Understanding Your Utility Bill

GARLAND
TEXAS MADE HERE
CITY OF GARLAND
P.O. BOX 465108
GARLAND, TX 75046-1508
972.205.2671
www.GarlandUtilities.org

Page 1 of 2

Customer: J Q CITIZEN
Account Number: 000000-0000
Billing Date: March 2, 2016

Service Address: 1234 ANY STREET, GARLAND, TX 75042 — AUTOMATIC BANK DRAFT

1 Your Electricity Use (kWh)

	Current Month	Previous Month	Last Year
Days of service	29	33	29
kWh used	1,233	1,620	1,233
Avg. kWh per day	42.5	49	42.5
Avg. cost per day	$4.87	$5.48	$5.87
Avg. daily temp. (°F)	49	43	50

1 Your Water Use (gallons)

	Current Month	Previous Month	Last Year
Days of service	29	33	29
Gallons used	8,600	6,800	5,700
Avg. gallons per day	297.0	206.0	197.0
Avg. cost per day	$0.84	$0.61	$0.76

3 Important Contact Information

Emergency Electric Outage	972.205.3000 (24 hrs.)
Emergency Water Shutoffs	972.205.3210 (24 hrs.)
Utility Reconnect Services	972.205.2671
Environmental Waste Services	972.205.3500
Bill Payment Information	972.205.2671

custserv@gpltexas.org

2 Account Summary as of March 2, 2016

Previous Balance	$	344.71
Payments	$	-344.71
Adjustments	$	0.00
Balance Forward	**$**	**0.00**
Current Budget Electric Charge	$	244.60
Current Budget Water Charge	$	44.71
Current Sewer Charge	$	29.29
Current Storm Water Management Charge	$	2.40
Current Environmental Waste Charge	$	17.59
Total Current Charges	**$**	**338.59**

Current Charges Due March 22, 2016	Total Amount Due $338.59

4 DO NOT PAY - Account is being drafted on 20-MAR-2016

5 Budget Billing Information

Actual Charge This Month	$	165.51
Minus Budget Billing Charges	$	289.31
Equals This Month's Variance	$	-123.80
Your Accumulated Variance	$	-264.13

6 Important Messages

Locate electric lines before you dig! Call 811.

Return this portion with your payment. No cash payments by mail or drop box. If paying in person, present both portions of the bill.

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Account Number	Unpaid Balance Due Now	Total Amount Due*	P.A.I.D. Program Contribution (Optional)	Total Amount Enclosed
000000-0000	0.00	$338.59		

*A 5% late fee will be assessed on any unpaid balance. Make check payable to City of Garland.

AUTOMATIC BANK DRAFT

Do Not Pay-Account is being drafted for the amount owed.

J Q CITIZEN
1234 ANY STREET
GARLAND TX 75042

Your Summary Billing Page – Front of Bill

Your City of Garland Utility bill conveniently provides summary billing information on the ***front*** and detailed billing information on the ***back***.

1. Electricity and Water Usage Graphs

Easy-to-read graphs illustrate your usage for a 13-month period. The first bar on the left shows monthly usage a year ago. The last bar on the right shows usage for the current month. Days of service, usage information, average cost and average daily temperature details are listed below the graphs.

2. Account Summary Section

This is a snapshot of your utility account activity. It includes the ***Previous Balance, Payments, Adjustments*** and ***Current Charges*** for the month. The ***Due Date*** and ***Total Amount Due*** are clearly shown in boxes underneath.

3. Important Contact Information

The contact numbers for the City of Garland utilities and the e-mail address for Customer Service are conveniently listed for easy reference.

4. Automatic Bank Draft

A message line will show Automatic Bank Draft Program participants the date when their bank accounts will be drafted.

5. Budget Billing Information

Budget Billing Program participants will find the details of their charges in this section. ***Actual Charges this Month*** indicates the charges for electric and water utility service used during the current billing period. The ***Budget Billing Charges*** are what is owed this month based on actual consumption over the past year. ***This Month's Variance*** is the difference between ***Actual*** and ***Budget Billing Charges***. The ***Accumulated Variance*** is the ongoing budget billing balance since the last true-up.

6. Message Section

Helpful hints and timely information are included here.

7. Your Payment Stub

Your return payment stub ensures fast and efficient processing. The stub shows your ***Account Number, Unpaid Balance Due Now*** and ***Total Amount Due***. The ***P.A.I.D. (Provide Aid in Dollars) Program*** box is for contributions to help Garland residents in financial hardship pay their utility bills. Combine an optional contribution with your utility bill payment in the ***Total Amount Enclosed*** box on the right.

Your Detailed Billing Page – Back of Bill

Utility Service Details

Monthly charges for ***Electric, Water, Sewer, Storm Water Management*** and ***Environmental Waste Services***, depending on which you receive, are clearly detailed here. Each is billed at the applicable rate for that service.

Combined Utility Billing

Combined billing of your utilities is a special service for City of Garland utility customers. This convenient service makes it easy to pay all your utility bills at one time.

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If you have any questions, please call the Customer Service Department at 972-205-2671, email custserv@gpltexas.org or visit GarlandUtilities.org.

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Customer: Sample
Account Number: 000000-0000
Billing Date: July 23, 2016

Service Address: 123545 SAMPLE LN, GARLAND, TX 75042

Meter Serial #	Current Meter Read Date	Current Meter Read Reading	Current Meter Read Estimate	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Mtr Mult	Actual Usage
26241579	07/18/2016	40024	No	06/19/2016	39461	563	1	563 kWh

Electric Service — Service from 06/19/2016 - 07/18/2016

Residential Electric	$	67.55
City Tax 1%	$	0.68
Total Charge for Electric	**$**	**68.23**

Meter Serial #	Current Meter Read Date	Current Meter Read Reading	Current Meter Read Estimate	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Mtr Mult	Actual Usage
09258456	07/18/2016	1778	No	06/19/2016	1747	31	1	3,100 gallons

Water Service — Service from 06/19/2016 - 07/18/2016

Cost Of Basic Service	$	10.20
Water Residential	$	9.46
Emergency Medical Services Fee	$	1.50
Total Charge for Water and EMS	**$**	**21.16**

Sewer Service

Cost Of Basic Service	$	6.00
Sewer Residential	$	11.82
Total Charge for Sewer	**$**	**17.82**

Storm Water Management

Storm Water Residential	$	2.88
Total Charge for Storm Water Management	**$**	**2.88**

Environmental Waste Services

Cost of Basic Service	$	17.58
State Sales Tax	$	1.45
Total Charge for Environmental Waste	**$**	**19.03**

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