HOW TO READ YOUR BILL



Your bill is designed to provide information you need to know about your account. The details below will help you understand the charges on your bill. All fees and minimums are established by the Village Board of Trustees and are identified in Chapter 157 of the municipal code of the Township of South Orange Village, accessible by visiting

www.southorange.org, then "Village Code" under "Your Government".

1 CUSTOMER ACCOUNT INFORMATION

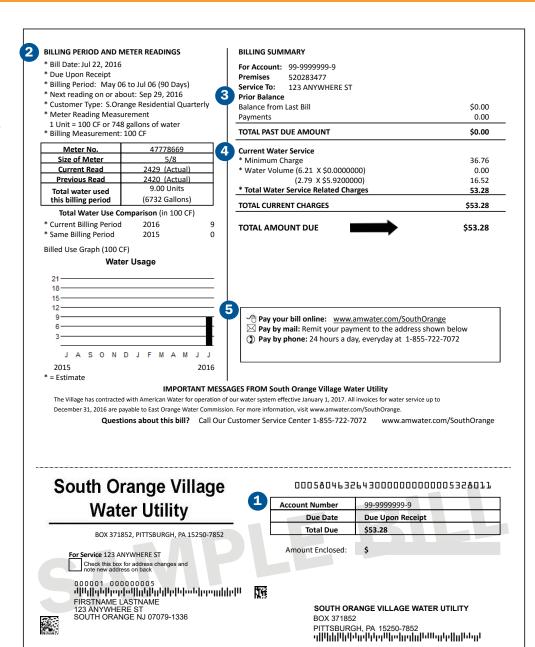
- Account Number: When calling our call center with a question, it's helpful to have your account number handy.
- Total Due and Due Date: Includes current and any past due amounts, and when your bill is due. Bills are due upon receipt. Per municipal ordinance, late fees of 8% of the unpaid balance are assessed on the 31st day after the date of the bill and again on the 78th day. Non-payment of the bill will result in an interruption of service.

2 BILLING PERIOD AND METER READINGS

- Billing Date: Date the bill was mailed.
- **Billing Period:** Period in which the water was used and is being billed for.
- Next reading on or about: Estimate of when the next meter reading will take place.
- Customer Type: How the property being served is classified (i.e., residential, commercial).
- Meter Reading / Billing Measurement:
 How your meter is read, and how you are billed. All customers are metered in increments of 100 cubic feet (CCF), which is equivalent to approximately 748 gallons.
- Meter Chart: Meter identification number and size, as well as the meter reading for the current and previous billing period. We also specify if the reading was an actual read or if it was estimated.
- Total Water Used and Water Usage Graph: Amount of water used during the billing period, compared to previous billing periods. For usage prior to 2017, please reference your bill from East Orange Water Commission. In time, the graph will show water usage over the last 12 months.

3 PAST DUE AMOUNT (if applicable)

 Prior Balance: This should be paid immediately.



4 CURRENT CHARGES Current Water Service Charges

- Minimum Charge: Based on the size of the water meter and the frequency of the billing. A typical residential customer billed quarterly will have a minimum of \$36.76 per quarter, which includes 6.21 CCF of water.
- Water Volume: This is based on the amount of water used during the billing period. The current volumetric charge per CCF is \$5.92.

5 PAYMENT OPTIONS

Convenient payment options available to pay your bill. This box appears when space allows.