



How to find what you need quickly

Reading Your New Utilities Bill

Service Address

Where these utilities services are delivered.

Your Billing Basics

Days in the billing period, date of this bill, your account number and the amount due. Note: Payment is due 15 days after the bill date to avoid late fees.

Account Detail

Services for which you are being billed this period, as well as your previous bill amount, payment, late fees and any other adjustments.

Your Current Reading

Your water meter number, the date the meter was read, the previous meter reading and the most recent meter reading. The difference between the two readings is your current water usage.

IMPORTANT:

Starting in October, a 10 percent late fee will be added to accounts that remain unpaid 37 days after the billing date.

Your Usage History

Your water consumption for the past 12 bills. Use this chart to track usage and improve on water conservation. Water charges are based on these readings. Sewer charges are based on winter water consumption for single-family residences.

Total Amount Due

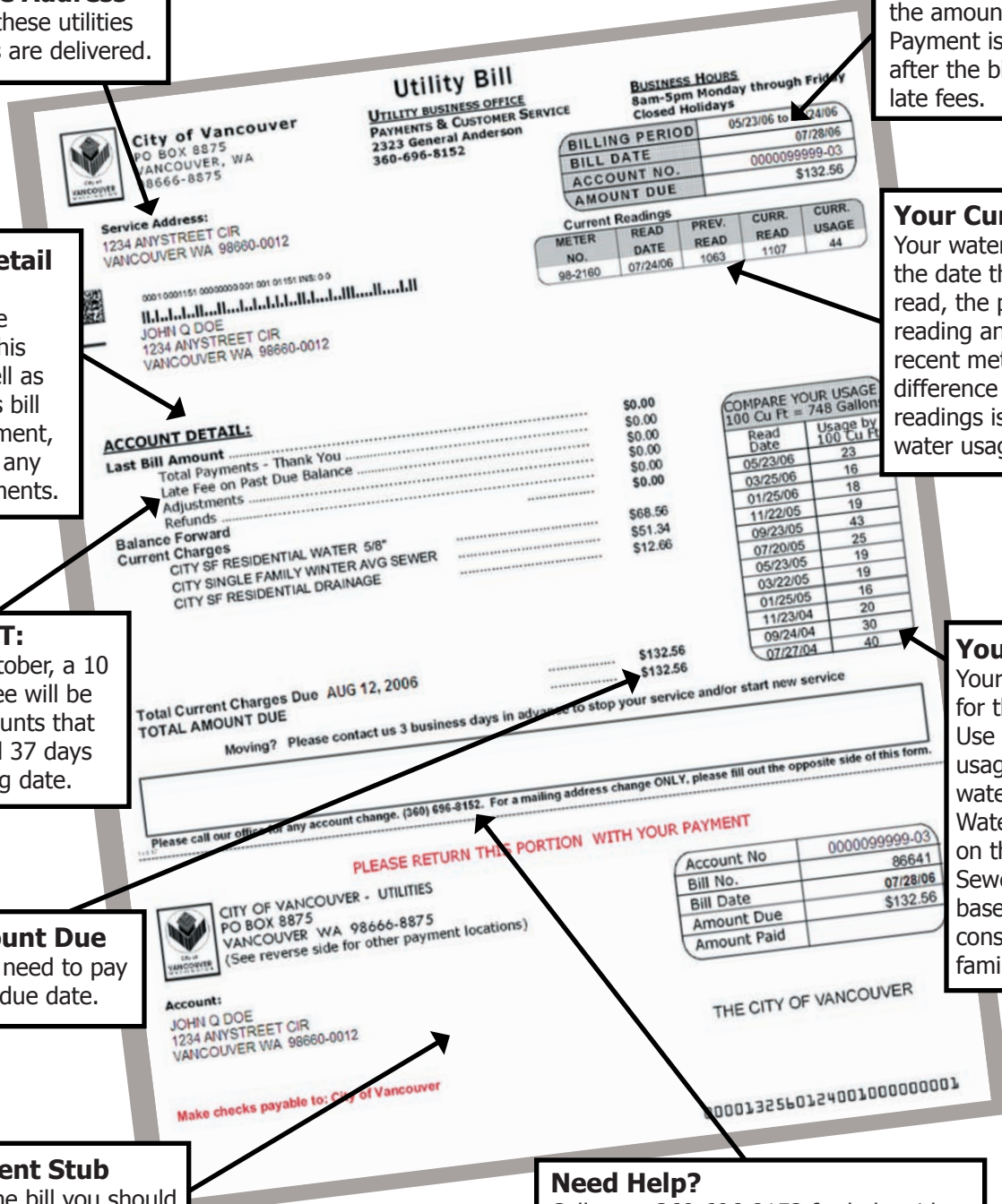
Amount you need to pay by payment due date.

