

CITIZENS' WATER ADVISORY COMMITTEE (CWAC)

Bill Redesign Ad Hoc Subcommittee

Tuesday, September 22, 2015, 11:30 p.m.

Director's Conference Room

Tucson Water, 3rd Floor

310 W. Alameda Street, Tucson, Arizona



Legal Action Report

1. Roll Call/Call to Order

The meeting was called to order by Subcommittee Chair, Chuck Freitas, at 11:45 a.m. Those present and absent were:

Present:

Chuck Freitas	Chairperson - Representative, City Manager
Mark Stratton	Representative, City Manager (membership not yet confirmed)
Mark Taylor	Representative, City Manager
Bruce Billings	Representative, Ward 3

Absent:

Catlow Shipek	Representative, City Manager
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Tucson Water Staff Present:

Melodee Loyer	Water Administrator
Scott Clark	Deputy Director
Christine Rodriguez	Water Administrator
Andrew Greenhill	Intergovernmental Affairs Manager
Fernando Molina	Water Program Supervisor
Nancy Gradillas	Lead Financial Accountant
Cheryl Avila	Water Operations Superintendent
Jane Slama	Water Operations Superintendent
Candice Rupprecht	Public Information Specialist
Joaquim Delgado	Public Information Specialist
Johanna Hernandez	Staff Assistant
Kris LaFleur	Staff Assistant

Others Present:

Chris Avery	City of Tucson, Attorney's Office
Brian Wong	Representative, City Manager (not a member of subcommittee)
Melody Burton	Pima County Finance

2. **Announcements** – No action taken.

3. **Call to Audience** – No action taken.

4. **Review and Approval of June 1, 2015 Meeting Minutes** – Subcommittee Member Billings motioned to approve the Meeting Minutes of June 1, 2015. Chairperson Freitas seconded. Motion passed unanimously by a voice-vote of 2-0-1, with Member Taylor abstaining as he was not in attendance for the meeting in question.

5. **Meter Read Presentation** – Tucson Water Deputy Director Clark discussed the motivating factors behind looking into the Meter Reading Cycles (MRC) and the relationship between the MRC and the Subcommittees goal of addressing discrepancies in the County's calculation of the Winter-Quarter Average (WQA). Tucson Water staff member Christine Rodriguez provided

Citizens' Water Advisory Committee, Bill Redesign Ad Hoc Subcommittee

Legal Action Report

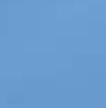
September 22, 2015

a PowerPoint presentation on the TW MRC. A general breakdown of the components and parameters of the MRC was provided. The effects of the MRC on the County's calculation of the WQA were discussed in detail. The WQA is calculated using bills from December, January, and February; presumed consumption from November, December, and January. In certain cases, the current MRC will allow for up to 8 days of consumption that is outside of the presumed consumption range. This misalignment may increase the calculation of the WQA by including consumption from higher use months. Tucson Water staff recommended a gradual adjustment of the MRC to align the MRC with the bill period; alignment would be maintained with overtime, as necessary. The effects of, and differences between, monthly billing versus cycle billing was discussed. Additionally, it was discussed that the graph labels on the bill misrepresent the timeframe in which water was consumed. Member Billings motioned for staff to follow-up on modification of the graph labels. Seconded by Member Taylor. Motion passed unanimously, by a voice-vote of 3-0. Staff will return with the additional information requested by the Subcommittee on the adjustments to the MRC, as well as a bill reflecting modified graph labels. Tucson Water staff member Melodee Loyer discussed changes the County is considering to the way they calculate the WQA. The County is in the process of considering a flat rate as opposed to a calculated rate. While this may not affect present considerations, any modification would have affects in the future.

6. **Customer Education Presentation** – Tucson Water staff member Fernando Molina presented a PowerPoint Presentation on the methods for Customer Education in regards to the Sewer Charges. The Utility currently provides information on the website, on the billing statement, in Water Matter, and on the recorded hold messages. Going forward the Utility will expand its website coverage, move up the billing statement messages for affected cycles, and refine the message for Water Matters as early as October. Additionally, the Utility will consider messaging through social media, graphics depicting the MRC and the WQA usage, and radio public service announcements.
7. **Legal Discussion of Fee Presentation** – Assistant City Attorney Chris Avery discussed Tucson Water's obligations in regards to the presentation of the Utility Service Statement. There are no requirements that the bill be presented in any particular fashion. Tucson Water is generally obligated to provide accurate, timely bills and access to County account information.
8. **Review of Bills from Other Jurisdictions & Cost Implications** – Tucson Water Staff Melodee Loyer provided an example of the layout and data included in the current Tucson Water bill. Staff presented a bill layout and design provided by Tucson Water's bill print contractor, Infosend. This design would be customized so that the various services billed for in the Tucson Water statement would be represented by different colors and depicted in a pie-chart like graph based on the percentage of the bill that service represents. Each section of the bill would be color coded to match the appropriate service. Infosend has offered this redesign and layout, including color, at no additional charge. Any change that requires reprogramming will incur costs. Variations A-F of the Infosend layout depicting different options for display of the graph and conservation information were also provided. The Subcommittee liked variation A as a base bill, where the dots would represent class average, and would be connected to form a line. They would also like to see the straight tier lines from variation F included on this graph. The Subcommittee did not wish to move forward with any of the other options presented. There were no other requests to add information to variation A. Staff will return with a customized mock-up of what a Tucson Water bill would look like on variation A with the two other aspects discussed.
6. **Future Meetings / Agenda Items** – Chairman Freitas reviewed the projected schedule at the on-set of Agenda Item No. 8.
7. **Adjournment** – Meeting adjourned at 1:00 p.m.

Tucson Water

Bill Redesign Subcommittee
September 22, 2015



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Purpose: To convey the effect of the Meter Reading Cycles on the calculation of the winter-quarter average and to discuss re-aligning the Meter Read Cycles to mitigate those effects.

Bottom Line: Re-aligning the Meter Read Cycles will have varying impacts to the customer and the Utility. TW is asking for this Subcommittee's guidance on how to proceed.



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Today We Will Discuss...

