CITIZENS' WATER ADVISORY COMMITTEE (CWAC)

Bill Redesign Ad Hoc Subcommittee

Friday, April 15, 2016, 12:00 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 12:01 p.m. Those present and absent were:

Present:

Chuck Freitas	Chairperson - Representative, City Manager
Mark Stratton	Representative, City Manager
Catlow Shipek	Representative, City Manager
Mark Taylor	Representative, City Manager (arrived at 12:04 p.m.)

Absent:

None

Tucson Water Staff Present:

Melodee Loyer	Water Administrator
Nancy Gradillas	Lead Financial Accountant
Johanna Hernandez	Staff Assistant

Others Present:

Robert Highfield	Citizen

2. Announcements – No action taken.

3. Call to Audience – No action taken.

4. Review and Approval of October 26, 2015 Meeting Minutes – Subcommittee Member Stratton motioned to approve the Meeting Minutes of October 26, 2015. Member Shipek seconded. Motion passed unanimously by a voice-vote of 4-0.

5. Focus Group Report[1] – Tucson Water staff member Johanna Hernandez presented a PowerPoint reporting the results of the Focus Groups. The goal of the redesign is to compose a statement that is easier for customers to understand, includes important and relevant information, and is clear and transparent. Tucson Water arranged for three focus groups, one made up of customer service representatives (CSR), and two made up of Tucson water customers. The CSR focus group resulted in a lot of great feedback that was incorporated into the redesign prior to taking the redesign to customers. The employees felt the redesign is an improvement, easier to read and understand, liked the colors and icons, and thought the circle graphs were easy to understand as well. They suggested graphs show previous and current year usage, improvements to Places to Pay, Delinquent Lock Charge, and Riparian Donation sections, and to keep the name Utility Services Statement. The demographics for the customer focus groups were covered; focus groups are compiled as representative samples of the customer base (men/women, inside/outside city, Hispanic). Each focus group was conducted by a professional facilitator and scripted to ensure objectivity and consistency. The customer

[1] Member Stratton departed at 12:39 p.m. and returned at 12:41 p.m.; and departed 12:44 p.m. and returned at 12:46 p.m.

focus groups completed a pre-survey to assess their understanding of the current statement. Survey results reflected that customers could not easily separate their water charges from the total statement charges, could not consistently identify their current or past water usage, and considered the statement a "Tucson Water bill." In terms of the redesign, customers like the colors, the organization, the service circles, and the icons and felt the redesign was bold, bright, easier to read, professional, and informative. It was noted that the service circles will help non-English speakers better understand their statements. Customer feedback on the graph included showing previous and current year usage, the residential average, tier information with graph, meter number on graph, and usage labels on both the right and left side of the graph. Additionally, customers wanted to see "optional" added to the open space donation, clarifications on Places to Pay Your Bill, reorganization of Terms and Conditions, coordination of asterisks, front message box used for messages regarding your bill or service, and back message box used for conservation and other customer messages not related to your bill or service. Customers provided eight different options for communicating the redesign prior to its deployment. Questions related to redesign costs/impacts, consistency across platforms, the open space donation, and taxes were common. Overall, 50% of customers felt the redesign was clearer and cleaner, there were distinct differences on preferences between generations, and few people understood the open space donation. Older generations liked the redesign, but were comfortable with the current statement; the need for the redesign will need to be clear for this subset of customers. Younger generations were happy with the redesign no matter why it is being done. Continued internal discussion on how to present the open space donation is needed to help clarify that section for customers. The redesign is a great opportunity for outreach and education regarding the statement, the services included, and the information on the statement.

