Introduction to Utility Billing

and the magic contained in water
Different from Other City Services

- External and Internal Customers
  - Citizen Customers
    - Residential
    - Commercial
    - Industrial
  - Internal Customers

- Both Office Information and Field ActivityNeeded

- “Usually” Self-funded
Terms to Know

- Meter
Meter
Terms to Know

- Meter
  - Meter Base
  - Transponder
  - Master Meter
  - Sub-Meter

- Irrigation
Irrigation
Backflow Prevention

Backflow device prevents water from travelling back into your drinking water.
Terms to Know

- Meter
  - Meter Base
  - Transponder
  - Master Meter
  - Sub-Meter

- Irrigation
  - Backflow Prevention (Residential: Double Check Valve)

- Pressure Reducer
Pressure Reducer
Pressure Reducer

- Pressure Reducing Valve
- Water Meter
Terms to Know

- Sewer
- Sanitary Sewer
- Wastewater
- Water Reclamation
  - All the same thing!

- Property Line Clean Out
Property Line Clean Out
Terms to Know

- Sewer/Sanitary Sewer/Wastewater/Water Reclamation
  - All the same thing!

- Property Line Clean Out

- Manhole
Manhole
Terms to Know

- Sewer/Sanitary Sewer/Wastewater/Water Reclamation
  - All the same thing!

- Property Line Clean Out

- Manhole

- Sewer Backup
Sewer Backup
Property Line Clean Out
Sewer Backup
Terms to Know

- Sewer/Sanitary Sewer/Wastewater/Water Reclamation
  - All the same thing!

- Property Line Clean Out

- Manhole

- Sewer Backup

- Air Relief Valves
Air Relief Valves

- Pipeline Flowing
- Air Trapped
- Air Released
- Repeat Cycle
Air Relief Valves
Terms to Know

- *Sewer/Sanitary Sewer/Wastewater/Water Reclamation*
  - All the same thing!

- Property Line Clean Out

- Manhole

- Air Relief Valve

- CCN
CCN

- Certificate of Convenience and Necessity
- Identifies geographic area of service
- Provides “exclusive right” to provide utility service
  - Must be able to provide “continuous and adequate service”
- Managed by Public Utility Commission of Texas
- Municipalities and Districts normally are NOT required to hold a CCN
  - Some do for extended legal protection
Utility Rules and Regulations

- Guidance Provided By:
  - Environmental Protection Agency
  - Texas Commission on Environmental Quality
  - Public Utility Commission of Texas
  - Texas Water Development Board
  - Groundwater Conservation Districts

- Testing Requirements

- CCR (Consumer Confidence Report)
Utility Rules and Regulations

- CCR (Consumer Confidence Report)
What’s On the Bill?

- Water Consumption/Usage
  - Tiers are Applied

- Wastewater
  - Defined Maximum Volume (Cap)
  - Winter Averaging
What’s On the Bill?

- Additional Charges and/or Fees
  - Drainage
  - Solid Waste
  - Districts: TCEQ Assessment Fee
  - Sales Tax

- Due Date

- Penalty Date

- Special Message
For Inquiries Call: Lake Cities M.U.A. Office - (940) 487-2999
Office Hours: 7:00 am - 4:30 pm, Monday - Thursday
7:00 am - 11:00 am, Fridays
Night Deposit available 24 hours
www.lcmua.org

CITY OF LAKE DALLAS
212 MAIN ST
LAKE DALLAS TX 75065

YOUR MONTHLY USAGE

SPECIAL MESSAGE
Winter Waste Water Averaging begins on Nov 1.
Please monitor your consumption through
Eye on Water.

