UNDERSTANDING YOUR UTILITY BILL

Confused about your bill? Here are the details you need to know.

A. Name and For Service At: The name of the main account holder, and the address to which water service is being provided (may or may not be the same as the mailing address at the bottom of the bill).

B. Bill Type: Refers to whether the bill is regular (monthly), amended (adjusted bill issued), or final (final bill for service).

C. Billing Period: Outlines the dates we are charging flat fees.

D. Read Date: Date the meter was read.

E. Meter No.: Serial number of the meter.

F. No. of Days: Refers to the number of days between the current Read Date and the previous Read Date. **This is different from the billing period dates**.

G. Curr Reading: The meter reading taken on the Read Date.

H. Prev Reading: The meter reading taken on the previous Read Date.

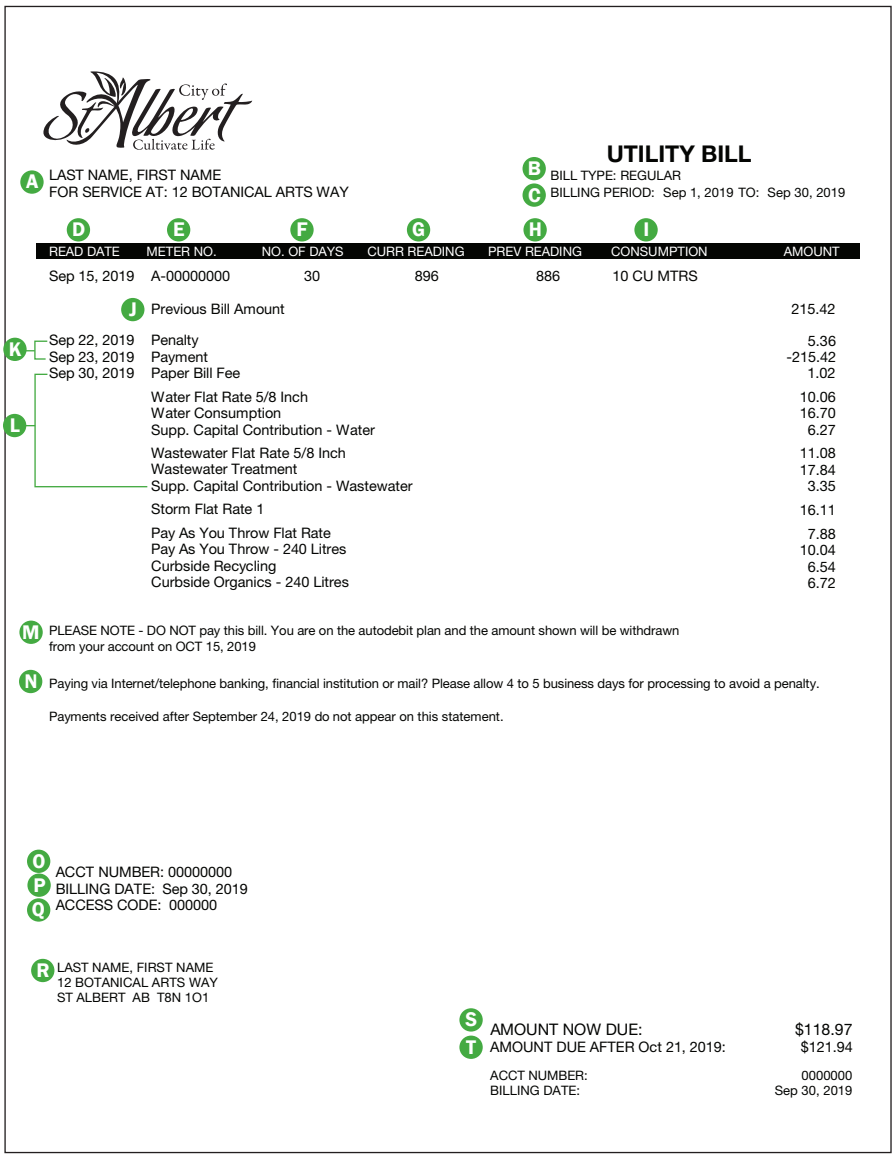
I. Consumption: The amount of water being billed for, in cubic meters. Each cubic meter = 1000L of water. The total will be the difference between your current and previous meter reading.

J. Previous Bill Amount: The amount of the previous bill.

K. Items such as Penalty, Payment, Transfer to Taxes, as well as several other descriptors: These items will show the date and amount of any credits or charges to the account.

L. Utility Charges such as Water Flat Rate, Water Consumption, Storm Flat Rate: These are the flat and variable rates charges for the four utilities: water, wastewater, storm and solid waste. Detailed utility rate information can be found on stalbert.ca by searching “billing rates”.

M. Authorized Payment: If you are on pre-authorized withdrawal you will see this line on your statement.



City of St. Albert Cultivate Life

UTILITY BILL

A LAST NAME, FIRST NAME
FOR SERVICE AT: 12 BOTANICAL ARTS WAY

B BILL TYPE: REGULAR
C BILLING PERIOD: Sep 1, 2019 TO: Sep 30, 2019

D READ DATE	E METER NO.	F NO. OF DAYS	G CURR READING	H PREV READING	I CONSUMPTION	AMOUNT
Sep 15, 2019	A-00000000	30	896	886	10 CU MTRS	
	J Previous Bill Amount					215.42
K Sep 22, 2019	Penalty					5.36
K Sep 23, 2019	Payment					-215.42
K Sep 30, 2019	Paper Bill Fee					1.02
L	Water Flat Rate 5/8 Inch					10.06
L	Water Consumption					16.70
L	Supp. Capital Contribution - Water					6.27
L	Wastewater Flat Rate 5/8 Inch					11.08
L	Wastewater Treatment					17.84
L	Supp. Capital Contribution - Wastewater					3.35
L	Storm Flat Rate 1					16.11
L	Pay As You Throw Flat Rate					7.88
L	Pay As You Throw - 240 Litres					10.04
L	Curbside Recycling					6.54
L	Curbside Organics - 240 Litres					6.72

M PLEASE NOTE - DO NOT pay this bill. You are on the autodebit plan and the amount shown will be withdrawn from your account on OCT 15, 2019

N Paying via Internet/telephone banking, financial institution or mail? Please allow 4 to 5 business days for processing to avoid a penalty.

Payments received after September 24, 2019 do not appear on this statement.

O ACCT NUMBER: 00000000
P BILLING DATE: Sep 30, 2019
Q ACCESS CODE: 000000

R LAST NAME, FIRST NAME
12 BOTANICAL ARTS WAY
ST ALBERT AB T8N 1O1

S AMOUNT NOW DUE: $118.97
T AMOUNT DUE AFTER Oct 21, 2019: $121.94

ACCT NUMBER: 0000000
BILLING DATE: Sep 30, 2019

N. Messages: Indicates important customer messages, including information on payments, and water consumption issues.

O. Account Number: Utility account number used for payment processing (search City of St. Albert Utilities for online banking payments).

P. Billing Date: The date the bill was issued.

Q. Access Code: This code is to only be used when setting up a new MyCity profile.

R. Mailing Address: The address to which the invoice is mailed (may or may not be the same as the For Service At address at the top left-hand corner of the bill).

S. Amount Now Due: Total amount that must be received by City of St. Albert Utility Services on or before the due date to avoid late payment penalties.

T. Amount Due After: The amount due if payment is received after the indicated date (the due date).