



CITY OF HOUSTON

Public Works and Engineering
Department

PAY BY PHONE: 713-371-1265
PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG
FOR QUESTIONS REGARDING DRAINAGE AND CIP, PLEASE VISIT WWW.REBUILDHOUSTON.ORG

UTILITY CONSOLIDATED TURNOFF BILL

FOR WATER AND WASTEWATER INQUIRIES, PLEASE CALL 713-371-1400.
FOR DRAINAGE INQUIRIES, PLEASE CALL 713-371-1111.
FOR WATER LEAKS, PLEASE CALL 311.

1 CD-0 WD-07



J65000

Account Number		Service Address	
XXXX-XXXX-XXX7		Sample Service Address 100	
Bill Date	07/12/2011	Past Due Amount	0.00
DUE UPON RECEIPT		Last Billed Amount	0.00
		Total Amount Due	\$0.00

YOUR ACCOUNT IS SERIOUSLY PAST DUE AND YOUR SERVICE IS SCHEDULED TO BE DISCONNECTED. PAYMENT IS DUE IMMEDIATELY.

Unless you have been notified otherwise, payments using your checking account or credit card may be made through our automated telephone system at **713-371-1265** or on our website at www.houstonwaterbills.org. Cash payments and checks are accepted at local grocery stores.

If the past due amount has been paid, please pay the Last Billed Amount only. If you make a payment within 24 hours of the cut date, please call 713-371-1400 and provide us your payment receipt number.

If your service is turned off due to non-payment, your account will be reviewed for an additional security deposit and charged a reconnect fee. You must call 713-371-1400 to advise a representative of your payment and receipt number in order to restore service. Service may not be restored for up to two (2) business days after you have notified us that the account has been paid in full or payment arrangements have been made. To avoid this inconvenience, please pay your bill by the due date.

If you are a residential customer and you meet specific income criteria, you may qualify for temporary financial assistance through the W.A.T.E.R. Fund. For details call our Customer Contact Center at 713-371-1400.

If you wish to challenge the correctness of this bill, you must contact Water Customer Service within ten (10) days of the billing date by calling 713-371-1400, by writing to Water Customer Service, P.O. Box 4863, Houston, TX 77210-4863, or by emailing customer.service@houstontx.gov.

Return this portion with payment. Write account number on all checks.
Payable to: CITY OF HOUSTON, WATER DEPARTMENT

\$1.00 Gift to W.A.T.E.R. Fund

TOTAL AMOUNT DUE:	\$0.00
Amount Paid:	
Due Date:	UPON RECEIPT
Amount After 12/29/2010	\$0.00

P.O. Box 1560
Houston, TX 77251

P01CDE123XXX



Mailing Name
Mailing Address1
Mailing Address2
Mailing Address3
Mailing City, ST 12345 6789

XXXXXXXXXXXX7 0000000000 0000000000

GO GREEN - SAVE GREEN!

eBilling and online bill payment are great ways to help the City increase efficiencies. It's a quick and easy way to save time and money. You'll be helping to save our environment too!

[Sign up at houstonwaterbills.org](http://www.houstonwaterbills.org)

You can now use your Visa, MasterCard, or Discover credit card or Visa or MasterCard debit cards to pay your City of Houston utility bill. Go to www.houstonwaterbills.org and follow the links to either "Create Online Profile" or "Quick Pay." If you create an online profile, you will also be able to check water usage, manage your account, and get your bill by email too!

Internet access, account verification and a valid e-mail address are required for online payments and account services. Payments may also be made through our automated telephone system at **713-371-1265**.

IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND RESPONSIBILITIES AS A CITY OF HOUSTON UTILITY CUSTOMER

To ensure that you receive regular updates from the City of Houston regarding your account, it is necessary to keep all contact information current on your water/sewer accounts including phone numbers, e-mail addresses, etc. Commercial and multi-family customers must request changes in writing.

The City of Houston has installed electronic meter reading devices throughout the city in order to obtain your meter reads for billing. It is a violation of City Ordinance and State Law to tamper or damage the water service connection. If damage or tampering is noted fines may be assessed. Please ensure the water meter box and its contents are left unobstructed and undisturbed.

