

Customer Billing and Payment Information

Your bills from the City of Auburn Hills Utility Billing Department will soon take on a new look — incorporating more visuals and distinctive information so you can quickly find the information you need.

Guide to your New Water Bill

- 1 Here is your account number, balance due and due date. You can also find the amount due if NOT paid by the due date.
- 2 Phone numbers, email and website information are shown here.
- 3 The service address, account number, and billing period are shown here.
- 4 Your metering information is listed here including: previous and current reads, type of reads, the date the meter was read, and usage during the billing period.
- 5 The total balance due on this account is shown here.
- 6 The last payment received on this account is here.
- 7 Messages regarding your account and/or happenings in the city are shown here.
- 8 Your water consumption is shown here in bar-graph format — see how your consumption compares to previous months.



Department of Public Services
 UTILITY BILLING
 1500 BROWN ROAD
 AUBURN HILLS, MI 48326-2753
 248-370-9340

TEMP - RETURN SERVICE REQUESTED

CITY OF AUBURN HILLS
 C/O: FINANCE DEPARTMENT
 1827 N SQUIRREL RD
 AUBURN HILLS, MI 48326

Account Number	41300001500
Due Date	06/15/2011
Amount Due AFTER Due Date	\$313.94
PLEASE PAY THIS AMOUNT	\$285.40
Amount Enclosed	

Checks Payable and Remit To:
 CITY OF AUBURN HILLS
 TREASURER'S OFFICE
 1827 N. SQUIRREL RD.
 AUBURN HILLS, MI 48326-2753



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PLEASE RETURN THIS STUB WITH PAYMENT



CITY OF AUBURN HILLS
 UTILITY BILL
 1500 BROWN ROAD
 AUBURN HILLS, MI 48326-2753

Contact Information:

Billing Questions: 248-370-9340
 Fax: 248-391-4895
 Email: utilitybilling@auburnhills.org
 After Hours Emergency
 Auburn Hills Police: 248-370-9444
 Website: www.auburnhills.org

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NAME: CITY OF AUBURN HILLS	BILL DATE: 05/05/2011
LOCATION: 1500 BROWN DPW OFFICE	DUE DATE: 06/15/2011
ACCOUNT: 41300001500	BILLING PERIOD: 04/01/2011 TO: 04/30/2011

DATE READ	DESCRIPTION	PREVIOUS READ	CURRENT READ	USAGE (CF)	CHARGE
5/2/2011	104-GOVT WATER	2586000	2591000	5000	\$141.70
5/2/2011	110-IRR WATER	799000	799000	0	\$0.00
	204-GOVT SEWER			5000	\$118.70
	152-8" FIRE LI				\$25.00

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PARCEL #	PAST DUE	THIS BILLING	TOTAL DUE
02-14-03-100-027	\$0.00	\$285.40	\$285.40

LAST PAYMENT RECEIVED: 04/14/2011 \$441.64
 NOTE: Payment must be received by Due Date to avoid 10% penalty

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NEWS AND ANNOUNCEMENTS

VOLUNTARY OUTDOOR WATER RESTRICTIONS:

**RESIDENT/BUSINESS WITH EVEN # ADDRESS
 MAY WATER ON MON/WED/FRI/SUN.**

**RESIDENT/BUSINESS WITH ODD # ADDRESS
 MAY WATER ON TUES/THURS/SAT/SUN.**

**RESIDENTS WITH AUTOMATIC SPRINKLER
 SYSTEMS MAY IRRIGATE BETWEEN MIDNIGHT
 AND 6:00 A.M.**

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NEWS AND ANNOUNCEMENTS

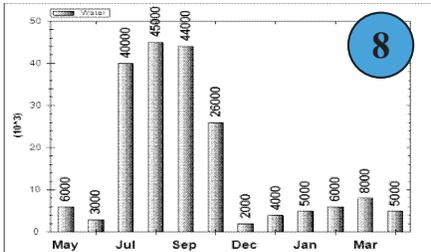
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WATER CONSUMPTION HISTORY (CF)



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The New Back of the Bill gives more information, including: Payment Instructions, Description of Charges, Delinquent Payment information, Moving/Vacating Instructions, and Important Contacts.

