

HOW TO READ AND UNDERSTAND YOUR QUARTERLY UTILITY BILL



As you can see by the latest utility bill, the billing cycle for Water, Sewer and Garbage has changed from a monthly bill to a quarterly (4 times/year) billing cycle. Attached is an example of a new consolidated quarterly bill. The points below explain each numbered item.

- 1** & **1.1** **Account Number & Access Code.** The Account Number and Access Code allow you to monitor your account online.
 1. Go to <http://www.rossland.ca/online-services>.
 2. Choose [CLICK HERE TO ACCESS PROPERTY TAX AND UTILITY INFORMATION](#) at the bottom of the page.
 3. Click on Utility Billing.
 4. Click on Account Info at the top of the page.
 5. Enter your entire Account Number **1** followed by this Access Code. **1.1** You can then choose from the options on the top of the page to see your monthly billing amounts and your transactions.
- 2** **Balance Forward.** This Balance Forward is as of the date provided and any transactions after that date follow below.
- 3** **Payment.** The accounting system separates your payments in order to apply them to each of the separate charges. If you add together the payments made on the same date you will see your payment. The only time it doesn't separate the payment is when the payment is made prior to any balance owing, then you will see the payment as a lump sum as in example **3.1**
- 4** **Garbage and Sewer Charges.** These two charges are fixed amounts. \$7.02 per unit for Garbage and \$23.33 for Sewer.
- 5** **Water Charges.** This block shows you your total monthly charge for Water and then breaks it down for you as follows.
 - ◆ 68610082 is your meter number.
 - ◆ 03/10/12 is the date the Current Reading took place.
 - ◆ Current Reading 371.00 is the reading off your meter.
 - ◆ 05/09/12 was when the Previous Reading took place.
 - ◆ Prev. Reading 351.00 is the reading prior to this reading off your meter.
 - ◆ Consumption 20.00 CMT is the difference between the Previous Reading and the Current Reading in Cubic Meters.
 - ◆ \$16.75 is the Basic Fee for Water.
 - ◆ \$5.00 is the charge for the consumption, 20 CMT charged at \$.25 per CMT.
 - ◆ \$21.75 is the total Water Charge for the month.
- 6** **Dates.** These Dates represent the day the transaction took place on your account.
- 7** **Pre-Authorized Payment Plan (PAP).** This is your indicator that you **ARE** on the prepayment plan, and when the amount will be withdrawn from your bank account
- 8** **Account Balance.** This is your Balance Owing, the total sum of all charges and payments.
- 9** **PAP Amt to be Withdrawn.** This is the amount that will be with drawn from your account.
- 10** **Total Due.** By taking your Account Balance and subtracting the PAP Amt to be Withdrawn you end up with a ZERO balance.

CITY OF ROSSLAND
PO BOX 1179
ROSSLAND BC V0G1Y0
 Phone: (250) 362-7396
 Fax: (250) 362-5451



SEPT - NOV 2012 QUARTERLY UTILITY BILL

Account #: 100 01509000 000
 Service Address: YOUR STREET

Billing Date: 05-Dec-2012 Service From: 01-Sep-2012
 Batch #: 2012120501 Service To: 30-Nov-2012

Due Date : 31-Dec-12



YOUR NAME
 YOUR MAILING ADDRESS
 ROSSLAND BC VoG 1Yo

Make Cheque Payable to
CITY OF ROSSLAND
 Enter Amount Enclosed

Account Balance \$ 21.59

Amount Due \$ 0.00

Please detach and return top portion with payment. Retain bottom portion for your records.

Account #: 100 01509000 000
 Service Address: YOUR STREET

Billing Date: 05-Dec-2012 Service From: 01-Sep-2012
 Batch #: 2012120501 Service To: 30-Nov-2012

Account Details From: 01-Oct-2012

ACCESS CODE 95873

Code	Description	Date	Units	Amount
Balance Forward As Of : 01-Oct-2012				-58.45
PMT	Payment	09/10/12		-19.65
PMT	Payment	09/10/12		-23.33
PMT	Payment	09/10/12		-7.02
GM01	Monthly Curbside Garbage- Single Unit	10/10/12	1.00	7.02
MS01	Single Unit-Sewer	10/10/12	1.00	23.33
MW01	Single Unit-Water	10/10/12	1.00	21.75
68610082	03/10/12 Current Reading: 371.00	05/09/12	Prev. Reading: 351.00	Consumption: 20.00 CMT
	Basic Fee @ 16.75			16.75
	Consumption 20.00 @ 0.25000000			5.00
				21.75
PMT	Payment	01/11/12		-25.00
GM01	Monthly Curbside Garbage- Single Unit	05/11/12	1.00	7.02
MS01	Single Unit-Sewer	05/11/12	1.00	23.33
MW01	Single Unit-Water	05/11/12	1.00	21.25
68610082	02/11/12 Current Reading: 389.00	03/10/12	Prev. Reading: 371.00	Consumption: 18.00 CMT
	Basic Fee @ 16.75			16.75
	Consumption 18.00 @ 0.25000000			4.50
				21.25
GM01	Monthly Curbside Garbage- Single Unit	05/12/12	1.00	7.02
MS01	Single Unit-Sewer	05/12/12	1.00	23.33
MW01	Single Unit-Water	05/12/12	1.00	21.00
68610082	04/12/12 Current Reading: 406.00	02/11/12	Prev. Reading: 389.00	Consumption: 17.00 CMT
	Basic Fee @ 16.75			16.75
	Consumption 17.00 @ 0.25000000			4.25
				21.00

Pre-Authorized Payment Plan
 The amount due will be deducted on 10th of the month as per your request.

Account Balance \$ 21.59

PAPAmt to be Withdrawn \$ 21.59

Total Due \$ 0.00

Due Date : 31-Dec-12
 Account #: