



City of Fort Lauderdale

Municipal Service Bill
100 North Andrews Avenue
Fort Lauderdale Florida 33301-1016

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Municipal Services Information

Water Billing: 954-828-5150
24-Hour Customer Service: 954-828-8000
E-Mail: customerservice@fortlauderdale.gov
Lobby Hours: Monday-Friday, 8 a.m. to 4:30 p.m.
Pay Online At: www.fortlauderdale.gov/utilitybilling

Account Number	Bill Type	Due Date	Amount Due
0000000	Regular	7/23/10	\$203.31

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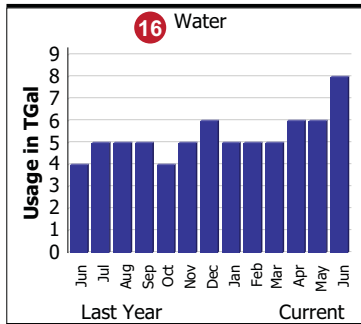
5

6 CUSTOMER NAME

0000 NW 0 ST
FORT LAUDERDALE FL 11111
|||||

Customer	CUSTOMER NAME
Living Units	1
7 Period	5/21/10 to 6/26/10
8 Days	37
9 Previous Bill	\$182.71
10 Payments	-\$181.83
11 Adjustments	\$0.00
12 Past Due	\$0.88
13 Penalties	\$0.00
14 Charges	\$202.43
5 Total Due	\$203.31

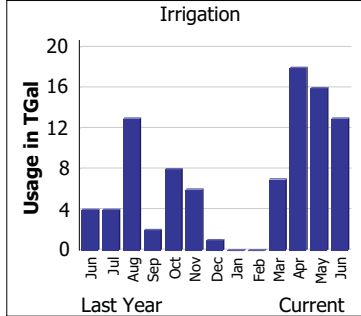
Service Address: 0000 NW 0 ST 15



17 Description

Description	23	24	25	26	27	28
Water WSCI-1 inch Water meter						
Irrigation ICI-1 inch Water meter						
Irrigation Base Inside City						
Water Base						
Water Utility Tax						
Irrigation Utility Tax						
Storm Water						
Sanitation Single Family 1 Cart cart						
Sewer Non Metered						

18 Meter/Dial	19 Reading Previous	20 Reading Current	21 Usage	22 \$ Amount
200114239-M	487	495	8	\$20.32
200114026-M	1,253	1,266	13	\$52.00
				\$12.59
				\$12.59
				\$3.29
				\$6.46
				\$4.14
				\$35.71
				\$55.33
				\$202.43



Detach and return this stub with remittance - Please make check payable in US funds to CITY of FORT LAUDERDALE - Allow 5 days for mailing

29 Scheduled termination date for non-payment: 8/12/2010. Call (954)828-5150 to protest termination.

Account Number	Address Served	Bill Date	Due Date	Amount Due
0000000	0000 NW 0 ST	Jun 28, 2010	Jul 23, 2010	\$203.31

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Amount Enclosed \$ 32

31 City of Fort Lauderdale

Municipal Services
P.O. Box 31687
Tampa, FL 33631-3687



0000203315500020550082

* DRIVE THRU LOCATION
EAST OF CITY HALL IN PARKING LOT,
A 24 HOUR NIGHT DROP IS LOCATED AT THIS
FACILITY FOR YOUR CONVENIENCE.

DRIVE THRU HOURS:
MONDAY AND FRIDAY
8:00 AM UNTIL 5:00 PM
TUESDAY, WEDNESDAY AND THURSDAY
8:00 AM UNTIL 4:30 PM

OFFICE HOURS:
8:00 AM UNTIL 4:30 PM
MONDAY THRU FRIDAY
CLOSED SATURDAY, SUNDAY AND HOLIDAYS



How to Read Your Utility Bill

The City of Fort Lauderdale recently launched a new utility billing system that provides for streamlined processes and increased efficiencies, which ultimately translates to better service for our customers.

While the information provided on your utility bill will not change, the way it looks has. The City is pleased to offer its customers a new bill format. Since your utility bill provides important information about your account, services, and water consumption, the City is providing this helpful “How to Read Your Bill.”