- Background on Tucson Water Meter Read Cycles
- How the Meter Read Cycle Effects the Calculation Winter-Quarter Average
- What Tucson Water can do to Mitigate Those Effects
- The Impacts of Taking Mitigating Action
- Options for Consideration



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Background on TW Meter Read Cycles

- 241,000 meters, read every month (515 routes)
 - Some with multiple services (reclaimed/potable)
 - One meter per service
- 21 read cycles
 - 24-26 routes per cycle
 - Completed routes result in bill print
- Meters read on work days
 - 19-22 work days available per month
- Target number of days in read cycle is 28-32

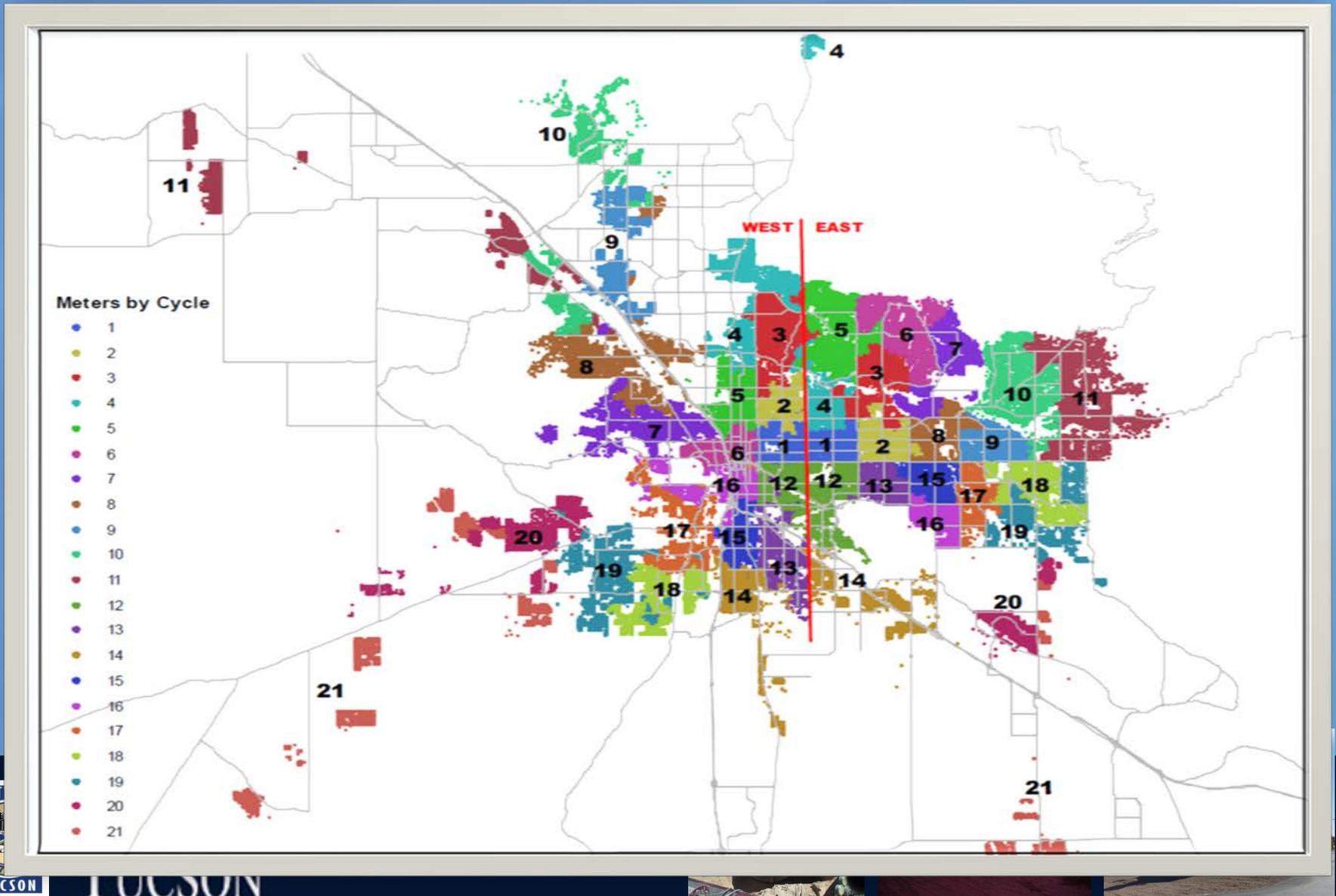


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21 Meter Reading Cycles



How the Meter Read Cycles Effect the Calculation of the Winter-Quarter Average

- Pima County calculates the winter-quarter average based on billing periods for December, January, and February (presumably consumption for Nov, Dec, Jan)
- The current Read Cycle will allow for consumption in October (a higher use month) to be included in the bill for December, *for certain Cycles*
- This could increase the consumption on the bills the County uses to calculate the winter-quarter average, and may increase the winter-quarter average



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Actual January 2015 Meter Read Schedule

1/1/2015
(vertical red line)

Days in Read Cycle

17 - Nov - 14	24 - Nov - 14	01 - Dec - 14	08 - Dec - 14	15 - Dec - 14	22 - Dec - 14	29 - Dec - 14	05 - Jan - 15	12 - Jan - 15	19 - Jan - 15	26 - Jan - 15
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Activity	Start Usage	Read Date	Days in Read Cycle	Bill Period	17 - Nov - 14	24 - Nov - 14	01 - Dec - 14	08 - Dec - 14	15 - Dec - 14	22 - Dec - 14	29 - Dec - 14	05 - Jan - 15	12 - Jan - 15	19 - Jan - 15	26 - Jan - 15	
Cycle 1 Usage	11/26/14	12/26/14	31	December	Consumption											
Meter Read Date	12/26/14	12/26/14	1							Read						
Bill Date	12/29/14	12/29/14	1							Bill						
Cycle 12 Usage	12/12/14	1/13/15	33	January					Consumption							
Meter Read Date	1/13/15	1/13/15	1									Read				
Bill Date	1/14/15	1/14/15	1									Bill				
Cycle 21 Usage	12/24/14	1/26/15	34	January						Consumption						
Meter Read Date	1/27/15	1/27/15	1											Read		
Bill Date	1/28/15	1/28/15	1											Bill		



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What Can TW Do?

