

# How to Read Your Clearwater Utility Bill



Do you have questions about how to read your utility bill from the City of Clearwater? On this and the other side of this form is a sample of a residential customer's utility bill in Clearwater and what the different sections of it mean.

## The Upper Section, or 'Stub'

TO INSURE PROMPT CREDIT PLEASE RETURN THIS PORTION OF BILL WITH YOUR PAYMENT

571

500

### CITY OF CLEARWATER CUSTOMER SERVICE

Mailing Address: PO Box 30020, Tampa, FL 33630-3020

Pay in Person At: 100 S. Myrtle Ave., Clearwater, FL

STATEMENT DATE: MM/DD/YYYY Telephone: (727) 562-4600 Fax No. (727) 562-4629

PLEASE MAKE CHECK PAYABLE TO "CITY OF CLEARWATER" AND NOTE YOUR "ACCOUNT NUMBER" ON THE CHECK

AVERAGE CUSTOMER  
1234 MAIN ST  
CLEARWATER FL 337XX-XXXX

ACCOUNT NUMBER 4XXXXXX

TOTAL AMOUNT DUE 117.25

PAYMENT AMOUNT

5 0004xxxxxx 000011725

This upper section of the utility bill contains:

- **Statement Date** – this is the date that your bill was printed at the city of Clearwater.
- **Account Number** - the full seven-digit account is required in order to pay electronically or online through your financial institution, if you subscribe to this service.
- **Name and Mailing Address** – this is the accountholder and the address to which the bill is mailed.
- **Total Amount Due** – this is the amount of your monthly bill that is due.
- **Payment Amount** – this box is for entering the amount of the payment being made.

## Clearwater Utility Bill Payment Options

Paying your Clearwater utility bill is easy and convenient. Customers can pay in a number of different ways:

- **Pay by mail** - send payment to City of Clearwater, Utility Customer Service, PO Box 30020, Clearwater, FL 33630-3020.
- **Pay at Municipal Services Building lobby or drive-through** - 100 S. Myrtle Ave., Clearwater, FL 33756.
- **Direct debit** - there is no charge for automatic monthly payments from your debit account or credit card. Enroll online at myclearwater.com.
- **Pay online** - visit myclearwater.com to pay online; \$2.45 convenience fee applies.
- **Pay by phone** - call (800) 803-5211; \$2.45 convenience fee applies.

If you have questions, contact Utility Customer Service at (727) 562-4600 or at myclearwater.com.

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Do you have questions about how to read your utility bill from the City of Clearwater? On this and the other side of this form is a sample of a residential customer's utility bill in Clearwater and what the different sections of it mean.

## The Lower Section, or Bill

### CITY OF CLEARWATER CUSTOMER SERVICE

Service Address: 1234 MAIN ST  
 Account Number: 4xxxxxx  
 Statement Date: MM/DD/YYYY  
 Meter Read From: MM/DD/YYYY TO MM/DD/YYYY

PREVIOUS BALANCE 117.25  
 - Payment - THANK YOU -117.25

Meter	CurrRead	- PrevRead	X Multiplier	= CCF Cons.	X Conv.Factor	= Bill Cons.
WTR	R	16	1010	1	6.0	0.748
						4.5

After 5:00 pm on MM/DD/YYYY any unpaid balance will be charged a penalty fee.

Usage	Service	Charge
4.5	Domestic Water inside City <1"	31.25
	Sewer/Wastewater in City <1" Meter	40.14
	Solid Waste Curbside Service	25.79
	Disposal Charge: 6.96 Collection Charge: 18.83	
	Recycling Bin inside City Curbside	2.61
	Stormwater	14.33

Approved rate increases for the following services are effective October 1, 2015:

10% Utility Tax on Water	3.13
Total Taxes and Franchise Fees:	3.13
<b>TOTAL CURRENT AMOUNT</b>	<b>117.25</b>
<b>TOTAL AMOUNT DUE</b>	<b>117.25</b>

- Water 4.5%
- Sewer 4.5%
- Solid Waste 3.75%
- Recycling 3.75%
- Stormwater 1.25%
- Reclaimed Water 4.5%

- **Previous Balance** – this is the amount of your last statement, or last month's, utility bill amount.
- **Payment** – this section indicates the most recent payment on file.
- **Service Address** – this is the property address for which city utility services are being billed.
- **Account Number** - the full seven-digit account is required in order to pay electronically or online through your financial institution, if you subscribe to this service.
- **Statement Date** – this is the date that your bill was printed at the city of Clearwater.
- **Meter Read From** – this is the date that either an actual or estimated reading\* for the account starts, and the date that the actual or estimated reading date ends.
- **Due Date** – is the date your payment is due to the Utility Customer Service department.
- **Message section** -This area includes special messages, such as water rate increases or website information. In this case, the messages include rate increases for services that are effective Oct. 1, 2015.

- **Meter Usage Chart** – this chart shows how Utility Customer Service calculates how much water you used for this billing period. It takes your current reading and subtracts your previous reading, times a fixed multiplier. The result is your CCF Cons, or centum cubic feet. (The city measures your water usage in hundred-cubic feet, then converts it to gallons.) The amount is multiplied by a conversion factor, in this case by 0.748, for your total bill consumption, which on this bill is 4.5. That means the usage on this bill is 4.5 units, or 4,500 gallons.
- **Usage, Service, Charge** – below the meter usage chart is the breakdown of usage, service, and charge. You will see the water usage is 4.5 for "Domestic Water inside City <1". The charge for water service is \$31.25. You also will see charges for sewer/wastewater, solid waste curbside service, recycling bin, and stormwater utility charges. Each has its own charges, which are broken down here.
- **10% Utility Tax.** – this is the utility tax that is charged for your water service. In this case, the charge is \$3.13. It goes to city funds for utility projects.
- **Total Taxes and Franchise Fees** - this is the amount of your total taxes and fees that are charged.
- **Total Current Amount** - this is the current amount due for this month's services only.
- **Total Amount Due** - this is the total amount due, that might include charges from last month's charges or more.