If you feel that you have been incorrectly billed for water or sewer services, or are unsatisfied with a correction to your bill, you have the right to an administrative review or informal hearing to address your complaint. A complaint must be filed within 90 days from the date of the first disputed bill. If you are waiting for a decision on a bill adjustment, you must continue to pay your current bill(s) while awaiting resolution of your adjustment to avoid interruption of your service, additional penalties, and/or late fees.

Hearings will not be provided for requests that are inconsistent with City Ordinance Sec. 47-70.1, such as denial or the amount of assistance from the W.A.T.E.R. Fund; terms of deferred payment agreements, customers' inability to pay for services, the amount of deposit required, or the rate schedule. Please visit our website at www.houstonwaterbills.org for a complete list of non-disputable items.

Allowing your account to fall into delinquent status for any reason may result in additional fees, additional deposit requirements, and/or termination of service. **In the event service is disconnected, service may not be reinstated for up to two (2) business days after the account has been paid in full or satisfactory arrangements have been made.**

If your services are in danger of termination because you cannot pay, you may be eligible for assistance from the W.A.T.E.R. Fund. Proof of income is required and assistance is subject to availability of funds.



For information on **Flood Awareness**, see pages 16-17 in the front of the November 2009 Houston AT&T Real Yellow Pages.®
© 2009 AT & T Intellectual Property. All rights reserved. AT & T,



CITY OF HOUSTON

Public Works and Engineering
Department

PAY BY PHONE: 713-371-1265
 PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG
 FOR QUESTIONS REGARDING DRAINAGE AND CIP, PLEASE VISIT WWW.REBILDHOUSTON.ORG

UTILITY CONSOLIDATED BILL

FOR WATER AND WASTEWATER INQUIRIES, PLEASE CALL 713-371-1400.
 FOR DRAINAGE INQUIRIES, PLEASE CALL 713-371-1111.
 FOR WATER LEAKS, PLEASE CALL 311.

2 CD-0 WD-07



Account Number		Service Address				Previous Bill Amount	
XXXX-XXXX-XXX5		Sample Service Address A				0.00	
Sub Accounts	Units	Read	Gallons 1000's	Payments Received		Adjustments/Other Charges	
1	18	92	5722	418	PAYMENT 06/23/2011	0.00	
1	17	77	26451	458			
1	14	66	19914	406			
1	13	82	28102	489			
				Total	0.00	Total	0.00
				Read Date	07/07/2011	Water Charge	0.00
				Bill Date	07/12/2011	Sewer Charge	0.00
Total		317		1,771	Due Date	08/01/2011	Amount Due \$0.00

Amount Due After	08/01/2011	\$0.00
------------------	------------	--------

PAYMENT OPTIONS

Our Online Bill Payment and Presentment Service makes it easy for you to manage multiple water/wastewater accounts. You can view bills online, see bill payment and usage history, and make one-time or automatic payments from the comfort of your office or home 24/7. Go to www.houstonwaterbills.org and follow the links to either "Create Online Profile" or "Quick Pay." You will be able to manage your accounts and sign up for electronic billing to receive your bill by email.

You can also pay your bill by mail using the envelope enclosed with your bill, by phone by calling (713) 371-1265, at your local grocery store, or online using your checking or savings account, Visa, MasterCard credit or debit card, or Discover card.

Please be sure to notify us in writing if there is a change in your account information such as contact number(s), change in management company, mailing address, number of units, or change of ownership.

To avoid service interruptions, please pay your bill on time.

Return this portion with payment. Write account number on all checks.
 Payable to: CITY OF HOUSTON, WATER DEPARTMENT

\$1.00 Gift to W.A.T.E.R. Fund

If you have received a drainage charge please note:
 The drainage charge reflects a 1000 foot adjustment in impervious surface area that reduced the amount due.