- The Meter Read Cycles can be gradually adjusted by one day a month, and readjusted as necessary, to keep the consumption and bill period in alignment

Or

- TW can maintain the current Meter Read Cycle, which allows for consumption outside of a Bill Period



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Impacts to the Customer of Adjusting Meter Reads

- Bills and usage tables would more accurately reflect consumption from previous month only
- Bills used to calculate winter-quarter average would reflect accurate usage
- Fiscal year-end cycles will have fewer days in June (27) and more days in July (34)



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Fiscal Year End Effect to Customer

Single Family Residential Customer A June: 27 day bill for 8 Ccf	
Tier 1, 1-7 Ccf @ \$1.40/Ccf	\$9.80
Tier 2, 8-15 Ccf @ \$2.70/Ccf	\$2.70
CAP @ \$0.60 Ccf	\$4.80
Cons. Fee @ \$0.08/ Ccf	\$.64
Monthly Service Charge	\$11.90
City tax	\$.60
State Tax	\$1.82
Total	\$32.26

Single Family Residential Customer A July: 34 day bill for 10 Ccf	
Tier 1, 1-7 Ccf @ \$1.40/Ccf	\$9.80
Tier 2, 8-15 Ccf @ \$2.70/Ccf	\$8.10
CAP @ \$0.60 Ccf	\$6.00
Cons. Fee @ \$0.08/ Ccf	\$.80
Monthly Service Charge	\$11.90
City Tax	\$.73
State Tax	\$2.23
Total	\$39.56

80% of customers in this class use 10 Ccf or less of water on average in the summer



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Impacts to the Utility of Adjusting Meter Reads

- Possible increased calls to call center in Fiscal year-end
- Increased work load for billing after an overtime day



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What TW Needs From You...

Option A: Align Meter Read Cycles with Bill Periods, and maintain alignment through adjustments as necessary

Option B: Continue with current Meter Read Cycles



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Questions?



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Public Information and Sewer Charges



**TUCSON WATER METHODS FOR INFORMING
ABOUT SEWER CHARGES**

&

PROPOSALS FOR ENHANCING THE MESSAGE

How We Currently Inform About Sewer Charges



- **Website**
 - Provide Direct Link to Pima County Webpage
- **Billing Statement**
 - Provide Message During WQA Months
- **Water Matters**
 - Winter Conservation Reminder: Impact on Sewer Charges
- **Message-On-Hold (Seasonal)**

What We Can Modify to Inform About Sewer Charges



- **Website**

- Develop Landing Page on Tucson Water Website with Expanded Information
- Link to Pima County Web Page

- **Billing Statement**

- Selective Printing of Message for Cycle 1-7 Starting at Earlier Date

- **Water Matters**

- Refine Message and Include in October Insert

Other Measures for Consideration



- **Social Media**
 - Facebook, Twitter
- **Website**
 - Develop Section With Meter Read Dates/Cycles
 - Develop Graphics to Depict Conflict With “Billing Cycle” and “Billing Period”
- **Public Service Announcements (PSA’s)**
 - Consider Radio PSA’s

ANNUAL RECALCULATION OF SEWER BILLS

Each year in July, your sewer bill is recalculated. This recalculation is based on winter quarter averaging. We base your winter quarter average (WQA) on your water use during the previous water meter reading months of December, January and February. We use these months because this is the time when outdoor water use is typically at its lowest.

Water usage is measured in increments of 100 cubic feet (CCF). One CCF is equivalent to 748 gallons. The typical Pima County household uses approximately 8 CCFs of water each month based on the WQA.

During fiscal year 2014/2015, all the sewer user fees we collected were used for the costs of providing wastewater reclamation services.

SEWER BILL APPEALS

If you believe there was a different three-consecutive-month period, between July 1, 2014 and June 30, 2015, when your water usage was lower, please contact our Customer Service section at 520-724-6609. A customer service representative can determine if you are eligible to file an appeal for a reduced rate.

Please note that if your home was vacant for an extended period, the period during which your home was vacant cannot be used in the recalculation of your sewer bill.

Ways to file an appeal of your sewer bill:

On-line: www.pima.gov/wastewaterreclamation. Click on Billing Questions and scroll down and click on How can I appeal my sewer bill?

By Phone: 520-724-6609 (Monday – Friday, 7:30 a.m. – 4:30 p.m.)

By Mail: Finance Department- Customer Service
201 N. Stone Ave., 5th Floor Tucson, AZ 85701-1207

By Fax: 520-770-4153

By Email: wastewatercs@wwm.pima.gov



SEWER VACANT RATE

If you are gone from your home for longer than a month, you could be eligible for our sewer vacant rate. This is a discounted rate through which you pay only the administrative fee portion of your sewer bill. To take advantage of this rate, you must contact Customer Service in advance at 520-724-6609. You can also apply for the vacant rate online at www.pima.gov/wastewaterreclamation. Click on Billing Questions and scroll down and click on Do I have to pay for sewer if my home is vacant for longer than a month?

WHY IS MY SEWER BILL HIGHER THAN MY WATER BILL?

Different water companies in Pima County charge different rates. Most customers pay more for their sewer bills than their water bills. We are often asked why this is. The answer is twofold: In most parts of the U.S., wastewater costs are more than potable water.

1. Area water companies pay a relatively small amount for their water supplies: groundwater and Central Arizona Project (CAP) water. The water companies incur costs associated with the pumping of groundwater and the conveyance of CAP water to this area. There are also costs associated with some minimal treatment of this water and with the distribution systems that bring the water to homes and businesses.
2. After the water is delivered to homes and businesses, we use that water, polluting it with household, commercial and human wastes. This wastewater is then conveyed to one of eight wastewater treatment facilities. Once it arrives at a treatment facility, it must be cleaned to meet state and federal

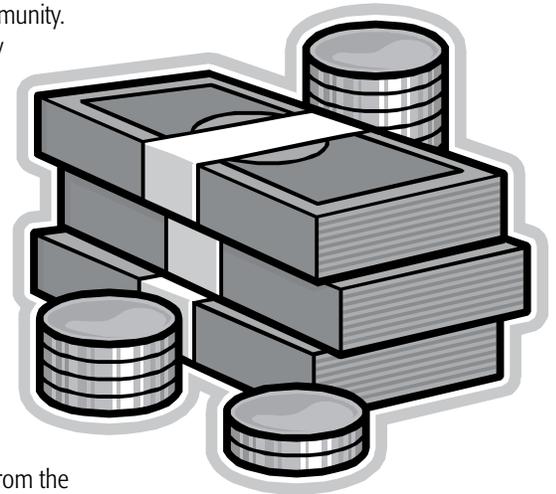


mandated standards before we can release it back into the environment or reuse it in our community. The level of treatment required for the cleaning of wastewater is much higher and considerably more expensive than the level of treatment needed for the natural potable water sources that are used by area water companies.

