

How To Read Your Bill



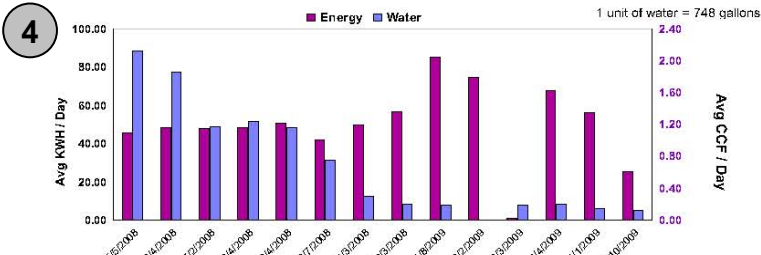
Utility Billing
505 Swift Boulevard
Richland WA 99352
www.ci.richland.wa.us
509-942-1104

For additional utility services or billing information go to: www.ci.richland.wa.us

1	Customer Account	Customer-Bill Type	Service Address
	00000000-00000000	Residential-Regular	500 ANY STREET
	Customer Name	JOHN DOE	

2 You are on our Equalized AutoDraw Payment Plan. \$202.56 will be drawn from your bank account on 6/3/2009.

3	Service Description	Meter #	Read Date		Current Read	Previous Read	Days	Mult	Usage Units	Comments
			Current	Previous						
	EL-10S GEN RES	27806	05/10	04/01	47456	46456	39	1	1000 kWh	Actual Read
	EL-10S GEN RES	31657	05/10	04/01	5000	4900	39	1	100 kWh	Actual Read
	WT-RES =1 WATER	40469279	05/10	04/01	3827	3822	39	1	5 CCF	Actual Read



Service	Bill Period	Amount
RES SNGL-PHS BASE	04/01/09 - 05/14/09	\$21.50
RES ENERGY (KWH)		\$62.70
BILLING CREDIT @ -\$0.00442/KWH		-\$4.86
UTILITY TAX		\$5.65
Electric Sub Total		\$84.99
WT-RES <=1": BASE FEE		\$24.60
Water Sub Total		\$24.60
SEWER - RESIDENTIAL		\$25.35
STORMWATER - RES		\$3.85
AMBULANCE-RES		\$3.16
Current Charges - Due 06/03/09		\$141.95
Previous Balance		\$1.93
Balance Forward		\$1.93
TOTAL DUE		\$143.88

5	Read Date	No of Days	KWH Usage	AVG KWH Per Day	Water Usage	AVG CU FT Per Day	Read Date
	05/05/08	32	1469	45.91	68	2.13	05/05/08
	06/04/08	30	1461	48.70	56	1.87	06/04/08
	07/02/08	28	1346	48.07	33	1.18	07/02/08
	08/04/08	33	1601	48.52	41	1.24	08/04/08
	09/04/08	31	1572	50.71	36	1.16	09/04/08
	10/07/08	33	1386	42.00	25	0.76	10/07/08
	11/03/08	27	1350	50.00	8	0.30	11/03/08
	12/03/08	30	1703	56.77	6	0.20	12/03/08
	01/08/09	36	3079	85.53	7	0.19	01/08/09
	02/02/09	25	1875	75.00	5	0.19	02/03/09
	03/04/09	30	2034	67.80	6	0.21	03/04/09
	04/01/09	28	1576	56.29	4	0.14	04/01/09
	05/10/09	39	1000	25.64	5	0.13	05/10/09

7 **MESSAGES**

Please detach and return stub with payment

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Customer Account Number	00000000-00000000
Customer-Bill Type	Residential-Regular
Service Address	500 ANY STREET

See back side for monthly contribution options		8	
Bill Date	05/14/09	Invoice Number	1273638
Current Charges Due	06/03/09	Current Charges	\$141.95
Previous Balance-Due Upon Receipt			\$1.93
Payments			\$0.00
AutoDraw Amount of	\$202.56	Total Due	\$143.88
<input type="checkbox"/> Sign up for the Helping Hands Program On AutoDraw - Do Not Pay		Amount Enclosed	

10 Check appropriate box & fill out back of stub

One time echeck/credit card payment
 Change Mailing Address
 Sign up for monthly echeck/credit card payment

To pay online go to: www.ci.richland.wa.us

11

JOHN DOE
500 ANY STREET
RICHLAND WA 99352-0000

12

CITY OF RICHLAND
PO BOX 34811
SEATTLE WA 98124-1811

103 00000000 00000000 00000000 20090603 7

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1 CUSTOMER ACCOUNT INFORMATION

This information is used to track your customer and service location. If anything changes, it is important you contact the Utility Billing office by email (utilitybilling@ci.richland.wa.us), phone at 942-1104 Option 1 or fill out the back of your bill stub if mailing in your payment.

