

THIS BILL DOES NOT EXTEND TIME FOR PAYMENT OF ANY PAST DUE AMOUNTS.
 IF NOT PAID BY DUE DATE, SERVICE WILL BE TERMINATED WITHOUT FURTHER NOTICE. THE DUE DATE SHOWN ON THE BILL APPLIES ONLY TO THE CURRENT CHARGES.
 ANY UNPAID BALANCE WILL BE CHARGED A LATE FEE OF 1½% IF NOT PAID BY 2:00 PM ON THE DUE DATE. IF YOU HAVE QUESTIONS CALL 704-920-5555.

CITY OF CONCORD
 CUSTOMER RECORD

Account Number
 0002

Name
 TEST

Service Address
 9401 A

Meter Number	Read Dates		Billing Days	Meter Readings			Multiplier	Usage	Units	Bill Code
	Present	Previous		Code	Present	Previous				
ELECTRIC: 0000088283	04-09-2013	03-08-2013	32	MR	32882	31894	1	988	kWh	850 5-G DEM
ELECTRIC: 0000088283	04-09-2013	03-08-2013	32	MR	2822		1	2.82	kW	850 5-G DEM
WATER: 0008484234	04-09-2013	03-08-2013	32	MR	0075	0073	750	1500	gallons	6202 CWI

Thank you for your prompt payment.

BILLING SUMMARY

Previous Balance as of : 03-20-13	\$159.11
Payments & Adjustments 03-20-13	(\$159.11)
Current Balance as of : 04-20-13	\$0.00
Current Charges as of : 04-20-13	\$170.06
Total Amount Due	\$170.06

PREVIOUS BALANCE	\$159.11
PAYMENT 04-14-2013	-159.11
CURRENT BALANCE	0.00
COMM/IND ELECTRIC CHARGES	131.02
COMM/IND WATER CHARGES	13.35
SEWER CHARGES	12.74
NC RENEWABLES MANDATE - ELECTRIC	2.91
NC STATE TAX - ELECTRIC	4.11
PURCHASE POWER ADJUSTMENT	5.93
CURRENT ACTUAL CHARGES	\$170.06
TOTAL AMOUNT DUE	\$170.06

USAGE HISTORY

Month	Days	Electric Use (kWh)	Elec. Usage per Day	Water Use	Water Usage per Day
04-13		988	31	1500	47
03-13		1025	37		
02-13		802	26	750	24
01-13		22	1		
12-12		870	27	1500	47
11-12		72	2	750	24
10-12		262	9	1500	54
09-12		647	20	750	23
08-12		13	0	1500	50
07-12		47	2	3000	97
06-12		1021	33	750	25
05-12		25	1	1500	50
04-12		14	0	3750	117

COPY

Bill Type	Account Type	Bill Date	Due Date	Amount Due	Payment Type
REGULAR	COMMERCIAL	04-20-2013	05-15-2013	170.06	Electronic Draft

MESSAGES: *** PLEASE REMEMBER THAT IRRIGATION IS ALLOWED ONLY ON TUESDAYS, THURSDAYS AND SATURDAYS FOR MORE INFORMATION CALL 704-920-5555 OR GO TO OUR WEBSITE www.concordnc.gov. ***

Please detach bottom portion and return with payment.



PLEASE MAKE CHECKS PAYABLE TO CITY OF CONCORD

Customer Account Number
0002

Due Date	Amount Due	Past Due Amount
05-15-2013	170.06	
Service Address		Amount Enclosed
9401	NW	

** Electronic Draft 05/15/2013 **

CITY OF CONCORD - COLLECTIONS
 P.O. BOX 580469
 CHARLOTTE, NC 28258-0469

CITY OF CONCORD
 SEND TO
 CONCORD
 CONCORD, NC 00000

0002716901000170067

PAYMENT TERMS

The due date applies only to the amount of current charges. All utility bills are due and payable upon receipt. IF YOUR BILL REFLECTS A PAST DUE AMOUNT, THIS DOES NOT EXTEND THE TIME FOR PAYMENT OF ANY PREVIOUS BILLING. Bills are considered past due if not paid by 2:00 p.m. on the 25th day of the bill date.

A late fee of 1½ percent will be applied to any unpaid balance that is not posted by the original due date. If the original due date falls on a City of Concord holiday or weekend, a late fee will apply if not paid by 2:00 p.m. the next business day.

WHEN IS DISCONTINUATION/DISCONNECTION OF PAST DUE ACCOUNTS? Service may be discontinued/disconnected without further notice if unpaid on the 45th day from the bill date.

