

Council Bluffs Water Works

HOW TO READ YOUR NEW UTILITY BILL

The Council Bluffs Water Works has recently updated the Customer Service / Utility Billing System. As part of the upgrade, new features have been added to your Utility Bill, please review the sample Utility Bill and the explanation of the added features. One change in particular is your account number; it is a combination of your new service location ID and customer number. For individuals who use their Banking Service to pay their bill, please notify your Bank of the new account information.

TIPS:

Always include the bottom portion of the statement and use the enclosed return envelope.

Always write your account number on your check.

Call Customer Service at 712-328-1006 with any questions.

Helpful Information

Important customer messages will appear in this box.

Information on Water Usage

Information on your service period and water usage.

Water Usage History

Water usage history for the previous months will appear as a graph.

Customer Mailing Address

This is your mailing address.

Return Address

This address will appear in the window of the return envelope.

Account Information

Your account information including statement number, account number and service address.

Information on Each Service

Information on your specific services.

Payment Information

Your payment information includes due date, account number, current bill amount, previous balance, total due, and amount due if paid after the due date.

Council Bluffs Water Works
2000 N 25th Street
P.O. Box 309
Council Bluffs, IA 51502
712-328-1006
Office Hours 8:00-4:30 M-F
www.cbwaterworks.com

City of Council Bluffs
209 Pearl Street
Council Bluffs, IA 51503
www.councilbluffs-ia.gov

Statement #	62131
Account #	621310-621310
Service Address	123 ANY STREET

Council Bluffs Water Works Charges

Water Used—Hundred Cubic Feet:	51
Total Water Works Charges:	\$98.58

City of Council Bluffs Charges

Sewer Used—Hundred Cubic Feet:	51
Total City Charges:	\$61.44

Message Board

SUMMARY OF YOUR WATER USAGE
Water Meter Reading Information
Current Read Date: 10/10/2008
Previous Read Date: 08/11/2008
Number of Days in Billing Cycle: 61

Water Usage Information

Current Meter Reading:	718
Previous Meter Reading:	667
Water Usage:	51

Water Usage Profile

PAYMENT INFORMATION AND OTHER CHARGES

Past Due Balance	98.58
Water	61.44
Sewer	0.99
City Taxes	5.91
State Taxes	167.08
Amount Due If Paid By 11/04/2008	196.43
Amount Due If Paid After 11/04/2008	196.43

Please detach and return with your payment.

Statement #	Account #	Date Due
62131	621310-621310	11/04/2008
Previous Balance	Current Charges	Total Due
0.16	166.92	167.08
Please Enter Amount Paid \$		After Due Date Pay
		196.43

Council Bluffs Water Works
P.O. Box 309
Council Bluffs, IA 51502-0309

Return Service Requested

SHGLP

JOHN W. DOE
123 ANY STREET
COUNCIL BLUFFS, IA 51501-6369

Check for Address Change

Council Bluffs Water Works
P.O. Box 309
Council Bluffs, IA 51502-0309