



HOW IN THE WORLD DO I READ THIS BILL?!?!

Have you ever opened your bill and wondered what you were looking at?! What do all these numbers mean? GOOD NEWS! It isn't as confusing as it may seem.

STOP!!!

BEFORE we get to it, let's go over Winter Average. If you have been a customer for about a year, the sewage consumption fee will be averaged; that rate will be your sewer rate from October until September for that year. Are you asking yourself "Why would they do that"? Well, there is actually a very good reason for this. During the summer, customers usually use more water. Think of all the kids swimming pools that are filled and refilled over and over from all the fun splashing and dirty feet from getting in and out of the pool, cars that are washed to look "so fly" at the beach, lawns watered to keep the grass greener on THIS side of the fence, etc. The City of Orange understands that not all of the water consumed during the summer goes into the sewer. So taking this into consideration, we average the winter months of December, January, and February since those are the months that usually have the least amount of water consumption. This is also why it is VERY IMPORTANT to report any water leaks during the winter averaging months so it does not affect your winter average. Whew! Now that we all have that down, let's get to reading that water bill!

Below is an image of a bill that has a winter average. The same calculations apply if you do not have a winter average, but your sewer portion is calculated directly by the water consumption. This is another reason it is very important to let us know when you have a leak, and bring us receipts for the repair. If you have had a leak and do NOT have a winter average we can credit back the sewer consumption portion of your bill that was due to the leak.

CITY OF ORANGE UTILITY BILL - - FOR BILLING QUESTIONS CALL 409-883-1081 BILL DATE: 04/30/2018

Account No.	Service Address					METER READING -		
Service Period 3/30/2018 - 4/29/2018	Meter Readings					WATER USAGE		
Previous Balance 70.61	Water & Sewer	Meter No.	Read Dates 3/24/2018 4/20/2018	Days 30	Previous 7	Current 12	Usage 5.00 <u>2.67</u> WINTER AVERAGE	Unit Of Measure Thousand Gallons
Penalties 0.00	Current Billings							
Adjustments 0.00	Charge Code	Amount	Charge Code	Amount	BASE CHARGES ARE FOR THE FIRST THOUSAND GALLONS OF CONSUMPTION CHARGES FOR EVERY THOUSAND GALLONS OVER THE BASE THOUSAND GALLONS. EXAMPLE: 5 THOUSAND GALLONS OF WATER WERE USED FOR THIS MONTH. 1 THOUSAND IS INCLUDED IN THE WATER BASE CHARGE. 4 THOUSAND MULTIPLIED BY THE WATER RATE OF \$2.60/THOUSAND EQUALS \$10.40. THE WATER AND SEWER RATES ARE AVAILABLE ON OUR WEBSITE.			
Payments Received (70.61)	Water Cons.	10.40	Water Base	10.92				
Past Due Balance 0.00	Sewer Cons.	14.96	Sewer Base	13.71				
	Sanitation	20.23						
	Sanit/Street	1.22	GARBAGE FEE					
	Sales Tax	1.77						
	Current Due	73.21	Due by 05/25/2018					
	Total Balance Due	73.21						

IMPORTANT ACCOUNT INFORMATION AND CUT OFF INFORMATION WILL BE NOTED HERE

TYPE	CONSUMPTION	BASE RATE FOR FIRST THOUSAND GALLONS	THOUSANDS OVER BASE CONSUMPTION	CONSUMPTION CALCULATION
WATER	5	1 X 10.92 = \$10.92	4	4 X 2.60 = \$10.40
SEWER	2.67	1 X 13.71 = \$13.71	1.67	1.67 X 8.96 = \$14.96
SANITATION / GARBAGE	1 RESIDENTIAL CART			\$23.22

*Our rates are listed on orangetexas.net