Change of Name/Address and Paperless Billing sign up are also on the back of the Remittance Stub.

A handy chart which illustrates how costly a water leak can be is located on the back of the bill as well.

Paperless Billing is NOW available. Sign up online at: www.auburnhills.org

You can now pay online, through the Oakland County web site at: www.oakgov.com/egovdn01/

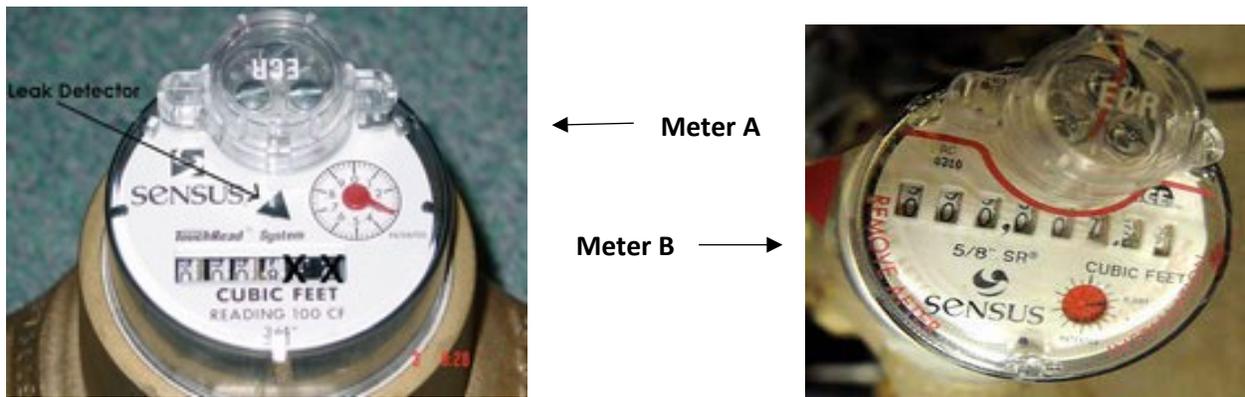
How to Read your Water Meter

The City of Auburn Hills reads your water meter every month to determine your water use and water bill. We use an external reading device called an MIU or "meter interface unit" to transmit the read from your meter to our billing software. This allows us to calculate your water usage without accessing your property each month.

Locate Your Water Meter

Water meters are typically found in the basement or crawl space, near the point at which the water enters the building.

Anatomy of the Water Meter



Your meter might look like Meter A or Meter B above. The red dial will rotate when water passes through the meter. One full rotation of the dial equals 1 cubic foot of water or 7.48 gallons. The Leak Detector (black triangle) will rotate with very little water movement. Any water moving through the meter is detected so even small leaks will register.

Odometer

The odometer records total water use in a similar way as the odometer in your car records miles driven. The water meter odometer records water use in cubic feet and displays as follows: The digits from right to left represent 1 cubic foot, 10 cubic feet, 100 cubic feet and so on. Like a car odometer, the water meter odometer cannot be altered. On Meter A, the black dials cannot be read; therefore you will be billed in 100 cf increments.

The newer meter (B) has more dials which allows us to read in decimals (two right dials) and also allows us to bill in 1 cf increments. The red dial on this meter reads in .001 cf per revolution.

How to Monitor Your Water Use

The following steps will show you how to determine how much water you use over a period of time.

1. Read the odometer and write it down completely. Then write down the date you read it. After a period of days (we suggest 7 days) read the odometer again and write down the date.
2. Subtract the first reading from the second reading. This is your water use in cubic feet during the period.
3. Multiply the water use by 7.48. This is your water use in gallons during the period.
4. Divide the water use in gallons by the number of days between readings. This is your average gallons per day during the period.

(Water meters measure cubic feet of water used. To convert cubic feet to gallons, multiply the number of cubic feet by 7.48.)

How to Watch for Leaks

Turn off all water indoors and outdoors including sprinklers, ice maker, etc... If the low flow indicator moves, this may indicate a leak in an appliance or pipe. If the meter shows no obvious movement, note the reading on the meter and return in 4 hours to see if there is any change.

Note: if you use water during that time, the meter reading will change. If you do notice movement, check all appliances, faucets, toilets and other water sources for drips or leaks.