COST REDUCTION SAVINGS

We know that you work hard for your money. This is why the Regional Wastewater Reclamation Department (RWRD) is focused on reducing its operating costs to keep your sewer fees as low as possible.

Cost Savings: In recent years, sewer fees have increased due to the costs associated with the Regional Optimization Master Plan (ROMP). ROMP was a program we undertook to meet state and federal mandates to improve the quality of our treated wastewater. It was a multi-faceted program that took seven years to complete. However, now that the ROMP is completed, we must pay the debt we incurred while making those improvements. We reduced the cost of the ROMP from the initial projection of \$720 million to the final cost of \$605 million. This is a cost savings of \$115 million. Planning for the ROMP began in 2006. The final construction of all regulatory compliance mandates was completed in 2013.



In addition to this significant cost savings, the department continues to find ways to cut costs:

Fewer Employees: In Fiscal Year (FY) 2011/2012, we had 512 full-time employees. Today, the number of full-time employees is 475.

Lower Chemical Costs: In FY 2011/2012, we spent \$4,546,000 in chemicals in our conveyance and treatment of wastewater. This fiscal year, we are on target to spend \$3,869,000.

Reduced-Energy Costs: In FY 2012/2013, 9.1% of our budget was spent in energy costs. In FY 2014/2015, energy costs account for 8.5% of our budget.

The Regional Wastewater Reclamation Department is working smarter to reduce costs to keep your sewer user bills as low as possible



PIMA COUNTY

WASTEWATER RECLAMATION

Regional Wastewater Reclamation Department Contact Information

General Information (<i>during regular business hours</i>).....	520-724-6500
Roach Control Hotline (<i>Automated line, please provide requested information</i>)	520-724-3401
Billing Section.....	520-724-6609
Sewer Emergencies	520-724-6500
To Report Odors.....	520-724-6500
Sewer Outreach Subsidy (<i>Low-income bill assistance</i>).....	520-724-3794
Sewer Connection Information	520-724-6602
To Report Vandalism	911

You can also access this information and more from our website, www.pima.gov/wastewaterreclamation

PIMA COUNTY BOARD OF SUPERVISORS

- Ally Miller, District 1**
- Ramón Valadez, District 2**
- Sharon Bronson, *Chair*, District 3**
- Raymond J. Carroll, District 4**
- Richard Elías, District 5**

COUNTY ADMINISTRATOR
Chuck Huckelberry



UTILITY SERVICES STATEMENT



Tucson Water Customer Service Office
 Phone: 520-791-3242
 Outside Tucson: 800-598-9449
www.tucsonaz.gov/water

Account Name: JOHN DOE
Account Number: *****
Service Address: 12345 E STREET
Bill Date: 12/27/2011
Service Period: 11/23/2011 to 12/23/2011
Hours: 8:00 am - 5:00 pm MST (Mon-Fri)

Pima County Regional Wastewater
 Reclamation Department
 Phone: 520-724-6609
www.pima.gov/wwm

City of Tucson Environmental Services:
 Phone: 520-791-3171
www.tucsonaz.gov/esd

Last Bill	Payments (Credits)	Deposits Applied	Adjustments	Balance Forward	New Charges	ACCOUNT BALANCE
\$92.61	-\$92.61	\$0.00	\$0.00	\$0.00	\$85.11	\$85.11

METER INFORMATION

Meter number	Service Type	Start Date	End Date	Current Read	Previous Read	Consumption (Ccfs)
*****	WA	11/23/11	12/23/11	2341	2331	10

Your meter was read in Ccfs on 12/23/2011

ACCOUNT ACTIVITY

LAST BILL	\$92.61
TOTAL PAID SINCE LAST BILL	-\$92.61
ADJUSTMENTS	\$0.00
BALANCE FORWARD	\$0.00
NEW CHARGES	
ENVIRONMENTAL SVCS FEES	\$17.87
SEWER VOLUME	\$40.26
WATER VOLUME	\$24.73
MISCELLANEOUS	\$2.25
TOTAL NEW CHARGES	\$85.11
ACCOUNT BALANCE	\$85.11
PAY THIS AMOUNT BY: 01/16/2012	\$85.11

Due date applies to current charges ONLY.
 Any balance forward is due now.
 Please allow 7 days for payments to post to your account.
 A \$28.00 fee will be charged for any returned check.

IMPORTANT MESSAGE



UTILITY SERVICES
 PO Box 28804
 Tucson, AZ 85726-8804

Please fold on perforation before tearing and return bottom portion with your payment.

MAKE CHECKS PAYABLE TO:
CITY OF TUCSON

Account Number: *****
Service Address: 12345 E STREET
Cycle-Route #: **_**

DUE DATE:	01/16/2012
AMOUNT DUE:	\$85.11
Open Space / Riparian Contribution (optional)	
AMOUNT PAID:	

Your tax-deductible contribution to "Open Space or Riparian Enhancement" will support the preservation of biologically-rich open space and the Conserve to Enhance program, an effort that links local river and wash enhancement with individual water conservation efforts. Visit www.tucsonaz.gov/water/checkbox to learn more. Your contribution will not affect service fees.

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JOHN DOE
 12345 E STREET
 TUCSON AZ 85***-****



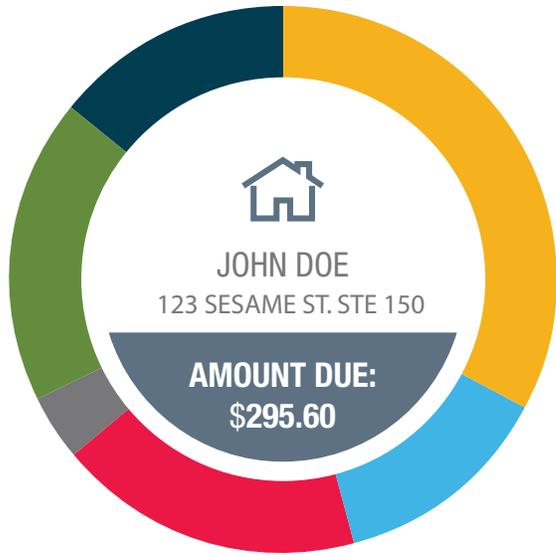
|||||
 CITY OF TUCSON
 PO BOX 28804
 TUCSON AZ 85726-8804