Staff provided samples of four different commercial statements and four different residential statements. Each statement represented a different customer type including, sewer only, water only, high usage, standard usage, past due statements, homebuilders, irrigation, and bank draft. All of the changes made as a result of the focus groups were covered, and the differences between each type of statement were discussed. Members discussed the Tier 4 line. Since the line displays on the graph at the high end of the tier, the Tier 4 line will never appear on the bill. After discussion, members recommended eliminating the Tier 4 line, and making the Tier 1-3 lines green, orange, and red, respectively. Members also recommended that a dollar sign be added to the Amount Paid box on the tear off to make it more clear that is where the total belongs. Members noted that the orange total box on the back page is too close to the red color reflecting Past Due. To avoid confusion, members recommended making the total on the back a white box with a thick black outline and black text for the numbers. Also on the back, members noted it might be helpful to indicate the hours of operation for City Hall and the Development Services Center. Remaining questions from the members include how sewer only bills are calculated, and the presentation of City fees on the statement. There was also discussion regarding the meter size being displayed on the bill.

6. **Future Meetings / Agenda Items –** Chairman Freitas noted the deviation from the projected schedule and discussed setting a future meeting.

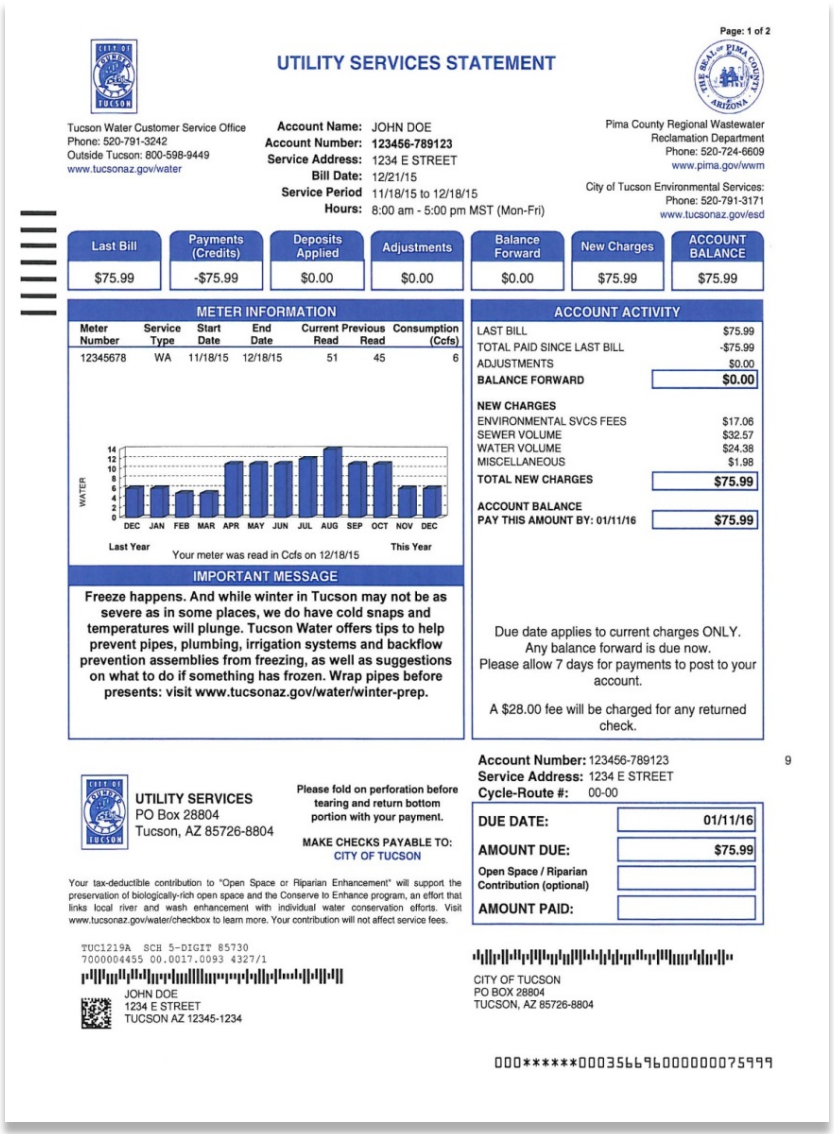
7. **Adjournment –** Meeting adjourned at 12:48 p.m.