Customer Account	Customer number is the first 8 digits and is a unique number assigned to you and stays with you Account Number is 8 digits following the hyphen & uniquely identifies the service location These numbers are important when calling to make inquiries or payments on your account
Customer Bill Type	Type of customer (e.g., residential, commercial, public) Type of bill (e.g., regular-monthly bill, final-closing bill after you close your account)
Service Address	Location where the utility services are delivered
Customer Name	Name of customer responsible for utility charges

2 EQUALIZED AND AUTOPAY INFORMATION

A customer may opt to be on the equalized payment plan after 12 months of service. This allows an average of monthly bills to be calculated so the customer maintains leveled or 'equal' payments for a six-month period. The equalized payment plan is calculated every six months to ensure changes in usage, services or rates keep the monthly payment within range of the billed services. You must also be on autodraw to qualify for the equalized payment plan. Autodraw may be set up by filling out the back of the bill stub or by contacting the Utility Billing office at 942-1104 Option 1. You now have an option of using echeck or credit/debit cards. Autodraw can be set up at any time and can be used without being on the equalized payment plan.

Equalized	Equalized payments – level payment plan based on average of previous 12 months of bills. Equalized payment amount shows the amount due on the bill due date. Equalized payments are calculated every six months and are effective on the next month's bill (e.g., recalculated in June and new calculated equalized payment will show on July bill)
AutoDraw	Autodraw payment plan will display the amount and date of the automatic payment draw on the echeck or credit card used for the autodraw.
Equalized AutoDraw	Equalized autodraw payment that will automatically draw the equalized amount using echeck or credit card specified on the account

3 METER & USAGE INFORMATION

This area contains data related to the meter(s) at the designated service location. The current usage data will allocate the type of units and related usage which is dependent on the meter/service classification. For details on how the usage is calculated please see Codes & Ordinances under Services at www.ci.richland.wa.us (Title 14-Electric, Title 17-Sewer (if applicable), and Title 18-Water).

Service Description	Identifies the service classification by utility meter (e.g., water, electric)
Meter #	Unique number to identify each meter recording usage
Read Date	Current – date the meter was read for this month's usage Previous – date the meter was read for last month's usage
Current Read Previous Read	Subtract previous read minus current read to calculate 'Usage Units'
Days	Number of service days for this billing period. Based on days between current read and previous read dates. This is used to calculate your average daily use in the graph.
Multiplier	Determined by the number of dials on the meter and used to calculate usage
Usage Units	Calculated number of units used for current month (current read – previous read) x multiplier = usage
Comments	Information about the meter read (e.g., actual read; estimated read)

4 USAGE GRAPH

Shows comparison usage history. The 13-month average allows you to compare the current month to the same month a year ago.

