

**D**

**CITY OF SEBRING - UTILITIES DEPARTMENT**  
 BOX 9900 • SEBRING, FL 33871-9931  
 FOR CUSTOMER SERVICE Please Call (863) 471-5112  
 PRESORTED FIRST CLASS MAIL U.S. POSTAGE PAID PERMIT 94 SEBRING, FL 33871

**A** → ACCOUNT NUMBER 99999-88888  
 SERVICE ADDRESS 123 SAMPLE RD

**B** → SERVICE PERIOD 2/03/03 To 3/03/03 # OF DAYS 28

**D** → BILL DATE 3/12/03  
 CYCLE 01-15

RETURN POSTAGE GUARANTEED

Service	Cur	Read	Prev	Read	Usage
WT	TGAL	572	571	1	

Description Of Charges

Description	Amount
WT WATER	10.24
SW SEWER	19.00
WATER UTILITY TAX	1.02

GENERAL CUSTOMER INFORMATION IS PROVIDED HERE IN MESSAGE FORM

IF ANY PAST DUE AMOUNT, IT MUST BE PAID WITHIN 9 DAYS OF BILL DATE TO AVOID SERVICE INTERRUPTION	CURRENT CHARGES 30.26	<b>E</b>
	Previous Balance (PAST DUE) 32.57	
	<b>TOTAL AMOUNT DUE 62.83</b>	

PLEASE RETURN THIS STUB WITH PAYMENT \*Additional Notes\*  
 CHECK NO. \_\_\_\_\_ PAYMENT AMOUNT \_\_\_\_\_

**D** → 3/12/03 4/01/03 01-15  
 BILL DATE DELINQUENT DATE CYCLE

**E** → **TOTAL DUE 62.83**

Customer Name \_\_\_\_\_  
 Mailing Address \_\_\_\_\_  
 City, State Zip \_\_\_\_\_

**H** → CURRENT CHARGES DELINQUENT DATE 4/01/03

**A**                      **ACCOUNT NUMBER**  
 this number consists of: Customer ID – Location ID  
 This is used when calling our automated information system.

**B**                      **SERVICE PERIOD**  
 This reflects the dates in which the meter was read.  
 This will typically be as close to a 30 day period as possible, however, due to weekends and holidays, this may be not always be exactly 30 days.

On every monthly bill, a minimum base rate will apply regardless of water usage. On the first bill for new service and the last bill for terminated service, this amount will be prorated for the number of days reflected in the service period. For further explanation of base rates, please see [rates](#).

**C**                      **PREVIOUS BALANCE (PAST DUE)**  
 An account is only subjected to nonpayment disconnection when there is an unpaid past due balance on the current bill. This provides the customer with an entire month to pay the current bill or make payment arrangements with our office. Once the next month’s bill is mailed reflecting a past due balance, the account will be scheduled for disconnection if payment is not made within 9 days or other arrangements have not been approved.

Once the account is scheduled for disconnection following this 9-day period, a \$40 reconnection fee will apply even if payment is made before the service has actually been turned off. Therefore it is very important that this is resolved during the 9-day period provided.

**D**                      **BILL DATE / BILL CYCLE**  
 You’re billing cycle (1, 2, 3, or 4) indicates when you can expect your bills to be mailed each month. In this example, the cycle is 01 so the bills will be mailed the first Friday of every month.

If you have not receive a bill soon after this time every month, you should notify our office so that we can provide you with your current balance and avoid any late payment penalties.

**E**                      **TOTAL DUE**  
 This is the total amount due on your account. This includes current charges and past due charges if there are any. Any amount of this total that is not paid within 20 days following the bill date will cause late fees to generate.

If a past due balance is included in this amount, at least the past due amount must be paid within 9 days to avoid service interruption unless other arrangements have been approved.

**G**                      **CURRENT CHARGES**  
 This reflects charges applied during the current period only. For further explanation on rates and charges, please see [rates](#).

**H**                      **DELINQUENT DATE**  
 All bills are due when rendered but you are provided 20 days to pay before any late fees are applied. Any past due balance must still be paid within 9 days to avoid service interruption.

**I****ADDITIONAL NOTES**

This area is provided to notify you of special notes such as that this is a final bill or perhaps you have requested bank drafting and this will notify you that the amount is scheduled to be paid automatically so you do not have to mail in a payment. When the notes reflect bank drafting, the total amount due will be automatically drafted from your bank account 10 days following the bill date.

**F****METER READING / WATER USAGE**

Your meter is read in 1,000 gallons so the meter may read but you will only see 572 on your bill. Each time your meter rolls over another 1,000 gallons, you are billed for that usage.

In this example the prior read was 571 and it is now 572 so the charge is for 1,000 gallons.

This sometimes explains questionable usage each month because up to 999 gallons can be used without a charge appearing on the bill; but when the 1 gallon is used to pass the 1,000 mark, then the charge for the usage will appear.

MAKE CHECKS PAYABLE TO:

**CITY OF SEBRING**

MAIL TO:

**P.O. BOX 9900  
SEBRING FL 33871-9931**

OFFICE:

**368 S COMMERCE AVE  
SEBRING FL 33870**

OFFICE HOURS:

**8:30 a.m. - 5:00 p.m. Monday-Friday  
excluding holidays**

**THANK YOU  
HAVE A NICE DAY**

**POLICIES**

- **DELINQUENT DATE** - Payment is due when the bill is rendered and the bill becomes delinquent if not paid within twenty (20) days after the bill date. The late penalty is 10% of TOTAL AMOUNT DUE or \$2.00 whichever is greater.

- **PAYMENT PROCESSING** - Payments received after 2:00 p.m. will be credited on the following business day.

- **CUT OFF DATE - PAST DUE BALANCE** must be paid within 9 days of the bill date to avoid service interruption. If payment has not been made BEFORE the cutoff date,

\*Nonpayment disconnection fee will be applied.

\*Same day reconnection after 2:00 p.m. subject to additional fee.

\*PAYABLE BEFORE RECONNECTION

- **USAGE** - Your water use is measured in thousands of gallons. For example, if your water usage is 1 then you used 1,000 gallons.

- **CREDIT** - Please note that a '-' next to the amount due indicates a credit balance.

**PLEASE RETURN THIS STUB WITH PAYMENT**

**FOR YOUR CONVENIENCE**

Our drive thru is now open Monday - Friday  
8:00 a.m. - 5:30 p.m. (excluding holidays)

We have 3 payment drop boxes to serve you.

- At our drive thru at City Hall
- In the parking lot in front of City Hall
- At the Circle K at US 27 / US98

Have your payment automatically taken from your bank account! Applications are available in our office or you may call & we'll mail it to you.

The City of Sebring Utilities Department is dedicated to providing top quality service. Please call us if we may be of assistance to you.

**CUSTOMER SERVICE**

**(863) 471-5112**