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 email notification to view bill online)

For more information on these and other programs offered by the City of Mesa, go online to www.mesaaaz.gov “My Utility Account”, or contact Customer Service Operations at 480-644-2221.

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Kilowatt Hours</th>
<th>Therms</th>
<th>Water (1000 Gallons)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Charges</td>
<td>$30.37</td>
<td>$23.13</td>
<td>$1.62</td>
</tr>
<tr>
<td>Previous Balance</td>
<td>$1.65</td>
<td>$1.65</td>
<td>$0.00</td>
</tr>
<tr>
<td>Payments &amp; Adjustments</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Balance Forward</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Current Charges</td>
<td>$31.24</td>
<td>$31.24</td>
<td>$1.24</td>
</tr>
<tr>
<td>Utility Amount Due After</td>
<td>$0.36</td>
<td>$0.36</td>
<td>$0.36</td>
</tr>
<tr>
<td>Utility Amount Due Before</td>
<td>$81.36</td>
<td>$81.36</td>
<td>$81.36</td>
</tr>
</tbody>
</table>

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.

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.

The **Message Center** can display important monthly messages from the City of Mesa along with messages that may be specific to your account. The **ABC Donations** display voluntary donations to help needy Mesa residents.

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.
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 or contact Customer Service Operations at 480.644.2221, toll free 866.406.9659.

---

**Your Customer Account Number and Bill Date**

**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.)

---

**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  
55 North Center Street  
Mesa, AZ 85201  
Monday - Friday  
(7:30 a.m. - 5:00 p.m.)

East Mesa Business Office  
6935 East Decatur Street  
Mesa, AZ 85207  
Monday - Friday  
(8:00 a.m. - 5:00 p.m.)

---

**Back of Payment Stub:**
Change your address or find our business office locations.

---

**Program fees and miscellaneous charges such as deposits and late fees display in the Other Fees section of the 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  
Mon-Fri 7:30am - 5:30pm