RECOMMENCEMENT/RECONNECTION FEES

If your service has been discontinued/disconnected due to nonpayment, a recommencement/reconnection fee must be paid to restore your service. The fee is currently \$30.00 during business hours of 8:00 a.m.-4:00 p.m. and \$100.00 after 4:00 p.m.

A security deposit will also be required. All fees are subject to review and change by the City Council.

CUSTOMER RIGHTS

Our public office hours are 8:00 a.m. until 5:00 p.m. Monday through Friday. If you have a problem with your bill, call or bring the bill and any other supporting documents to the Customer Service Office at the place and time stated above. You may also fax your concern to us at (704) 782-1331. We will make every effort to address a billing question in the shortest time possible.

RETURN CHECK CHARGES

In accordance with North Carolina Law (G.S. 25-3-512) a charge is made for each check returned. This charge is currently \$25.00 per check and is subject to review and change by the City Council.

ELECTRIC, WATER, SEWER, COMMERCIAL WASTE COLLECTION AND STORM WATER RATE CODES

<p><u>ELECTRIC</u></p> <p>Residential Service RS (formerly RS-1 and RS-3)</p> <p>Residential Service RE (formerly RS-2 and RS-4)</p> <p>Residential Service Energy Star (ES)</p> <p>5-G - Commercial</p> <p>5-GB - Commercial</p> <p>6-GA - Commercial</p> <p>7-I - Industrial</p> <p>9-BC - Bldg. Const.</p> <p>8-T2 - Security Lights</p> <p><u>METER READING CODES</u></p> <p>MR - Meter Reading</p> <p>CE - Computer Estimate</p>	<p><u>WATER</u></p> <p>RWI - Residential - Inside City</p> <p>RWO - Residential - Outside City</p> <p>CW - Commercial Water</p> <p>IW - Industrial Water</p> <p><u>SEWER</u></p> <p>SWR - Residential Sewer</p> <p>CS - Commercial Sewer</p> <p>IS - Industrial Sewer</p> <p>FSR - Flat Sewer Charge</p>	<p><u>COMMERCIAL WASTE COLLECTION</u></p> <p>ROC - Roll-out-Commercial</p> <p>ROPH - Roll-out-Public Housing</p> <p><u>STORM WATER</u></p> <p>DRES 1 - Storm Water Res 01</p> <p>DRES 2 - Storm Water Res 02</p> <p>DRES 3 - Storm Water Res 03</p> <p>DCOM 1 - Storm Water Com/Ind 01</p>
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To obtain a complete list of our Fees and Charges, please feel free to browse our website at www.concordnc.gov or call (704) 920-5555.

PAYMENT OPTIONS

- 1) **BY MAIL** - Please enclose the bottom portion of your bill with your check or money order in the return envelope. **DO NOT MAIL CASH.**
- 2) **CREDIT CARDS** - Utility bill payments will be accepted by most credit cards. To pay online, visit www.concordnc.gov or to pay by phone, call our automated line at (704) 920-5557. A convenience fee will apply.
- 3) **IN PERSON** - At the Municipal Building, 26 Union Street South. **Please bring your bill with you.**
- 4) **DRIVE-THRU WINDOW** - Located at back of Municipal Building, 17 Market Street. Hours are from 8:00 a.m. to 4:30 p.m. **Please bring your bill with you.**
- 5) **NIGHT DEPOSITORY** - Located on front of Municipal Building, 26 Union Street, South. Please insert payment in the return envelope along with bottom portion of your bill. Payments placed in the drop box after 8:00 a.m. will be considered next day payments. **Do not place cash in night depository.**
- 6) **AUTOMATIC DRAFT** - Request and complete authorization form to have your utility bill drafted from your checking, savings or credit card each month. A convenience fee will apply to credit card payments only.
- 7) **PAYMENTS** - Payments received after 2:00 p.m. will be posted on the next business day.
- 8) **COMCHEKS** - We do not accept comcheks at this time.

COPY



P.O. BOX 308
CONCORD, NC 28026-0308

ADDRESS SERVICE REQUESTED



PRE SORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
PERMIT NO. 104



eBilling

Is now available!



Go Paperless...

Sign up for eBilling and Electronic payments today. Visit concordnc.gov to sign up for these convenient services or call 704-920-5555.



Return Address



Put Stamp Here
The Post Office
will not deliver
mail without
postage



DID YOU REMEMBER
...TO NOTE YOUR ACCOUNT NUMBER ON YOUR CHECK?
...TO ENCLOSE THE PAYMENT STUB?
...TO SIGN YOUR CHECK?

DOES OUR ADDRESS SHOW THROUGH WINDOW?

Thank you