

# How to read your utility bill

The City of Mesa has designed an easy-to-read bill format that breaks down monthly charges into separate service categories. Monthly meter readings, meter usage, and the number of days of service information, are included to help our customers track monthly consumption and assist with utility conservation. Additional programs and services offered by the City include:

- SurePAY** (automatic bill payment plan)
- Budget Billing** (pay the same budget payment monthly)
- Select-Due-Date** (choose the date your bill is due)
- Contribution/Round Up** (automatically contribute to ABC "A Better Community" Program)
- Large Print Bill** (receive the bill in large print)
- Spanish Bill** (receive the bill in Spanish)
- E-Notification** (receive and E-mail notification to view bill online)

For more information on these and other programs offered by the City of Mesa, go online to [www.mesaaz.gov](http://www.mesaaz.gov) "My Utility Account", or contact Customer Service Operations at 480-644-2221.


 Mail Payment: PO Box 1878, Mesa AZ 85211-1878  
 (480) 644-2221 (866) 406-9659 (Toll Free)  
 Pay Online: [www.cityofmesa.org](http://www.cityofmesa.org)  
 Account Number: 200000-300000  
 Bill Date: 01/10/08  
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MESA CUSTOMER  
123 E ANYWHERE ST APT 200  
MESA, AZ 85210





**Balance Forward** can be a debit or a credit amount that has carried over from the previous month's bill. If the word "Delinquent" appears on the bill and the balance forward is a debit amount, those charges are past due and need to be paid immediately to avoid service interruption.

Previous Balance	Payments & Adjustments	Balance Forward	Current Charges	Utility Amount Due	Current Charges Past Due After
\$81.68	\$81.68-	\$ .00	\$86.36	\$86.36	01/31/08
				\$1.00	
				\$87.36	

"A Better Community" Voluntary Donation  
Utility Amount with ABC Donation

Your tax deductible ABC donation helps needy Mesa residents. Please pay Utility Amount Due if you do not wish to contribute.

**Current Charge Summary**

 Water .....	\$30.37	 Solid Waste.....	\$23.13
 Waste Water .....	\$31.24	 Other Fees (See Detail) .....	\$1.62

**Message Center**

Paying utility bills through financial institutions delays posting your payment. Use the City's free website, pay by phone, or SUREPAY service for prompt posting to your account.

**Average Daily Usage**

Electric (kWh)			Gas (Therms)			Water (1000 Gallons)		
Current Month	Last Month	Last Year	Current Month	Last Month	Last Year	Current Month	Last Month	Last Year
						.24	.19	.39

Please return this portion with your payment made payable to City of Mesa. 002423



Mailing Address Change  
Please make changes on back of stub

  
 MESA CUSTOMER  
 123 E ANYWHERE ST APT 200  
 MESA, AZ 85210-5330

Account No. 200000-300000  
 Past Due After 01/31/08  
 Utility Amount Due \$86.36  
 Voluntary ABC Donation \$1.00  
**Utility Amount + Voluntary ABC Donation \$87.36**  
 Total Utility Amount Due \$86.36

**Your Mailing Address:**

Please help keep this information current by updating your address with us whenever it changes.

0000000000000000000000000086360000100147

**ABC Donations:**  
Voluntary donations to the "A Better Community" program goes to help needy Mesa residents.

The **Message Center** can display important monthly messages from the City of Mesa along with messages that may be specific to your account.

The information in the **Average Daily Usage** boxes is based on service type and display the amount of Electric Kilowatt hours, Therms of Gas, and Water (measured in 1000 gallons) that was used on a daily basis during the current bill period.

**Current Charges** display the total amount that was billed during this bill period. The due date that displays in the **Current Charges Past Due After** box only apply to the amount in the Current Charges box.

Please note: This statement does not represent an average or actual billing, but is used as an example of how your new bill will look. All information used is for illustration purposes only. For actual billing rates, customer service phone numbers and address information, please refer to your current utility bill.

**Customer Service Operations**  
 55 North Center Street  
 P.O. Box 1466  
 Mesa, AZ 85211-1466  
 480.644.2221  
 Toll Free 866.406.9659  
[custserv.info@mesaaz.gov](mailto:custserv.info@mesaaz.gov)  
 Mon-Fri 7:30am - 5:30pm

# SUREPAY PLAN

## An easy way to pay!

The City of Mesa offers an automatic payment plan that provides the convenience of having your utility bill paid directly by your financial institution at no cost to you—it's called **SurePAY**.

With **SurePAY**, your financial institution withdraws the payment automatically each month from your checking, savings, or credit card account.

You will continue to receive your statement by mail. It will identify you as a **SurePAY** customer. Approximately 19 days after your bill date, your payment will be deducted from your checking, savings, or credit card account.

To request the **SurePAY** authorization agreement form, logon to:  
[www.mesaaz.gov/custserv/surepay.aspx](http://www.mesaaz.gov/custserv/surepay.aspx)  
 or contact Customer Service Operations at 480.644.2221, toll free 866.406.9659.

Your utility bill can be paid Online via credit card or personal check through **My Utility Account**, or mailed to our P.O. Box address.

### Your Customer Account Number and Bill Date


 Mail Payment:  
 PO Box 1878  
 Mesa AZ 85211-1878

(480) 644-2221  
 (866) 406-9659 (Toll Free)  
 Pay Online: [www.cityofmesa.org](http://www.cityofmesa.org)

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#### Water

Meter Number	Register Type	Current Read Date	Current Reading	Previous Read Date	Previous Reading	Number of Days	Read Difference	Multiplier	Billed 1000 Gallons
801	WTR	01/09/08	295	12/07/07	287	33	8	1.000	8

801	Connection Size Service Charge	\$10.78
	W1.1 Residential Western Zone	\$17.28
	State Superfund Water Use Tax	\$.05
	Total Taxes	\$2.26
	Total Water Charges	\$30.37



#### Waste Water

S1.1	Minimum Charge	\$9.43
S1.1	Residential Inside City	\$21.81
	Total Waste Water Charges	\$31.24

Residential wastewater charges are based on 90% of your average winter water usage. A new average is computed each April using the three lowest bill months from December, January, February, and March.



#### Solid Waste

R1.2	RES 90 Gal Trash/Recycle Svc (1.00 Units)	\$22.66
	Household Hazardous Waste Fee (1.00 Units)	\$.47
	Total Solid Waste Charges	\$23.13



#### Other Fees

	Federal Environmental Compliance on 01/10/08	\$1.50
	Total Taxes	\$.12
	Total Other Charges	\$1.62



#### Payments & Adjustments

	Payment on 12/28/07. Thank You...	\$81.68-
	Total Payments and Adjustments	\$81.68-

**Payments & Adjustments:**  
*Indicates any payments or adjustments that have been made to your account during this billing cycle.*

Change Mailing Address:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Downtown Mesa Business Office	East Mesa Business Office
55 North Center Street	6935 East Decatur Street
Mesa, AZ 85201	Mesa, AZ 85207
Monday - Friday	Monday - Friday
(7:30 a.m. - 5:00 p.m.)	(8:00 a.m. - 5:00 p.m.)

#### Back of Payment Stub:

*Change your address or find our business office locations.*

### Water / Waste Water / Solid Waste Service:

Contains serial number of the meter serving your account, the meter type, date your current and previous month readings were taken, the recorded meter readings for those dates, the number of days in the billing cycle, the difference between the read amounts and the amount of usage being billed. (If you have gas and/or electric service, a breakdown of charges would be seen in this area as well.)

Program fees and miscellaneous charges such as deposits and late fees display in the **Other Fees** section of the bill.