



UTILITIES DEPARTMENT

25550 Harbor View Road, Suite 1, Port Charlotte FL 33980
941.764.4300 or 800.524.3494; TDD 941.764.4535; Fax: 941.764.4557
E-mail: ccusupport@CharlotteCountyFL.gov - Website: CharlotteCountyFL.gov
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CUSTOMER NAME	ACCOUNT NUMBER	BILL DATE	CURRENT CHARGES PAST DUE AFTER
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(1) Charlotte County (3) 00000-000000 (4) 31-JAN-2010 (5) 22-FEB-2011
 (2) Service Address: 1234 Any Street

		Service Period			Days		
		Current Read	Previous Read	Usage (TGals)		From	To
(6) Previous Balance:	233.99						
(7) Previous Payment Amount:	130.81						
(8) Past Due Amount:	103.18	(19) 895	(20) 889	(21) 6	(22) 12/29/10	(23) 1/27/11	(24) 29

(9) Current Charges

- (10) Returned Item Charge 30.00
- (10) Reconnect Charge 55.00
- (11) Res Water Charge 46.99
- (14) Res Sewer Charge 50.86
- (13) Customer Charge 3.50
- (16) Miscellaneous Adjustment Decrease 55.00 CR
- (16) Water Leak Decrease 3.50 CR
- (16) Sewer Leak Decrease 19.30 CR
- (17) Penalty Charge 2.41

(18) TOTAL \$214.14

(25) Important Messages:

CONSERVE WATER Visit www.charlottecountyfl.com/CCU/ for watering days and more.

PLEASE RETURN BOTTOM PORTION WITH YOUR PAYMENT TO AVOID A DELAY IN PROCESSING



REMIT TO:
 UTILITIES DEPARTMENT
 P.O. BOX 516000
 PUNTA GORDA FL 33951-6000
 (26)

(27) HEARTSHIP DONATION: \$1 \$2 \$5 \$10 Other \$ _____

Service Address: 1234 Any Street

ACCOUNT NUMBER	CURRENT BILL DUE DATE	TOTAL DUE
00000-000000	22-FEB-2011	\$214.14

Amount Paid \$ _____

(28)

Charlotte County Utilities Customer
1234 Any Street
Port Charlotte, FL 33981

1. **Owner Name** – The owner of the property is responsible for the bill. Charlotte County Utilities Department verifies the owner of the property with the most current deed recorded with Charlotte County Clerk of the Court and Lee County Clerk of Circuit Court.
2. **Service Address** – the address that is receiving Charlotte County Utilities Department services.
3. **Account number** – the digits before the hyphen represent the customer number; the digits after the hyphen represent the service address number.
4. **Bill date** – The date the bill is mailed to the customer
5. **Current Past Due After** – the last date before the current charges go into past due status.
6. **Previous Balance** – amount you owed on your last bill.
7. **Previous Payment Amount** – payments that were posted between your last bill and this bill. This could be a cumulative number if multiple payment transactions occur in the same month. For example:
 - a. Previous Payment Amount -130.81
 - i. Previous Payment Amount -100.81
 - ii. Payment reversal- return check 100.81
 - iii. Payment amount -130.81
8. **Past Due Balance** –this amount is considered delinquent and subject to late fees and imminent disruption of services. Please call us immediately at 764 4300
9. **Current charges** – new charges for this billing period
 - a. Apparent Duplicate charges – if you have purchased the property mid billing cycle, your bill will reflect adjustments for the base charges on a prorated basis for the period of ownership for the previous month(s). It will appear that you are being charged twice for the same line item, but in fact you are being billed for the previous prorated bill, in the current billing cycle.
10. **Miscellaneous** – your bill may reflect unique charges for special services performed on your behalf or actual charges due to premise visits, tampering, unauthorized use, reconnection fees, or return item.
11. **Water Usage** – the water consumption fee for each 1,000 gallons used during this billing period for the actual water product.
12. **N/A**
13. **Customer Charge** – A fixed amount to cover the administrative costs to maintain your account, even if no water and/or sewer services are being used.
14. **Sewer usage** – based on the water consumption for the month for the collection and treatment of the material.
15. **N/A**
16. **Adjustment** – financial entry to account (either a debit or credit) to correct bill amount.
17. **Penalty Charge** – 3% late fee on all charges that are 21 days past due.
18. **Total** – All charges, adjustment and fees that collectively make up the current bill
19. **Current Read** – the actual face value, in thousand gallon increments, that was read from your meter for the purpose of this billing period
20. **Previous Read** – the actual face value, in thousand gallon increments, that was read from your meter for the purpose of last month's billing period.
21. **Usage (TGal)** – the difference, in thousand gallon increments, from the previous read to the current read
22. **Service period (from)** – the date your meter was read for the purpose of last month's bill.
23. **Service Period (To)** – the date the meter was read for the purpose of this month's bill.
24. **Days** – the number of days between your previous month's read and your current month's read.
25. **Important Message** – Message from Charlotte County Utilities Department that is subject to change monthly.
26. **Bill remittance address** – address to mail bill and payment, as well as any other correspondence.
27. **Heartship Program** – a program where your donation is given to customers in need and is distributed by the Human Services Department in Charlotte County.
28. **Customer Mailing Address** – the mailing address where we send all correspondence including the bill.