Average kWh/Day	Calculated average per day based on total electric usage and number of service days for the usage
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	month
Average CCF/Day	Calculated average per day based on total water usage and number of service days for the usage month
5 DATA TABLE	
The data table provides the details shown in the graph. Electric usage data is displayed on the left and water usage data on the right.	
Read Date	Date the meter was read
No of Days	Number of service days for the billing period
Usage	Total usage for the meter within the billing period
Avg Usage by Day	Calculated average per day as shown on the graph
6 ACCOUNT TRANSACTIONS	
Services are dependent on the property classification, owner agreement with tenants, customer requests (e.g., building permits, rental lights, additional install of meters), and city code requirements. See the Richland Municipal Code at www.ci.richland.wa.us for details by service.	
Services Billing Period	Displays the dates between last billing and current billing period
Service Transactions	Base charge – base fee per supply of service to the service location, service/equipment maintenance, and meter reading Usage – charges based on consumption Billing credit – credit is calculated per kWh used until Bonneville Power Administration credit is fully disbursed Service charges – details of charges for each service
Current Charges	Local charges for current billing period. May include service charges, fees, deposits or adjustments. Current charges (or equalized payment) are due on bill due date.
Previous Balance	Account balance at time of billing.
Balance Forward	This balance is due upon receipt and is subject to late fees and subsequent collection activity.
Total Due	Sum of the current charges and balance forward.
7 MESSAGES	
Bill Messages	Information on upcoming events, information regarding services or conservation, changes or alerts regarding account status, etc.
8 SUMMARY OF ACCOUNT ACTIVITY	
The bill stub is a summary of the customer account information and account activity. If you pay your bill by mail, dropbox or at City Hall please include or bring the bill stub.	
Bill Date	Date used to calculate/process monthly bill
Invoice Number	Unique number to identify the bill associated to a specific customer-account for a given bill period
Current Charges Due	Due date for the current charges only
Current Charges	Total amount due for current charges related to the services, fees, deposits and/or adjustments
Previous Balance	Account balance at time of billing, due upon receipt
Payments	Payments processed since previous billing
Total Due	Total of account balance at time of billing and must be paid in full unless the account is on an equalized payment plan.
Helping Hands	The City of Richland now has three options for Helping Hands. You may participate, modify or cancel at any time. These funds are used to assist customers with utility bills and are managed by the Benton Franklin Community Action Council. One time payment – To make a one-time contribution, enter the amount you would like to contribute and add that to the amount enclosed Round Up – check the sign up for Helping Hands checkbox and complete the back of the bill stub to indicate this is the Helping Hands program you would like to participate in. Each month the total due will be rounded up to the nearest dollar. The difference between the rounded dollar amount and the total due will be contributed to the Helping Hands program. This will be displayed on the bill and should be added to the amount enclosed. Specified Amount – check the sign up for Helping Hands checkbox and complete the back of the bill stub to indicate this is the Helping Hands program you would like to participate in. You may

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	designate the amount you would like to contribute each month. This will be displayed on the bill and should be added to the amount enclosed.
Amount Enclosed	Amount enclosed as payment. Include the bill stub when mailing payments. Payments can also be made through autodraw, echeck, credit card, online at http://eCARE.ci.richland.wa.us , or mail in check or money order. Fill out the back of the bill stub for echeck or credit card payment and/or sign up for autodraw, or use your bank's bill payer (be sure you update your customer account number on your bill pay).
9 PAYMENT ALERTS	
Equalized or Autodraw Amount	Alerts the account holder of an equalized amount to pay and/or an indicator that autodraw will automatically process the payment for the equalized amount or total due.
10 CHECK BOXES	
One-time echeck/credit card payment	If you would like to make a one-time payment by echeck or credit/debit card, please check this box and complete the back of the bill stub. Ensure we receive the bill stub at least three days before the bill due date.
Change Mailing Address	If you are mailing address changes, please check this box and complete the back of the bill stub. Please send this information as soon as possible to ensure that you receive bills and customer communications on a timely basis. If your service location changes, please contact the Utility Billing office at 942-1104 Option 1 or fill out the online form and email to utilitybilling@ci.richland.wa.us . Changing service locations need a minimum notice of one business day.
Sign up for monthly echeck/credit card payments	You have the option of signing up at any time for monthly automatic payments. The payment will be drawn on the bill due date and will be processed using your designated echeck (ACH) or credit card method of payment.
11 CUSTOMER MAILING INFORMATION	
Coding	These are various codes used for sorting during the printing process and used by the postal service to expedite processing.
Customer Mailing Address	This is the address on record for the mailing address and who is designated to receive the bill. If you have updates or corrections, please complete the back of the bill stub and mail/bring in the stub or call 509-942-1104 option 1.
12 OPTICAL CHARACTER RECOGNITION (OCR)	
OCR coding	This coding is used to read the bill stub when payment is sent through the mail. 1 st set of characters – identifies City of Richland 2 nd set of characters – customer number 3 rd set of characters – account number 4 th set of characters – payment amount due 5 th set of characters – bill due date 6 th set of characters – check digit used as verification

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