

How To Read the Back of the Utility Bill

The information on this page outlines the terms and agreements for customers, how payments can be made, penalties are incurred and meters read. This information is also available on the City's website: statesvillenc.net

Electronic Payment is a safe and easy way to make sure your payments are never late. If you're interested, complete the information at the bottom of this page.

Budget Billing allows you to better plan for your finances. It's perfect for customers on a fixed income. If you're interested in this plan, complete the information at the bottom of this page.

It's important that we have your most up-to-date contact information in order to notify you about utility matters.



Conditions of Service

City of Statesville Business Office | City Office Building | 301 S Center St | Statesville NC, 28677
www.statesvillenc.net | 704-878-3564

The City accepts cash, check, money order, debit card and credit card at no cost to the customer.

Payments may be made:

- Via Electronic Payment
 - Automatic bank draft, drafted on the due date, complete form below
 - Electronic Bill-Pay, offered by many banking institutions, originated by customer
- At the Business Office in the City Office Building, 301 S Center St, Mon-Fri 8 am to 5 pm
 - Business Office Counter accepts cash, checks, credit/debit cards, money orders
 - Business Office Drive-Through does not accept credit/debit cards, must have payment stub
 - Payment Drop Box, located outside the Business Office, accepts checks and money orders only
- By mail to PO Box 1111, Statesville, NC 28687-1111
- *Online at www.statesvillenc.net, click the "Online Utility Bill Payment & Information" link
 - Accepts Credit card and Debit card payments 24 hours per day, 7 days per week
- *By phone using the automated payment system at 704-878-3564
 - Accepts Credit card and Debit card payments 24 hours per day, 7 days per week

Equal Payment Plan Budget Billing allows customers to equalize payments each month, with settle-up occurring annually. Interested? Just complete the form below for a personalized estimate of monthly payment.

All bills are due and payable upon receipt and are past due 21 days from the bill date. Past due bills incur a late payment penalty of \$5.00 or 5%, whichever is greater. A disconnect notice will be sent to accounts with past due amounts indicating a cut-off date. When the service is reconnected, a reconnect fee is assessed: \$26.75 for reconnects made during the work day; \$80.25 for reconnections made after hours at the meter; \$160.50 for reconnections made after hours at the pole.

The City is divided into 3 separate billing zones. The location of the property determines if the bill is produced around the 1st, 10th, or 20th of the month. The City cannot change the due date.

Each meter will be read monthly unless the meter is inaccessible because of an obstruction or unsafe condition. It is the customer's responsibility to keep the meter accessible. If the meter cannot be accessed, the consumption will be estimated. Meter readings are cumulative, so that the next actual reading will correct any past over or under estimations.

Utility service is also subject to other terms and conditions established by City ordinance and/or policy.

*credit to your account through these payment methods is provisional pending receipt of funds and is subject to City policy

Yes! I'd like to...

Update the mailing address, email address, or telephone number on my account:

Mailing Address: _____
 Home Telephone: _____ Cell Telephone: _____
 Email Address: _____ Work Telephone: _____

Request an Equal Payment Plan Budget Billing Estimate:

Email to: _____ or Mail to: _____

Enroll in Automatic Bank Draft: (Please enclose voided check with this signed form)

By signing this agreement I authorize the City of Statesville to initiate debit entries to the Account(s) indicated on the enclosed voided check for the purpose of my utility bill. I further authorize adjustments in the event of an error.

Customer Signature: _____ Date: _____

We've made it easier for you to communicate with Customer Services. Just complete the information on this form and check the box on the other side to let us know you want to update your contact information, find out more about Budget Billing or enroll in the Automatic Bank Draft. Questions? Contact us at 704-878-3564 or customerservice@statesvillenc.net.

Your City of Statesville Utility Bill has a new look!

How To Read the New Utility Bill

The new layout provides much of the same information as before, plus some new details in an easier-to-read format. Use this insert as a guide for understanding the bill. But don't hesitate to call 704-878-3564 or email customerservice@statesvillenc.net if you have questions.

