

Clearer. Specific. Better.

To Our Valued Customer

The City of Cleveland's Division of Water is changing... for the better. In these tough times, we all need to do more with less. Our challenge is to do just that, but without sacrificing customer service. We are reducing costs and improving customer service by providing your water and sewer bill—together.

We have taken your comments and feedback over the years and created the new bill. This new design, will improve our communication and understanding with you... our customers. It is our hope with this more detailed bill you will confidently know how much water you use, when you used it, and more importantly, how much you are charged for it.

New features on our bill include:

- Showing you the rates and calculations of your water consumption
- Saving you time by combining Water and Sewer bills
- Serving you better by charting your usage comparison from billing cycle to cycle.

The next page provides a guided tour of your new bill.

The new bill is only the beginning. We are also making investments to accept payments via the web and over the phone. You will be eligible to use these services when you receive your new bill. At Cleveland Water, we are dedicated to providing first class customer services...one customer at a time.

To find out more about our services, go to www.clevelandwater.com.

Getting Better One Day At A Time.

Preview of New Bill

UNDERSTANDING YOUR NEW BILL



NEW BILL PREVIEW

Clearer. Specific. Better.

We have taken your comments and feedback over the years and created the new bill. This new design, will improve our communication with you... our customers.

The new bill is designed to show* what you use, save you money and serve you better.

Bill Sections:

1. Customer Information:

- Account Number
- Service Address
- Billing Date
- Due Date

2. Usage Comparison:

This section shows your billing cycle to cycle comparison of consumption.

3. Account Summary:

You can see any outstanding balance, payments received between billing cycles and current charges.

4. Metering Detail:

You can see your meter number, the date of the previous and current reading; clear notification if the read was an actual, estimate, remote, or final. Lastly, you will see your water usage for the current billing period.

5. Current Charges:

Under each section, you will find important contact information. You will also find account specific messaging regarding rates and services. To the right, you will find the calculation of your rate. You will know what you are paying.

6. Local Area:

In the Local Area of Current Charges, we have an area specifically for other municipal service fees. This allows for Cleveland Water to be the billing agent for other services in our distribution network on behalf of the City or member municipalities.

7. Remittance Area:

You send this portion with your payment.

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

Welcome to your new Cleveland Water bill. With this new bill you can now pay online — www.clevelandwater.com.

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

Account Number: 1234567890

Billing Date: July 3, 2009

Due Date: July 24, 2009

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USAGE COMPARISON

MONTH	Jul 2008	Oct 2008	Jan 2009	Apr 2009	Jul 2009
MCF (1000 GALLONS)	2.5	4.0	3.0	4.5	4.0

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

METERING DETAIL

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

CURRENT CHARGES

WATER | Cleveland Division of Water | 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.

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
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.

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

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

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

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

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.

*Pictured is a typical residential Cleveland bill.