Variation A

Billing Period	Due Date	Account Number
02.15.15 - 03.15.15	March 15, 2015	020037

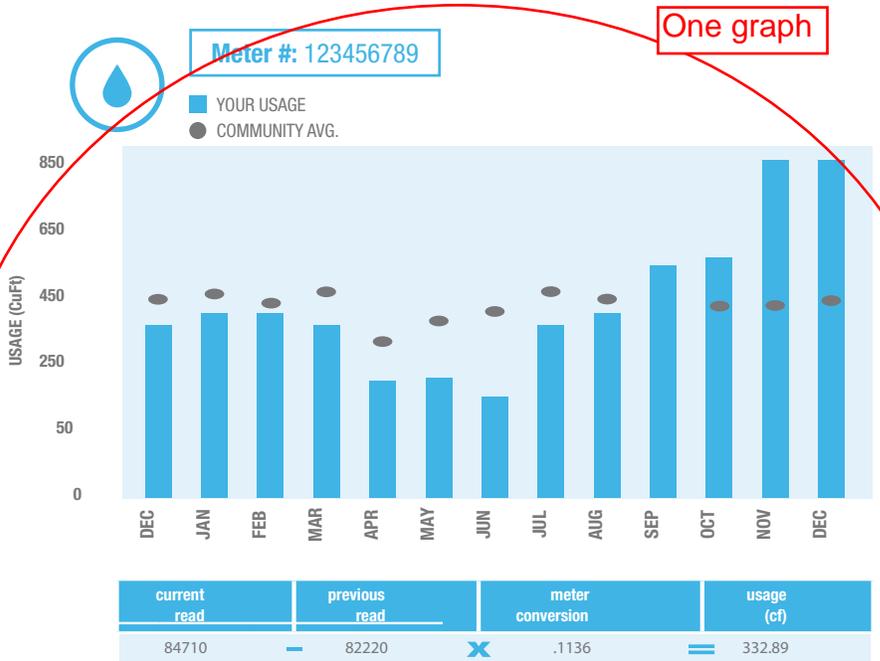


UTILITY SERVICES STATEMENT



Useful Info
YOUR MESSAGE HERE

Questions?
Please call our support team at (877) 818-2637 or visit us online at



NATIONWIDE ENERGY PARTNERS
230 West St. Suite 150 | Columbus, OH | 43215

Billing Period	Due Date	Account Number
02.15.15 - 03.15.15	March 15, 2015	020037
Amount Due	Amount Paid	
\$295.60*		

* A xx% late fee will be applied if payment is received 3 days after due date

Addressee



JOHN DOE
123 SESAME ST. STE 150
COLUMBUS OH 43215-2785

Please Make Checks Payable And Remit To



NATIONWIDE ENERGY PARTNERS
PO BOX 183009
COLUMBUS OH 43218

Billing Summary

	Previous Balance	\$131.00
	Payments	-\$100.00
	Balance Forward/Carry Over	\$41.00
	Customer Charge	\$4.52
	Generation Charge	\$46.76
	Distribution Charge	\$38.91
	Transmission Charge	\$19.82
	Water Charge	\$14.19
	Water Surcharge	\$2.76
	Sewer Charges	\$12.91
	Sewer Surcharges	\$1.82
	Clean River Fund	\$1.12
	Stormwater	\$4.92
	Customer Charge	\$20.00
	Gas Usage	\$20.96
	Electric Common Area	\$10.00
	Water Common Area	\$5.00
	Trash	\$10.00
	Water Adjustments	\$14.19
	Electric Adjustments	\$2.96
	Community Adjustments	\$12.91
	Service Restoration Fee	\$50.00
	NSF Fee	\$30.00
	Monthly Budget Deduction	-\$100.00
TOTAL AMOUNT DUE ON 03.15.2015		\$295.60

MESSAGE CENTER

YOUR MESSAGE HERE...

TERMS AND CONDITIONS

Failure to receive a bill does not change the due date or possibility of disconnection for non-payment. A \$30.00 charge may be applied to your account for all checks not honored by the bank for any reason, including, but not limited to: Insufficient funds (NSF), account closed, payment stopped, no signature, and improperly drawn or submitted.

A security deposit is added to the account of any new residents or delinquent accounts. This deposit will be waived if the tenant signs up for ACH or supplies NEP with qualifying letter of credit from their previous utility company.



PAYMENT METHODS

NEP auto pay

Sign up for AWP to have the payment for your utility bill automatically pulled from your bank account each month at no cost to you.

Bank bill pay

A feature of online banking, which allows you to send money from your bank account directly to NEP for your utility account. You choose the amount you want to pay and the date you want the payment to be applied

Pay in store

A number of stores, such as Wal-Mart, accept payments at all locations in the continental US. Bring your NEP statement with you. Service fees may apply.

Mail

Sign up for AWP to have the payment for your utility bill automatically pulled from your bank account each month at no cost to you.

Phone

Sign up for AWP to have the payment for your utility bill automatically pulled from your bank account each month at no cost to you.

Web

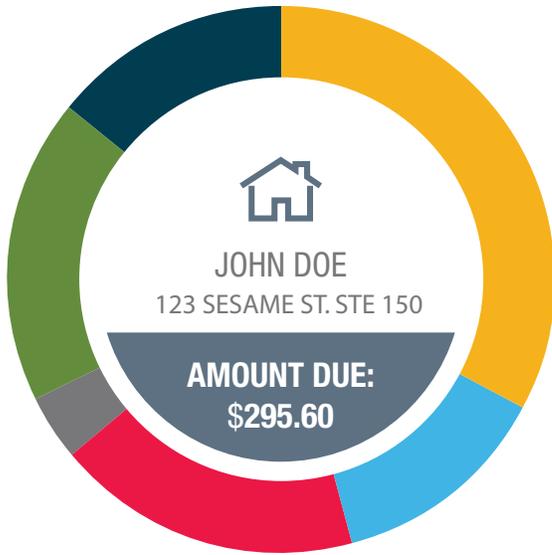
Sign up for AWP to have the payment for your utility bill automatically pulled from your bank account each month at no cost to you.