This is just a summary. If you need more details, you can log in to your account on the City's website: statesvillenc.net



UTILITY SERVICE BILL
CITY OF STATESVILLE
PO Box 1111, Statesville, NC 28687-1111
704-878-3564 | www.statesvillenc.net

Summary of Charges

Previous Balance.....	\$160.45
Total Payments.....	-\$160.45
Total Adjustments.....	\$0.00
Balance Forward.....	\$0.00
<small>(For detailed charges, please log onto www.statesvillenc.net or call 704-878-3564)</small>	
Electric Services.....	\$70.64
Water Services.....	\$16.67
Sewer Services.....	\$26.20
Late Charge.....	\$7.45
Fire Inspections.....	\$150.00
Electric Sales Tax.....	\$4.99
Renewable Energy Charges.....	\$0.61
Current Charges.....	\$276.56
Account Balance.....	\$218.71

New icons help distinguish the various charges. The bloom represents miscellaneous charges such as sanitation fees, inspection fees and late charges.

There will be a timely message in this box each bill. Get in the habit of looking here for holiday schedules, city updates and information.

Hello Statesville is a weekly call to citizens with important information about garbage schedules, holiday closings, upcoming events and other city-related announcements. Register to receive the weekly call each Sunday night by going to www.statesvillenc.net or calling 704-878-3586.

Use These Numbers!!!

SERVICE PROBLEMS?
Call 704-878-3479 for electric.
Call 704-878-3417 for water and sewer.
Call 704-878-3406 for water & sewer after hours.

BILLING QUESTIONS?
Call Customer Service at 704-878-3564.

Look at the circled info. The info printed in red ink is the most important! It is what you will need to make your payment.

Bill Date: 11/01/2016 Account Number: **1111-2222** Cycle-Route: 01-10

Customer: **SILAS ALEXANDER SHARPE**

Service Address: **402 S CENTER ST**

Bill Type: Budget Payment Type: Regular

Amount Due: **\$306.45** Past Due After: **11/21/2016**

Thank you for your payment

BUDGET BILLING PLAN			
Budget Bill Amount	Previous Budget Balance	Change in Budget Balance	Current Budget Balance
\$149.00	\$91.15	-\$29.89	\$61.26

New & improved way to understand your budget billing plan. If your amount due is more than your monthly budget bill, check the Summary for extra charges. Budget Billing is now settled up annually on the anniversary of your start date.

READ!

To receive future statements electronically, visit <https://statesville.estmt.net>
Your registration ID: **4555-7104-HVK7**

Register to receive your bills by email. Go to the link and use your specific registration ID number. Already signed up? You must re-register to keep getting email notification.

Service	Meter#	Read Dates		Days Billed	Meter Readings		Multiplier	Usage	Units
		Current	Previous		Current	Previous			
EL	09224897	10/11/16	09/12/16	29	71,280 Est	70,710	1	570	KWH
WA	77770122	10/11/16	09/12/16	29	76,003	75,581	1	422	CCF

This box contains information on each meter.

The Days Billed # affects your bill amount. It's usually 28 days, but sometimes it can be as much as 30.

If you see "Est" beside the current meter reading, that means we couldn't get to your meter to read it. See the back page for more information on why it's important we read your meter.

Please detach here.

Turn page over to update account information or enroll in new billing/payment options.

Return Portion



Please check if Account Change information is on back of this form

4555710 9791-JTL 11 1 1

SILAS ALEXANDER SHARPE
402 S CENTER ST
STATESVILLE NC 28677-5841

CITY OF STATESVILLE
P O BOX 1111
STATESVILLE NC 28687-1111

Detach the bottom portion of the bill at the dotted line and return with your payment by the due date.

Let us know if you changed any information on the back!! Check the box!

If you use the included envelope, make sure the City of Statesville address shows through the middle window.