If you have any questions about the new utility billing system, please contact a Utility Billing customer service representative at 954-828-5150. For after-hours assistance, please contact the City of Fort Lauderdale 24-Hour Customer Service Center at 954-828-8000 or online at www.fortlauderdale.gov/customerservice.

You may also find answers to commonly asked questions about the new utility billing system on the City’s website at www.fortlauderdale.gov/utilitybilling.

1. **Municipal Services Information**
This section provides contact information for questions about your utility bill or services.
2. **Account Number**
This is your new account number. Please make note of your new account number, as it changed when the City launched the new Utility Billing system.
3. **Bill Type**
This shows your current bill type. If your account is active, it says Regular; if it has been closed, it may say Final.
4. **Due Date**
This is the date your bill is due. Payments made after this date are considered late.
5. **Amount Due**
This lists the total amount of your current charges, plus any past due charges.
6. **Billing Address**
This is the address where your bills are sent.
7. **Period**
This is the time frame for this month’s service charges.

8. **Days**
This is how many days your current billing cycle includes.
9. **Previous Bill**
This shows the total charge for the previous month's bill.
10. **Payments**
This reflects any payments that were received during this billing cycle.
11. **Adjustments**
This lists any adjustments (i.e., credits due, prorated charges, etc.) made by the City that were applied to your current charges.
12. **Past Due**
This displays any amount that was not paid by the time the billing cycle closed.
13. **Penalties**
This includes late fees or other penalty fees that occurred during the current billing cycle.
14. **Charges**
This lists all charges incurred for this billing cycle.
15. **Service Address**
This is the address where your municipal services are provided. This address may be different than your billing address.
16. **Consumption Graph**
The consumption graph displays water usage over a 12-month period to assist with water conservation efforts. There will be a separate water consumption graph for each meter billed to this account (i.e., water, irrigation).
17. **Description**
This column provides an itemized list of all charges for this billing cycle.
18. **Meter/Dial**
This column provides the serial identification number on your water meter(s).
19. **Previous**
This column reflects the previous month's meter read in thousands of gallons used.
20. **Current**
This column reflects the current month's meter read in thousands of gallons used.
21. **Usage**
This column displays the amount of water used since the last meter read in thousands of gallons.
22. **Amount**
This column shows the individual breakdown of service charges.

23. **Water-WSC-Water Meter/Irrigation ICI-Water Meter**
This is the size of your meter, water and/or irrigation, plus the type of service. This fee is based on the amount of water used that passes through the meter. This fee may fluctuate each month depending on the amount of water used.
24. **Base Charges (Water and/or Irrigation)**
This represents fixed service charges that offset operating costs.
25. **Utility Tax (Water and/or Irrigation)**
This amount equals 10 percent of consumption (23) and base charges (24). For example, water consumption for this sample bill is \$20.32 and the water base charge is \$12.59, totaling \$32.91. The water utility tax equals \$3.29, which is 10 percent of \$32.91.
26. **Stormwater**
This is a fee mandated by the Environmental Protection Agency for stormwater management.
27. **Sanitation Single Family 1 Cart**
Monthly sanitation charges are fixed based on the number of carts and type of service, (i.e., single family, multi-unit or commercial). The fees built into your monthly sanitation charges provide for maintaining sanitation collection and service, including common areas. The fees also include the costs for garbage disposal at the Broward County Landfill and the federally mandated fee for cleanup of the Wingate Landfill.
28. **Sewer Non-Metered**
This represents the sewer charges, which are determined by water usage and the sewer base charge. Sewer charges are billed based on the number of gallons of water that pass through the water meter. This fee may fluctuate each month depending on the amount of water used.
29. **Scheduled Termination Date**
This is the date services will be disconnected if no payment is made on the account. This does not apply to customers who have made a payment before the bill due date.
30. **Bill Date**
This is the day the billing system generated your bill.
31. **Payment Address**
This is the address where utility payments should be sent. Municipal Service bills may also be paid online. In addition, customers may also sign up for paperless e-billing. For more information, visit www.fortlauderdale.gov/utilitybilling or contact a Utility Billing customer service representative at 954-828-5150. For after-hours assistance, please contact the 24-Hour Customer Service Center at 954-828-8000.
32. **Amount Enclosed**
This is the box to write in your payment amount.