deposit) along with the account balance will need to be paid before service is restored. Reminder: If your water service is interrupted for non-pay, do not cut the lock on your water. Call us @ 512-262-3960 and make a payment. (According to Ordinance 265-4, Section 2 - The City reserves the right to remove any meter or disconnect water service to any customer whose meter or lock box has been tampered with. Ordinance 265-4, Section 3 - Any person who violates this Ordinance shall be liable for a fine not to exceed the sum of \$2,000.)

Payment

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT. PLEASE INCLUDE YOUR ACCOUNT NUMBER ON YOUR CHECK.

Coupon

THERE IS A \$34.50 CHARGE ON ALL PAYMENTS RETURNED TO US FROM THE BANK.

AMOUNT ENCLOSED

FOR OFFICE USE ONLY

Account Number: 013-0000342-001



Total Due If Paid By 08/15/12 \$83.97



Total Due If Paid After 08/15/12 \$92.37



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CITY OF KYLE
 UTILITY BILLING DEPARTMENT
 PO BOX 40
 KYLE TX 78640-0040

013000034200100000000083970000000092371

1. Customer Name and Mailing Address:

This is the name and address for recipient of bill; May be different than the Service Address.

2. Account Information:

This is where you find your Account Number, Service Address, Billing Date, and dates of service. Refer to this section should you need to contact our Utility Billing Department with questions.

3. Due Date:

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Date the "Current Charges" are due to avoid receiving "Delinquency Notice".

4. Current Charges:

Description of charges including, water, waste water, and refuse (trash) for services incurred in "Service From" dates listed in Section 2 above. The following are listed on your bill:

- Water Minimum Charge of \$33.23
- Water Usage Charge,
- WW Minimum Charge of \$17.99
- Wastewater Service Charge,
- Refuse,
- Refuse Franchise Fee
- Refuse Admin Fee

5. Total Due:

This is the total amount due on the account for services rendered as described in Section 3 above.

6. Usage History Graph:

This section will allow you to see your usage in graphical form of past billing cycles.

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7. Special Message:

Important messages about your account, utility activities, and/or general information regarding City Wide news will appear here.

8. Payment Coupon:

Please tear off and remit this coupon with your payment in the envelope provided if mailing in payment via USPS or paying in person.

9. Remit Address:

When sending payment, this address must appear through the window of the return envelope.

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