

# There's a new look coming for your water bill

The Cleveland Division of Water has redesigned its bill for all customers. New models will land in mailboxes in the division's normal billing cycle that begins Sept. 28. The 8.5-by-14 inch bill is larger in size than the old bill and contains more information, including a breakdown of rates and usage comparisons. The bill is part of a new \$29 million computer system that should better enable service representatives to find information when customers call. For the first time, customers can make payments online.

## 1. Usage comparison:

Displays customer consumption for five quarters. Look for unusual increases in use.

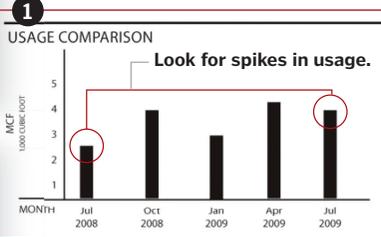
City of Cleveland Division of Water  
1201 Lakeside Avenue  
Cleveland, OH 44114-1132

Service Address: John Q. Public  
1234 Any St.  
Cleveland, OH 44114

Welcome to your new Cleveland Water bill. With this new bill you can now pay online — [www.clevelandwater.com](http://www.clevelandwater.com).

Account Number: 1234567890  
Billing Date: July 3, 2009  
Due Date: July 24, 2009

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Account Summary as of July 3, 2009

Previous Balance	\$200.00
Payments Received	\$200.00
Balance Forward	\$0.00
Current Charges Water	\$50.80
Current Charges Sewer	\$85.45
Current Charges Local	\$36.09

**Total Amount Due: \$172.34**

## 2. Metering detail:

Shows your meter number, dates of current and previous readings, and whether the bills were based on actual readings, remote readings or estimates. The last number in the line is the amount of water used in an mcf, the division's unit of measure. One mcf equals 7,480 gallons of water.

### METERING DETAIL

**2**

Meter Number	Date	Read	Type	Date	Read	Type	Usage/Consumption
12345678 / Reg 1	04/01/2009	12345.5	ESTIMATE	07/01/2009	12347.8	ACTUAL	MCF (7,480 gallons) 2.3

Amount due (includes unpaid balances)

### CURRENT CHARGES



WATER | Cleveland Division of Water | [www.clevelandwater.com](http://www.clevelandwater.com)

☎ Billing Questions: 216.664.3130 | Emergency: 216.664.3060

The Cleveland Division of Water delivers a reliable supply of high quality water and customer services to promote public health and safety, economy, and quality of life of Greater Cleveland.

**3**

Water Charge (rate x mcf)	
Water \$11.59 x 1mcf	\$11.59
Water \$24.78 x 1.3mcf	\$32.21
Customer Service Fee	\$7.00
Subtotal	\$50.80



SEWER | Northeast Ohio Regional Sewer District | [www.neorsd.org](http://www.neorsd.org)

☎ Customer Service: 216.881.8247

The Sewer District treats wastewater for 61 communities, protecting our lake and rivers, as well as public health. To learn more about our work, sewer rates, our environmental efforts, or even request a tour, please visit [neorsd.org](http://neorsd.org).

**4**

Sewer (rate x mcf)	
Sewer \$37.15 x 2.3mcf	\$85.45
Subtotal	\$85.45

## 3. Current charges:

Broken down by the amount of water used in mcf units multiplied by the rate for your residential area. Rates depend on distance and elevation from Lake Erie. The customer service fee is a standard quarterly charge that covers bill processing and customer service.

### LOCAL

☎ Questions on these items...please contact your city or municipality.

**5**

City Sewer Assessment Local Sewer	\$36.09
Subtotal	\$36.09

▼ Return this portion with payment - Do not send cash ▼



City of Cleveland Division of Water  
PO Box 94540  
Cleveland, OH 45274-4540



John Q. Public  
1234 Any St.  
Cleveland, OH 44114-1132

Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

Account Number	Due Date	Amount Due	Amount Enclosed
1234567890	7/24/09	\$172.34	

12345678901234567890123456

Please make check payable to:

City of Cleveland Division of Water  
PO Box 94540  
Cleveland, OH 45274-4540

**4. Sewer charge:** Northeast Ohio Regional Sewer District charges appear on the bill for the first time. The district will not send a separate bill. Charges from communities with their own sewer departments that bill through Cleveland will continue to appear on this bill.

**5. Local charges:** Some communities use the Cleveland Division as a billing agent for additional charges such as refuse pickup and other assessments.

SOURCE: Cleveland Division of Water