Bill Redesign Focus Groups Report

Citizens' Water Advisory Committee
April 15, 2016

CITY OF TUCSON

TUCSON WATER



UTILITY SERVICES STATEMENT

Page: 1 of 2

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

Account Name: JOHN DOE
Account Number: 123456-789123
Service Address: 1234 E STREET
Bill Date: 12/21/15
Service Period 11/18/15 to 12/18/15
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
$75.99	-$75.99	$0.00	$0.00	$0.00	$75.99	$75.99

METER INFORMATION

Meter Number	Service Type	Start Date	End Date	Current Read	Previous Read	Consumption (Ccfs)
12345678	WA	11/18/15	12/18/15	51	45	6

WATER
14 12 10 8 6 4 2 0
DEC JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC
Last Year This Year

Your meter was read in Ccfs on 12/18/15

IMPORTANT MESSAGE

Freeze happens. And while winter in Tucson may not be as severe as in some places, we do have cold snaps and temperatures will plunge. Tucson Water offers tips to help prevent pipes, plumbing, irrigation systems and backflow prevention assemblies from freezing, as well as suggestions on what to do if something has frozen. Wrap pipes before presents: visit www.tucsonaz.gov/water/winter-prep.

ACCOUNT ACTIVITY

LAST BILL	$75.99
TOTAL PAID SINCE LAST BILL	-$75.99
ADJUSTMENTS	$0.00
BALANCE FORWARD	**$0.00**
NEW CHARGES	
ENVIRONMENTAL SVCS FEES	$17.06
SEWER VOLUME	$32.57
WATER VOLUME	$24.38
MISCELLANEOUS	$1.98
TOTAL NEW CHARGES	**$75.99**
ACCOUNT BALANCE	
PAY THIS AMOUNT BY: 01/11/16	**$75.99**

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.

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

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.

Account Number: 123456-789123
Service Address: 1234 E STREET
Cycle-Route #: 00-00

DUE DATE:	01/11/16
AMOUNT DUE:	$75.99
Open Space / Riparian Contribution (optional)	
AMOUNT PAID:	

TUC1219A SCH 5-DIGIT 85730
7000004455 00.0017.0093 4327/1

JOHN DOE
1234 E STREET
TUCSON AZ 12345-1234

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

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Overview

Conduct focus groups to better understand internal and external customer opinions and reactions to redesign options of the utility services statement

CITY OF TUCSON
TUCSON WATER

Goals of the Redesign

Make sure the statement is easier to read and understand than the existing statement

Ensure information that is valuable to customer is included

Focus group feedback will help to guide CWAC and Tucson Water in finalizing a design and content for the new utility services statement.

Overview of Sessions

3 February focus group sessions

- Feb 13 Tucson Water customer service representatives
- Feb 17 Tucson Water customers
- Feb 24 Tucson Water customers

Each session

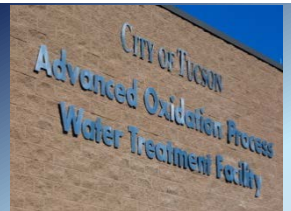
Approximately 2 hrs. long
Guided by a professional facilitator
Followed a written discussion guide
Showed sample statement redesigns