Variation B

Billing Period	Due Date	Account Number
02.15.15 - 03.15.15	March 15, 2015	020037



UTILITY SERVICES STATEMENT

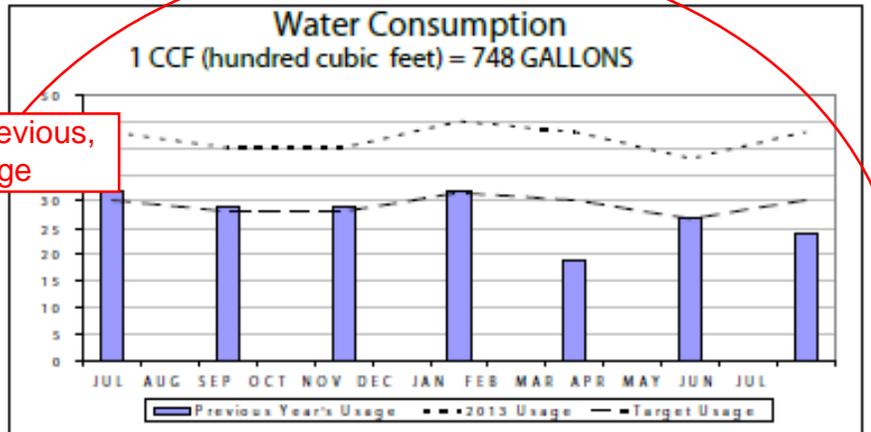


SEWER VOLUME \$96.90	WATER VOLUME \$37.72	ENVIRONMENTAL SVCS FEES \$51.99
MISCELLANEOUS \$12.00	FIRE SERVICE \$51.99	RECLAIMED \$41.00

Useful Info
YOUR MESSAGE HERE

Questions?

Please call our support team at (877) 818-2637 or visit us online at



Current, Previous, Target Usage

CURRENT CONSUMPTION: 24.00 CCF/62 DAYS (289.55 Gal/day)
SAME PERIOD 2013: 43.00 CCF/64 DAYS (502.56 Gal/day)
PERCENT CHANGE FROM 2013: ▼ 42%

Target This Period:	SEP Target:	NOV Target:	JAN Target:
30.10 CCF	28.00 CCF	28.00 CCF	31.50 CCF



230 West St. Suite 150 | Columbus, OH | 43215

Billing Period	Due Date	Account Number
02.15.15 - 03.15.15	March 15, 2015	020037

Amount Due	Amount Paid
\$295.60*	

* A xx% late fee will be applied if payment is received 3 days after due date

Addressee



JOHN DOE
123 SESAME ST. STE 150
COLUMBUS OH 43215-2785

Please Make Checks Payable And Remit To



NATIONWIDE ENERGY PARTNERS
PO BOX 183009
COLUMBUS OH 43218

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	Distribution Charge	\$38.91
	Transmission Charge	\$19.82
	Water Charge	\$14.19
	Water Surcharge	\$2.76
	Sewer Charges	\$12.91
	Sewer Surcharges	\$1.82
	Clean River Fund	\$1.12
	Stormwater	\$4.92
	Customer Charge	\$20.00
	Gas Usage	\$20.96
	Electric Common Area	\$10.00
	Water Common Area	\$5.00
	Trash	\$10.00
	Water Adjustments	\$14.19
	Electric Adjustments	\$2.96
	Community Adjustments	\$12.91
	Service Restoration Fee	\$50.00
	NSF Fee	\$30.00
	Monthly Budget Deduction	-\$100.00
TOTAL AMOUNT DUE ON 03.15.2015		\$295.60

MESSAGE CENTER

YOUR MESSAGE HERE...

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A security deposit is added to the account of any new residents or delinquent accounts. This deposit will be waived if the tenant signs up for ACH or supplies NEP with qualifying letter of credit from their previous utility company.



PAYMENT METHODS

NEP auto pay

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Bank bill pay

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Pay in store

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Mail

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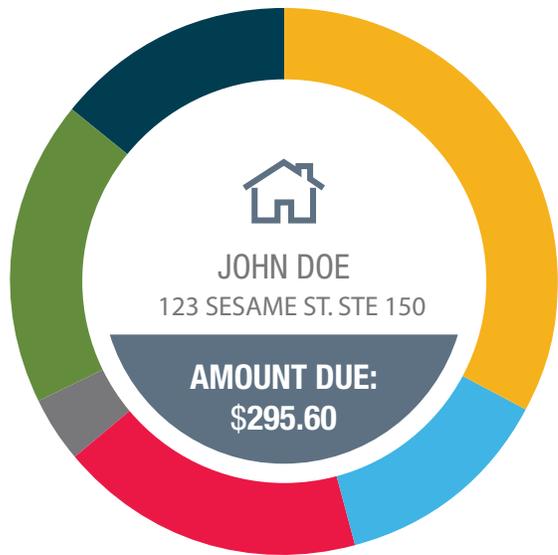
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Variation C

Billing Period	Due Date	Account Number
02.15.15 - 03.15.15	March 15, 2015	020037



UTILITY SERVICES STATEMENT



Conservation Measures

Useful Info

Water Usage	This Year	Last Year
AUG	19	62
JUL	45	55
JUN	45	60

Efficient

Your water efficiency rating this month is:

Questions?

Please call our support team at (877) 818-2637 or visit us online at

NationwideEnergyPartners.com

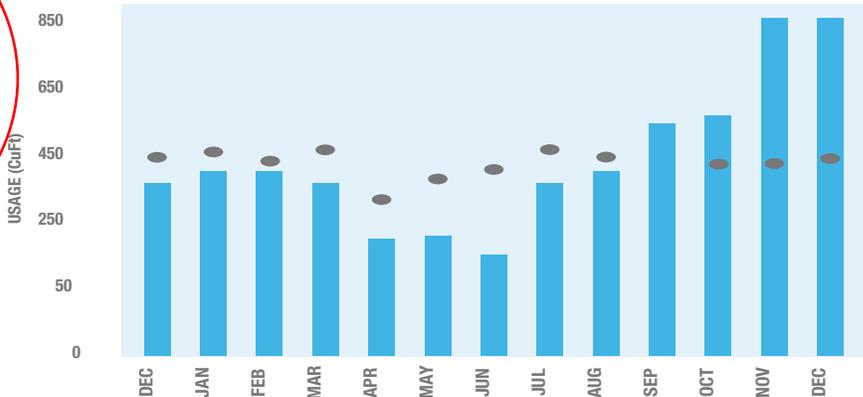


230 West St. Suite 150 | Columbus, OH | 43215

Meter #: 123456789



■ YOUR USAGE
● COMMUNITY AVG.