TOTAL AMOUNT DUE:	\$0.00
Amount Paid:	
Due Date:	08/01/2011
Amount After 08/01/2011	\$0.00

P01CDE123XXX



Mailing Name
 Mailing Address1
 Mailing Address2
 Mailing Address3
 Mailing City, ST 12345 6789

P.O. Box 1560
 Houston, TX 77251

XXXXXXXXXXXX5 0000000000 0000000000

GO GREEN - SAVE GREEN!

eBilling and online bill payment are great ways to help the City increase efficiencies. It's a quick and easy way to save time and money. You'll be helping to save our environment too!

Sign up at houstonwaterbills.org

You can now use your Visa, MasterCard, or Discover credit card or Visa or MasterCard debit cards to pay your City of Houston utility bill. Go to www.houstonwaterbills.org and follow the links to either "Create Online Profile" or "Quick Pay." If you create an online profile, you will also be able to check water usage, manage your account, and get your bill by email too!

Internet access, account verification and a valid e-mail address are required for online payments and account services. Payments may also be made through our automated telephone system at **713-371-1265**.

IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND RESPONSIBILITIES AS A CITY OF HOUSTON UTILITY CUSTOMER

To ensure that you receive regular updates from the City of Houston regarding your account, it is necessary to keep all contact information current on your water/sewer accounts including phone numbers, e-mail addresses, etc. Commercial and multi-family customers must request changes in writing.

The City of Houston has installed electronic meter reading devices throughout the city in order to obtain your meter reads for billing. It is a violation of City Ordinance and State Law to tamper or damage the water service connection. If damage or tampering is noted fines may be assessed. Please ensure the water meter box and its contents are left unobstructed and undisturbed.

If you feel that you have been incorrectly billed for water or sewer services, or are unsatisfied with a correction to your bill, you have the right to an administrative review or informal hearing to address your complaint. A complaint must be filed within 90 days from the date of the first disputed bill. If you are waiting for a decision on a bill adjustment, you must continue to pay your current bill(s) while awaiting resolution of your adjustment to avoid interruption of your service, additional penalties, and/or late fees.

Hearings will not be provided for requests that are inconsistent with City Ordinance Sec. 47-70.1, such as denial or the amount of assistance from the W.A.T.E.R. Fund; terms of deferred payment agreements, customers' inability to pay for services, the amount of deposit required, or the rate schedule. Please visit our website at www.houstonwaterbills.org for a complete list of non-disputable items.

Allowing your account to fall into delinquent status for any reason may result in additional fees, additional deposit requirements, and/or termination of service. **In the event service is disconnected, service may not be reinstated for one to two business days after the account has been paid in full or satisfactory arrangements have been made.**

If your services are in danger of termination because you cannot pay, you may be eligible for assistance from the W.A.T.E.R. Fund. Proof of income is required and assistance is subject to availability of funds.



For information on **Flood Awareness**, see pages 16-17 in the front of the November 2009 Houston AT&T Real Yellow Pages.®
© 2009 AT & T Intellectual Property. All rights reserved. AT & T,



CITY OF HOUSTON

Public Works and Engineering
Department

PAY BY PHONE: 713-371-1265
 PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG
 FOR QUESTIONS REGARDING DRAINAGE AND CIP, PLEASE VISIT WWW.REBILDHOUSTON.ORG

UTILITY CONSOLIDATED DELINQUENT BILL

FOR WATER AND WASTEWATER INQUIRIES, PLEASE CALL 713-371-1400.
 FOR DRAINAGE INQUIRIES, PLEASE CALL 713-371-1111.
 FOR WATER LEAKS, PLEASE CALL 311.

3 CD-0 WD-04



Account Number		Service Address				Previous Bill Amount		
XXXX-XXXX-XXX3		Sample Service Address 210				0.00		
Sub Accounts	Units	Read	Gallons 1000's	Payments Received		Adjustments/Other Charges		
1	25	48	13037	188	PAYMENT 07/01/2011	0.00		
1	31	40	13777	147				
1	35	48	4414	239				
1	38	48	32306	247				
1	40	88	23420	330				
1	31	48	12364	280				
1	33	48	3916	108				
1	13	48	24993	172				
Total		416		1,711	Total	0.00	Total	0.00
Past Due Amount		0.00		Total Amount Due		\$0.00		
				Amount Due After	08/01/2011	\$0.00		

YOUR ACCOUNT IS DELINQUENT. PLEASE PAY THE TOTAL AMOUNT DUE.
 To avoid termination of service, pay the past due amount within 20 days of billing date.