Payment Coupon

ACCOUNT INFORMATION
ACCOUNT NUMBER:
SERVICE ADDRESS: 210 MAIN ST
SERVICE PERIOD: 08/20/19 To 09/20/19
BILLING DATE: 09/26/19
DUE DATE: 10/20/19

CITY OF LAKE DALLAS
212 MAIN ST
LAKE DALLAS TX 75065

ACCOUNT Statement

ACCOUNT INFORMATION
ACCOUNT NUMBER:
SERVICE ADDRESS: 210 MAIN ST
SERVICE PERIOD: 08/20/19 To 09/20/19
DAYS IN CYCLE: 31
LAST PAYMENT RECEIVED: 333.94CR 09/11/19
BILLING DATE: 09/26/19
DUE DATE: 10/20/19

CURRENT METER CHARGES

<table>
<thead>
<tr>
<th>Meter Number</th>
<th>Previous</th>
<th>Current</th>
<th>Usage</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>50217616</td>
<td>24</td>
<td>51</td>
<td>2700</td>
<td>$269.50</td>
</tr>
</tbody>
</table>

OTHER CHARGES
SEWER AVERAGE 2700 $51.12
TX ASSESSMENT $1.60

BILL SUMMARY
TOTAL AMOUNT DUE $322.22
TOTAL DUE IF PAID AFTER 10/20/19 $322.22

BILLS DUE
ALL BILLS FOR SERVICES RENDERED ARE DUE UPON RECEIPT.
IF NOT PAID BY THE DUE DATE AT CLOSE OF BUSINESS, A
LATE CHARGE OF 10% WILL BE ASSESSED. ALL PAST DUE
CHARGES ARE DUE IMMEDIATELY OR SERVICE WILL BE
SUBJECT TO DISCONNECTION.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT - MAKE YOUR CHECKS PAYABLE TO: L.C.M.U.A.

$44009000000
Denton Municipal Utilities
601 E. Hickory St, Suite F
Denton, TX 76205-4305
www.cityofdenton.com
Customer Service (940) 349-8700

ACCOUNT INFORMATION

Account Number: ________________________________
Customer Name: ______________________________
Service Address: ____________________________________________
Cyde Number: ________________
Current Billing Date: 10/16/2019
Total Amount Due: $142.41
Due Date for Current Charges: 11/04/2019

Most Recent Payment: -$131.41
Previous Balance: $0.00
Late Fees: $0.00
Current Charges: $142.41
Amount Due: $142.41

ACCOUNT ACTIVITY

Previous Balance: $0.00

Water: $74.40
Wastewater: $31.19
Drainage: $5.45
Water Total: $110.74
Refuse and Recycling: $20.26
Solid Waste Total: $29.26
Sales Tax: $2.41
Miscellaneous Total: $2.41
TOTAL AMOUNT DUE: $142.41

METER INFORMATION

Service Period: 09/13/2019 to 10/14/2019
Billing Days: 31

<table>
<thead>
<tr>
<th>Meter</th>
<th>SC</th>
<th>Rate</th>
<th>Previous</th>
<th>Current</th>
<th>Multi</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>104567</td>
<td>W</td>
<td>WFR</td>
<td>75</td>
<td>00039534</td>
<td>0094/0304</td>
<td>10</td>
</tr>
</tbody>
</table>

Usage History

Water

SPECIAL MESSAGE

REMINDER: Wastewater averaging is based on water usage billed during the months of December, January, and February.

PLEASE FOLD ON PERFORATION BEFORE TEARING - RETURN BOTTOM PORTION WITH YOUR PAYMENT

DENTON MUNICIPAL UTILITIES
601 E. HICKORY ST, SUITE F
DENTON, TX 76205-4305

Check here for charges to your account. See reverse side.
Check here for donations. See reverse side.

