



# Understanding Your New Monrovia Utility Services Bill

**NEW BILL DESIGN GOES INTO EFFECT FEBRUARY 2020**

THE CITY OF MONROVIA'S UTILITY BILL TEMPLATE HAS BEEN REFRESHED AND REDESIGNED! YOU CAN EXPECT TO SEE THIS NEW BILL TEMPLATE BEGINNING FEBRUARY 2020.

## KEY TIPS FOR UNDERSTANDING YOUR REDESIGNED BILL:

### A Account Information:

Includes account number, service address, and bill information.

### B Past Due/Delinquent:

Delinquent bills will no longer be generated. Instead, past due amounts will appear in red text.

### C Total Amount Due:

Your total for the current billing period, plus any unpaid amounts from past billing periods.

### D Account Summary:

Breakdown of current and previous balances.

### E Consumption & Read Details:

Reflects the amount of water used during the current billing period.

### F Description of Bill Charges:

Includes a detailed list of current utility services.

### G Consumption History:

Graph displaying water usage during the last 12 billing periods.

### H Bill Stub:

To expedite payment processing, please include your bill stub when paying by mail or in person.

**City of Monrovia Utility Services Bill**

415 S Ivy Avenue  
Monrovia, CA 91016-2888  
Phone: 626-932-5517

Service Address: 555 MAIN STREET  
Account Number: 1234567890  
Customer Number: 1234567890  
Bill Number: 9999999999  
Bill Date: 09/04/2019  
Due Date for Current Charges: 09/30/2019

PAST DUE

Total Amount Due: \$139.24

Account Summary	
Previous Balance	\$67.12
Payments Applied	\$0.00
Fees/Penalties	\$0.00
Adjustments	\$5.00
<b>Past Due</b>	<b>\$72.12</b>
Current Charges	\$67.12
<b>Total Amount Due</b>	<b>\$139.24</b>

Meter Read Details		
	Date	Meter Read
Previous Read	07/17/2019	3,596
Current Read	08/15/2019	3,603

Monthly Consumption Details		
	Gallons	Units
Consumption (748 gallons/unit)	5,236	7

Description of Current Charges	
Water Consumption	\$14.35
5/8" Meter Service Charge	\$34.53
Sewer Charge—Single Unit	\$9.29
Waste Impact Fee—Single	\$2.81
Emergency Services Fee—Single	\$3.16
Street Sweeping—Single	\$1.30
Storm Drain—Single	\$1.68
<b>Current Charges</b>	<b>\$67.12</b>

**Consumption History**

**Message**

DO YOU HAVE A DROUGHT TOLERANT YARD? ENTER YOUR GARDEN IN THE CITY'S NEW SUSTAINABLE LANDSCAPE RECOGNITION PROGRAM! FOR ELIGIBILITY, AN APPLICATION, AND OTHER PROGRAM DETAILS, PLEASE VISIT [WWW.MONROVIACONSERVES.ORG](http://WWW.MONROVIACONSERVES.ORG)

Avoid a late fee on current charges by making your payment before **9/30/2019**.  
To avoid service interruption, please pay the past due amount of **\$72.12** immediately.

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT

City of Monrovia  
415 S Ivy Avenue  
Monrovia, CA 91016-2888  
Phone: 626-932-5517

Check here for change of billing address and note changes on reverse side.

ONLINE PAYMENTS  
CITYOFMONROVIA.ORG

Please write your Account Number on your check.  
**Make checks payable to: City of Monrovia**

MONROVIA RESIDENT  
555 MAIN STREET  
MONROVIA, CA 91016

Service Address:	555 MAIN STREET
Account Number:	1234567890
Customer Number:	1234567890
Bill Number:	9999999999
Bill Date:	09/04/2019
Due Date for Current Charges:	09/30/2019
Total Amount Due:	\$139.24
<b>Amount Paid:</b>	<b>\$ _____</b>

To avoid service interruption, please pay the past due amount of **\$72.12** immediately.

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## FRIENDLY REMINDERS:

**Payment Options:** You may pay online, through your bank, or by phone with a credit card or checking account. We also offer an Electronic Funds Transfer Program. For more information, please call (626) 932-5517.

**Changes to your Account/Contact Information/Emergency Contact Information:** If you have any changes to your mailing address, phone number, email, or emergency contact information, please be sure to notify us.

To learn more about the changes to the utility bill, or if you have questions regarding your utility account, please contact the City at 626-932-5517, visit City Hall at 415 S. Ivy Ave, or visit [www.cityofmonrovia.org/utilities](http://www.cityofmonrovia.org/utilities).