current read	previous read	meter conversion	usage (cf)
84710	82220	.1136	332.89

Billing Period	Due Date	Account Number
02.15.15 - 03.15.15	March 15, 2015	020037

Amount Due	Amount Paid
\$295.60*	

* A xx% late fee will be applied if payment is received 3 days after due date

Addressee



JOHN DOE
123 SESAME ST. STE 150
COLUMBUS OH 43215-2785

Please Make Checks Payable And Remit To



NATIONWIDE ENERGY PARTNERS
PO BOX 183009
COLUMBUS OH 43218

07251400000000000004323600000000322687

Billing Summary

	Previous Balance	\$131.00
	Payments	-\$100.00
	Balance Forward/Carry Over	\$41.00
	Customer Charge	\$4.52
	Generation Charge	\$46.76
	Distribution Charge	\$38.91
	Transmission Charge	\$19.82
	Water Charge	\$14.19
	Water Surcharge	\$2.76
	Sewer Charges	\$12.91
	Sewer Surcharges	\$1.82
	Clean River Fund	\$1.12
	Stormwater	\$4.92
	Customer Charge	\$20.00
	Gas Usage	\$20.96
	Electric Common Area	\$10.00
	Water Common Area	\$5.00
	Trash	\$10.00
	Water Adjustments	\$14.19
	Electric Adjustments	\$2.96
	Community Adjustments	\$12.91
	Service Restoration Fee	\$50.00
	NSF Fee	\$30.00
	Monthly Budget Deduction	-\$100.00
TOTAL AMOUNT DUE ON 03.15.2015		\$295.60

MESSAGE CENTER

YOUR MESSAGE HERE...

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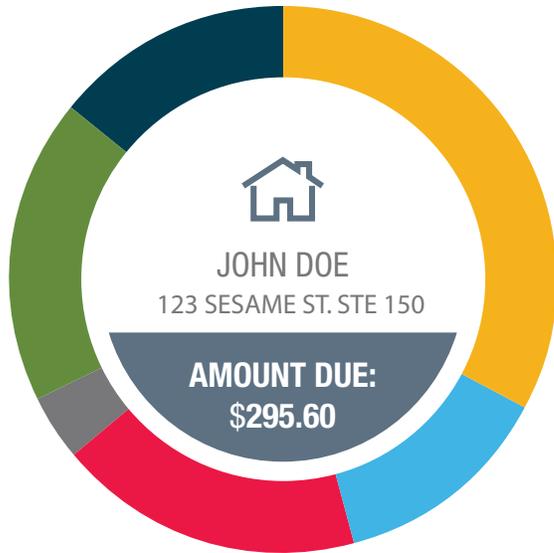
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Variation D

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02.15.15 - 03.15.15	March 15, 2015	020037

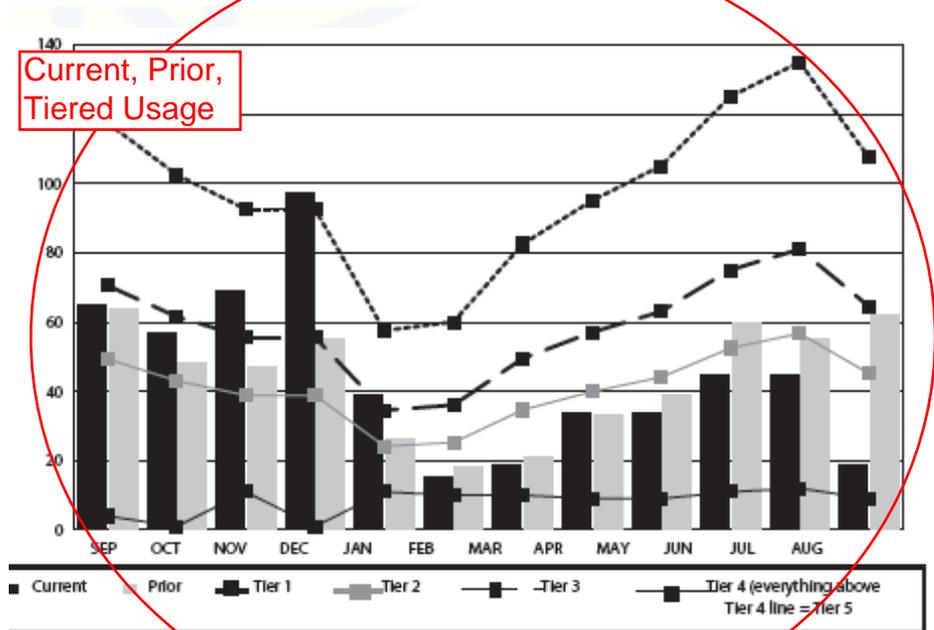


UTILITY SERVICES STATEMENT



Useful Info
YOUR MESSAGE HERE

Questions?
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NATIONWIDE ENERGY PARTNERS
230 West St. Suite 150 | Columbus, OH | 43215

Billing Period	Due Date	Account Number
02.15.15 - 03.15.15	March 15, 2015	020037
Amount Due	Amount Paid	
\$295.60*		

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JOHN DOE
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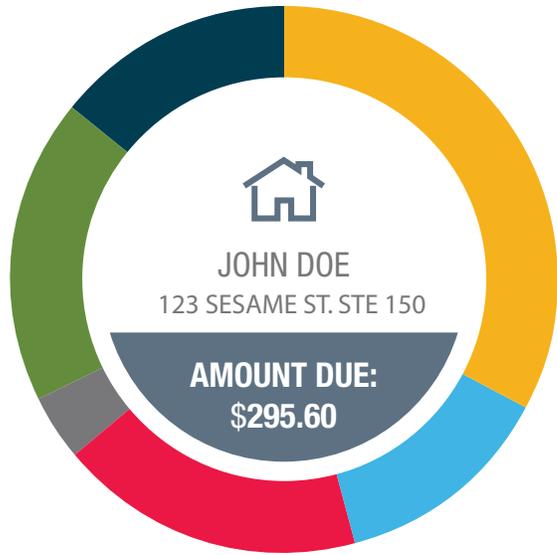
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Variation E