Bill Payment Stub

Portion of the bill you should enclose when paying by mail with a check. If paying in person, please give this portion of the bill to cashier.

Need Help?

Call us at 360-696-8152 for help with your account or change in your service. You can also visit online at www.cityofvancouver.us/atyourservice!



Please note: Amounts and other information shown here are examples only and not a true depiction of your actual consumption and charges.



City of
VANCOUVER
 WASHINGTON

Frequently Asked Questions

Why have the City of Vancouver's Utilities bills changed?

We've updated the look of your water, sewer and storm water utilities bill to provide you with more details about your services and usage, allowing you to better track consumption, increase conservation and help save on costs. Along with the new look to your bill, we're also expanding the available payment methods to include the use of Visa and MasterCard debit and credit cards. Watch for additional options, including online payments and account management, by Spring 2007! All of these improvements are made possible by a new software system, replacing an old system that had served the City well for two decades but was no longer supported by vendors. In preparation for the change, the new system was carefully planned and paid for during the past few years. Our goal is to make the transition between systems flow seamlessly, so all you experience are the new service improvements!

Who can I call to discuss my water, sewer or storm water utilities account?

You can start or stop service, make payment arrangements and more by calling the City of Vancouver's Utilities Services at 360-696-8152. Changes are also under way to make it easier for you to contact us through the Internet, too. Stay tuned for more updates at www.cityofvancouver.us/atyourservice.

Where can I pay my water, sewer and storm water utilities bill?

To pay in person with a check, cash, money order, or Visa or MasterCard debit or credit card:

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|---|--|
| City of Vancouver Utilities 2323 General Anderson Vancouver, WA 98661 | Vancouver Customer Service 610 Esther Street Vancouver, WA 98660 |
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To pay by mail with a check or money order:

City of Vancouver Utilities
P.O. Box 8875
Vancouver, WA 98666-8875

To drop off your payment at a Night Deposit/Drop Box, available only for check or money order payments, please visit one the following convenient City of Vancouver locations:

Utilities Services, 2323 General Anderson, just south of Fourth Plain Boulevard
City Hall at 210 E. 13th Street, in the lobby and on the building's west side
Vancouver Customer Service, 610 Esther Street, near the Captain Vancouver feature
East Vancouver Police Precinct, 520 SE 155th Avenue, just north of East Mill Plain Boulevard

What might cause my utilities bill to vary?

Your utilities bill is based on your utilities usage. Many factors can affect your usage including:

- Efficiency of appliances and fixtures: Older, less efficient toilets, showerheads and dishwashers, for example, use more water. Replacing them with high-efficiency units can help reduce your water costs.
- Changes related to living habits: Watering lawns and gardens during dry summer spells increases usage and, as a result, water costs. Had visiting guests for extended periods or increased the size of your household? Been washing more clothes or taking more baths or showers lately? These kinds of lifestyle changes can increase your water use.
- Other problems: If a meter indicates a significant, unexpected rise in water usage, you may receive a note indicating you should check for a possible leak. Leaks unrelated to the meter, including line maintenance, fixture leaks and other waterline problems on private property, are the customer's responsibility

How can I learn more about my drinking water?

The City of Vancouver's water distribution system provides drinking water to nearly 200,000 people and constitutes the fourth largest water utility in the state of Washington. Our drinking water not only meets all state and federal requirements, it frequently exceeds them. In fact, Vancouver puts its water through far more stringent tests than U.S. and Washington laws require. We encourage you to learn more about your water and water resources online at www.cityofvancouver.us/water.

Aviso importante

Por favor pida a alguien que le traduzca o llame a nuestra oficina para obtener asistencia. 360-696-8152.

Важное объявление

Попросите кого-нибудь перевести его или позвоните в наш офис для справки. 360-696-8152.