

Understanding Your New Utility Bill Format

Dear Oakland Park Utility Customers, this notice is to inform you that your utility bill has been changed as a result of an upgrade to our utility billing system. The most important change is that your account number now includes a customer number. Additionally, the format of the bill itemizes utility charges, provides the meter number, and shows important news and updates from the city. The back of the bill provides useful information related to payment options, city contact information and general rules concerning your utility service.



City of Oakland Park Utility Customers

- The New Account Number Format includes a customer number. Please use the entire Account-Customer Number when paying bills using your bank's online bill pay system.**

Other new features:

- Itemized listing of consumption and base charges for water and sewer to show how charges are calculated.
- Meter Number has been included for each metered service.
- The back of the bill contains information regarding payment options, explanation of charges and important phone numbers.
- Auto pay information will appear if active stating "do not pay bank draft."
- Important City news will appear in this area.
- Explanation of meter reading code to show if the bill was estimated.
- The total amount due upon receipt with the past due date and current due dates defined.
- Please update your records with our new Orlando mailing address to assure timely processing of your payment.

CITY OF OAKLAND PARK

 Utility Billing & Services Division
 3650 NE 12 AVENUE
 OAKLAND PARK, FL 33334
 (954) 630-4280 OFFICE
 (954) 630-4285 FAX
ubs@oaklandparkfl.gov
www.oaklandparkfl.gov

UTILITY STATEMENT
BILL IS DUE WHEN RENDERED
 See reverse side for payment options, explanation of charges and general information

Customer Name				Service Address					
John Doe				1234 Main St					
Bill Number	Bill Date	Last Payment	Account Number - Customer Number	Current Billing Due Date					
11234	07/09/2015	//	2004102015 - 12345	08/03/2015					
Service	Meter	Previous Read Date	Current Read Date	Previous Reading	Current Reading	Usage (1,000 gal.)	Read Code	Charge	
WATER COM BASE 1	0019994159	05/28/15	06/23/15	2234	2236	2	A	37.62	
WATER COMML CONS								11.84	
SEWER COM 1								54.52	
WATER TAX 10%								4.95	
Previous Balance				Past Due Balance		Payments		Penalties	
\$0.00				\$0.00		\$0.00		\$0.00	
Current Charges				Amount Due					
\$108.93				\$108.93					

EFT MESSAGE: THIS IS A SAMPLE BILL MESSAGE.....
 UTILITY BILLING 954-630-4280.....
 E BILLS COMING SOON.....
 THIS IS THE END OF THE SAMPLE BILL MESSAGE.....

BILL MESSAGE: THIS IS THE END OF THE SAMPLE BILL MESSAGE.....

Please Detach Bottom Portion with Your Payment - Retain Top Portion for Your Records

CITY OF OAKLAND PARK

 Address Service Requested

John Doe
 1234 Main St
 Oakland Park, FL 33334

Service Address: 1234 Main St
 Bill Number: 16634
 Account Number: 2004102015 - 12345
Past Due Charges Due Date: Due Now
Past Due Balance: 0.00
 Current Charges Due Date: 08/03/2015
 Total Current Charges: 108.93
 Total Amount Due: \$108.93

AMOUNT ENCLOSED \$ _____

Make check payable to: **City of Oakland Park**
 City of Oakland Park - Utility Lockbox
 PO Box 916002
 Orlando, FL 32891-6002

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Visit our website at www.oaklandparkfl.gov to use the following new options:

- English, Spanish or Creole language available on the website pages
- Sign up for Electronic Billing (e-bills)
- Sign up for Auto Pay electronically
- Use your VISA debit or credit card
- View your account payment, usage and billing history
- Make service requests for your account