Billing Period	Due Date	Account Number
02.15.15 - 03.15.15	March 15, 2015	020037



UTILITY SERVICES STATEMENT



Useful Info

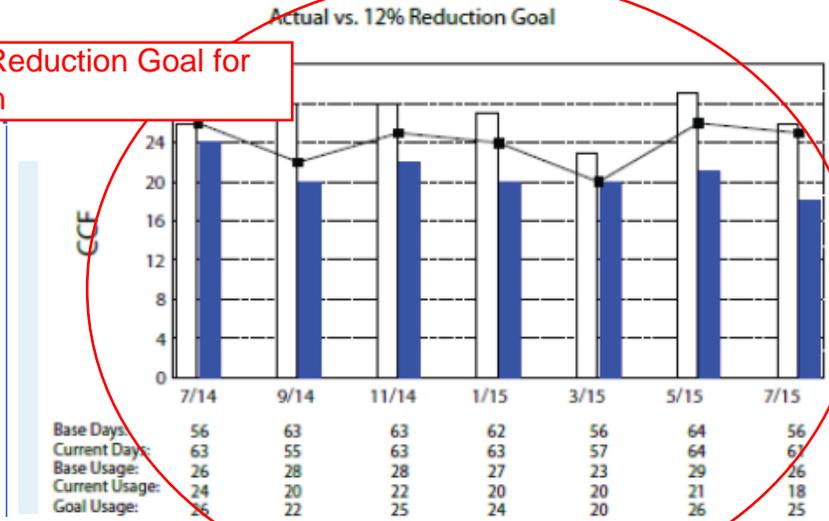
Usage with Reduction Goal for Conservation

Thank you for helping to conserve water

The chart below will assist you in visualizing the amount of water you need to conserve to achieve the 12% Drought Reduction Goal.

DROUGHT REDUCTION ANALYSIS		Values displayed in: CCP's (1 CCF = 748 Gallons)
Usage Base Period (2013)	26	To achieve a 12 percent reduction you needed to reduce usage by: 0
Usage Current Period	18	

- * Mandatory reduction applies to consumption above 18 ccf per billing period per single dwelling unit.
- * Reduction compliance is based on the average daily consumption in the base and the current billing periods



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NATIONWIDE ENERGY PARTNERS
PO BOX 183009
COLUMBUS OH 43218

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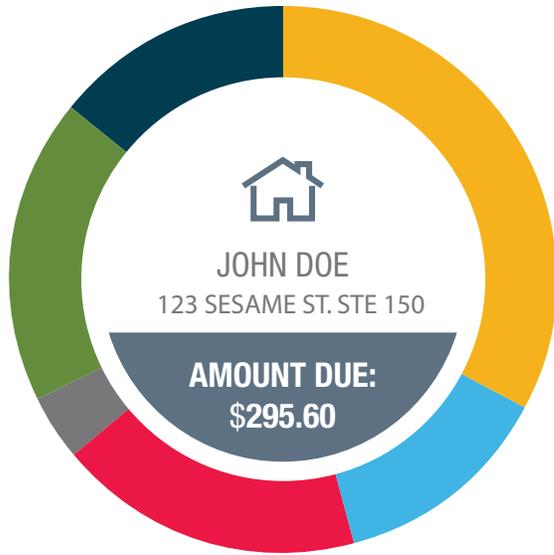
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Variation F

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UTILITY SERVICES STATEMENT



SEWER VOLUME	WATER VOLUME	ENVIRONMENTAL SVCS FEES
\$96.90	\$37.72	\$51.99
MISCELLANEOUS	FIRE SERVICE	RECLAIMED
\$12.00	\$51.99	\$41.00

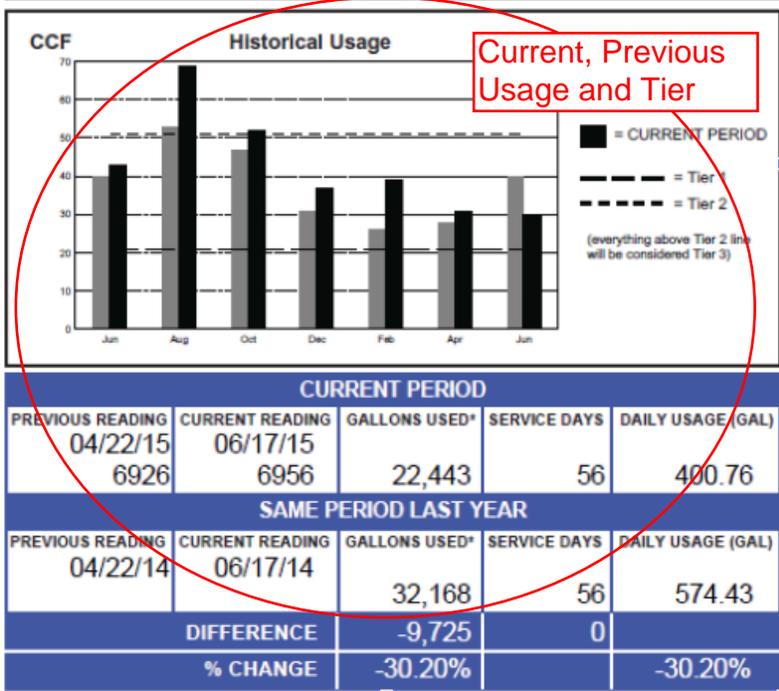
Useful Info

Conservation Standards

Compare your water consumption vs. State mandated conservation goals:



NationwideEnergyPartners.com



CURRENT PERIOD				
PREVIOUS READING	CURRENT READING	GALLONS USED*	SERVICE DAYS	DAILY USAGE (GAL)
04/22/15 6926	06/17/15 6956	22,443	56	400.76
SAME PERIOD LAST YEAR				
PREVIOUS READING	CURRENT READING	GALLONS USED*	SERVICE DAYS	DAILY USAGE (GAL)
04/22/14	06/17/14	32,168	56	574.43
DIFFERENCE		-9,725	0	
% CHANGE		-30.20%		-30.20%

NATIONWIDE ENERGY PARTNERS
 230 West St. Suite 150 | Columbus, OH | 43215

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Projected Schedule

	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Subcommittee Meeting <ul style="list-style-type: none"> Meter Read/Winter Quarter Avg Customer Education Legal Discussion Review of Bills 	■						
Prepare Mock-Ups		■					
Subcommittee Meeting <ul style="list-style-type: none"> Bill Mock-Up Options Cost Implications Focus Group Discussion 		■					
Focus Groups				■			
Subcommittee Meeting <ul style="list-style-type: none"> Focus Group Results/Discussion 					■		
Evaluate Options Internally					■		
Subcommittee Meeting <ul style="list-style-type: none"> Options/Impacts 						■	
Recommendations to Full CWAC							■