CUSTOMER
# 211466

AMOUNT ENCLOSED: ________________________________

CITY OF DENTON
PO BOX 662150
DALLAS TX 75266-0150

00002542551000000142417
**Credit Card Draft-10/21/19**

**Customer Service:** 817-743-4060

**Website/Online Payment:** www.cityofkeller.com

**Office Hours:** Monday-Friday, 8:00 a.m. to 5:00 p.m.

---

**Customer Name:**

**Account Number:**

**Service Address:**

**Pin Number:**

---

**Last Bill:** $199.44

**Payments (Credits):** ($199.44)

**Balance Forward:** 0.00

**Current Bill:** $284.44

**Current Bill Due:** 10/21/19

**Balance Due:** $234.44

**Total Due with Contribution:** $235.44

---

**METER INFORMATION**

**Service Period:** 08/21/19 TO 10/01/19

**Previous Read:** 374400

**Current Read:** 410700

**Consumption:** 36300

---

**ACCOUNT ACTIVITY**

**Last Bill:** $199.44

**Last Payment:** ($199.44)

**Adjustments:** $0.00

**Balance Forward (Due Upon Receipt):** 0.00

**Current Charges:**

- Storm Drainage Fee: $7.00
- Water: $227.87
- Waste Water: $35.39
- Garbage: $13.10
- Garbage Sales Tax: $1.08

**Total New Charges:** $284.44

**Balance Forward:** 0.00

**Adjustment:** ($56.00)

**Current Bill Due 10/21/2019:** $234.44

---

**Special Message:**

"Let's Talk Trash!" The City's Garbage and Recycling Agreement with Community Waste Disposal Comes to an End in August 2020, and We Want to Hear What You Would Like to See in Our Next Service Contract. Visit: www.cityofkeller.com/trashstalkbyfriday, October 18 to Tell Us What You Think. "Save Water Nothing Can Replace It!" Save Water, Nothing Can Replace It!

---

**Final Bill***

**Account Number:**

**Current Amount Due by:** 10/21/19

**Current Bill:** $284.44

**Service Address:**

**Balance Due:** $234.44

**Voluntary Contribution (See Reverse Side):** $1.00

**Total Due with Contribution:** $235.44

---

**Amount Enclosed:** $235.44

---

**Credit Card Draft**

---

**Bar Code:**
What are your customers paying for?
Customer Service

The Customer is ALWAYS right!

Not really, but should be treated right.
Customer Service

- External Customer Interactions
  - Applications
  - Deposits
  - Payments
  - Billing Questions/Issues
  - Disconnect/Reconnect
  - Social Media

- Encourage **Updating** Contact Information
Customer Service

- Work Orders
  - Documentation, both internal and external is essential

- Leak Checks: Common Culprits
  - Toilets
  - Irrigation

- Sewer Backups: Common Culprits
  - Grease
  - Rags
  - Feminine Products

- Customer Relations
Customer Relations

- Create a Positive Image
  - Keep office, plant sites, and vehicles clean and in good order

- Communications Procedures
  - Consistent Messages
    - Know your Ordinances / Policies
    - Know your Rates / Charges / Fees
  - Know Responsible Parties for Detailed Responses
  - Stock your Toolbox
    - Brochures / Flyers
    - Website
    - Social Media
Customer Complaints

• Receive, Acknowledge, and Log Complaint
  • TCEQ reviews complaint records during inspections
  • Review for trends

• Approach them professionally
  • Maintain professional attitude and tone
  • Treat every complaint as legitimate

• Aim for customer satisfaction beyond resolution
  • Give frontline employees the ability to resolve some customer issues
Frequently Asked Questions:
Good Training Items for Frontline Employees

- Why are my rates going up? (Why is my bill so high?)
- Why is my wastewater more expensive than my water?
- I have a water/wastewater emergency! Who do I call?
- I am filling up my swimming pool. Do you offer a discount?
- If I experience a leak, will the utility help with my bill?
- Where does the water come from?
Policy Discussion

- Deposits
  - How much? Is it returned? When?
- Do you offer a discount program?
  - Need based? Age Based? Other?
- What kind of adjustments do you make?
  - When and how are those applied?
- Do you offer payment arrangements?
- When do you apply cut off?
  - Is weather a consideration?
THANK YOU!