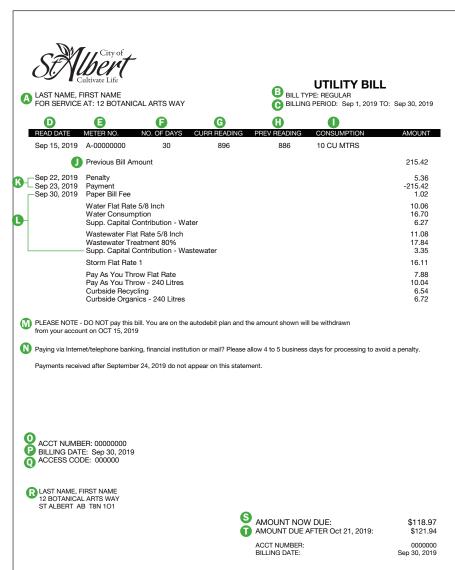
UNDERSTANDING YOUR UTILITY BILL

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.



- **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).