Payment must be made directly to the Utility Customer Service Center to avoid delay in balancing your account.
 If past due amount has been paid, pay current charges only.

If you meet specific income criteria, you may qualify for temporary financial assistance for the W.A.T.E.R. Fund.
 For more information contact your nearest Multi-Service Center.

!!! NOTICE !!!

Utility Customer Service offers service to individuals who use telecommunications devices for the deaf (TDD).
 Dial 713-371-1133 for assistance.

Return this portion with payment. Write account number on all checks.
 Payable to: CITY OF HOUSTON, WATER DEPARTMENT

\$1.00 Gift to W.A.T.E.R. Fund

If you have received a drainage charge please note:
 The drainage charge reflects a 1000 foot adjustment in
 impervious surface area that reduced the amount due.

TOTAL AMOUNT DUE:	\$0.00
Amount Paid:	
Due Date:	UPON RECEIPT
Amount After 08/01/2011	\$0.00

P.O. Box 1560
 Houston, TX 77251

P01CDE123XXX



Mailing Name
 Mailing Address1
 Mailing Address2
 Mailing Address3
 Mailing City, ST 12345 6789

XXXXXXXXXXXX3 0000000000 0000000000

GO GREEN - SAVE GREEN!

eBilling and online bill payment are great ways to help the City increase efficiencies. It's a quick and easy way to save time and money. You'll be helping to save our environment too!

Sign up at houstonwaterbills.org

You can now use your Visa, MasterCard, or Discover credit card or Visa or MasterCard debit cards to pay your City of Houston utility bill. Go to www.houstonwaterbills.org and follow the links to either "Create Online Profile" or "Quick Pay." If you create an online profile, you will also be able to check water usage, manage your account, and get your bill by email too!

Internet access, account verification and a valid e-mail address are required for online payments and account services. Payments may also be made through our automated telephone system at **713-371-1265**.

IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND RESPONSIBILITIES AS A CITY OF HOUSTON UTILITY CUSTOMER

To ensure that you receive regular updates from the City of Houston regarding your account, it is necessary to keep all contact information current on your water/sewer accounts including phone numbers, e-mail addresses, etc. Commercial and multi-family customers must request changes in writing.

The City of Houston has installed electronic meter reading devices throughout the city in order to obtain your meter reads for billing. It is a violation of City Ordinance and State Law to tamper or damage the water service connection. If damage or tampering is noted fines may be assessed. Please ensure the water meter box and its contents are left unobstructed and undisturbed.

If you feel that you have been incorrectly billed for water or sewer services, or are unsatisfied with a correction to your bill, you have the right to an administrative review or informal hearing to address your complaint. A complaint must be filed within 90 days from the date of the first disputed bill. If you are waiting for a decision on a bill adjustment, you must continue to pay your current bill(s) while awaiting resolution of your adjustment to avoid interruption of your service, additional penalties, and/or late fees.

Hearings will not be provided for requests that are inconsistent with City Ordinance Sec. 47-70.1, such as denial or the amount of assistance from the W.A.T.E.R. Fund; terms of deferred payment agreements, customers' inability to pay for services, the amount of deposit required, or the rate schedule. Please visit our website at www.houstonwaterbills.org for a complete list of non-disputable items.

Allowing your account to fall into delinquent status for any reason may result in additional fees, additional deposit requirements, and/or termination of service. **In the event service is disconnected, service may not be reinstated for one to two business days after the account has been paid in full or satisfactory arrangements have been made.**

If your services are in danger of termination because you cannot pay, you may be eligible for assistance from the W.A.T.E.R. Fund. Proof of income is required and assistance is subject to availability of funds.



For information on **Flood Awareness**, see pages 16-17 in the front of the November 2009 Houston AT&T Real Yellow Pages.®
© 2009 AT & T Intellectual Property. All rights reserved. AT & T,