Process

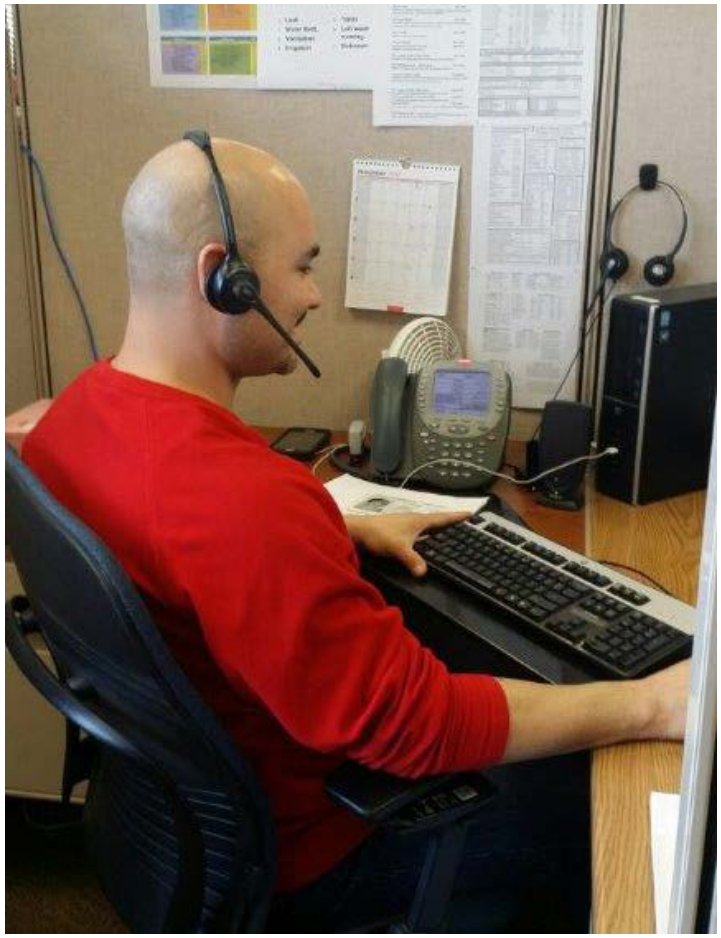
- Conduct Tucson Water employee focus group
- Refine & update visuals and discussion guide
- Conduct two Tucson Water customer focus groups
- Present findings to CWAC
  - Consider timing, production, training and outreach and education tools

Likes: Employee Focus Group

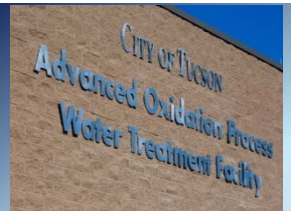
- Redesign is an improvement for customers and employees
- Redesign is easier to read and understand
- Approve of colors and icons
- Find service circle graphic is easy to understand



Suggestions: Employee Focus Group



- Graphs need to show previous usage & year
- Improve explanation about *Places to Pay, Delinquent Lock Charge* and *Riparian Donation*
- Prefer to continue with name “Utility Services Statement”



Two Customer Focus Groups

# of Participants	18
Gender	Women - 9 Men - 9
Inside / outside city limits	15 inside / 3 outside
Hispanic	4
Ave years as Tucson Water customer	20 years
Pay for service	online – 9 mail in – 4 via phone - 2 in person - 1 automatic payment - 1

Pre-Focus Group Survey

based on a sample current statement

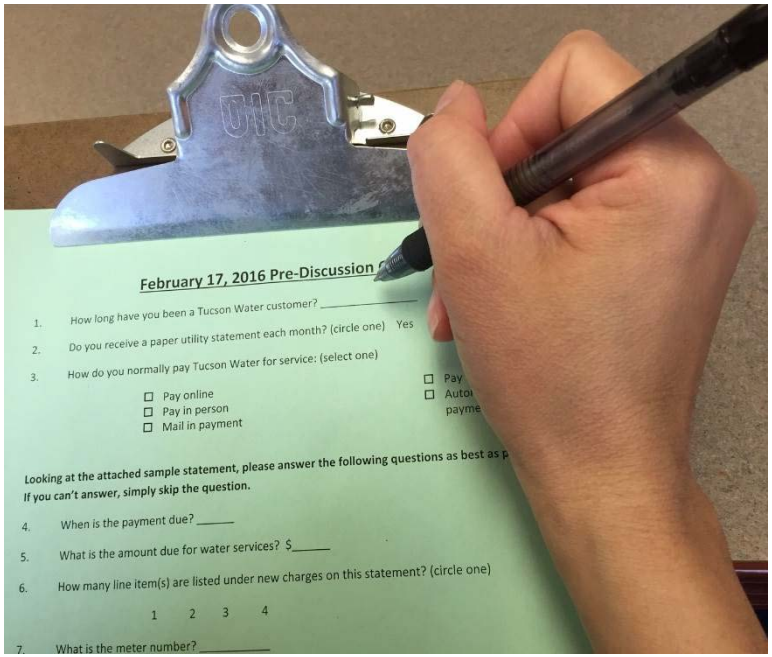
Biggest takeaway

- When asked: *What is the amount for water service?* 88% participants responded incorrectly with the total statement amount

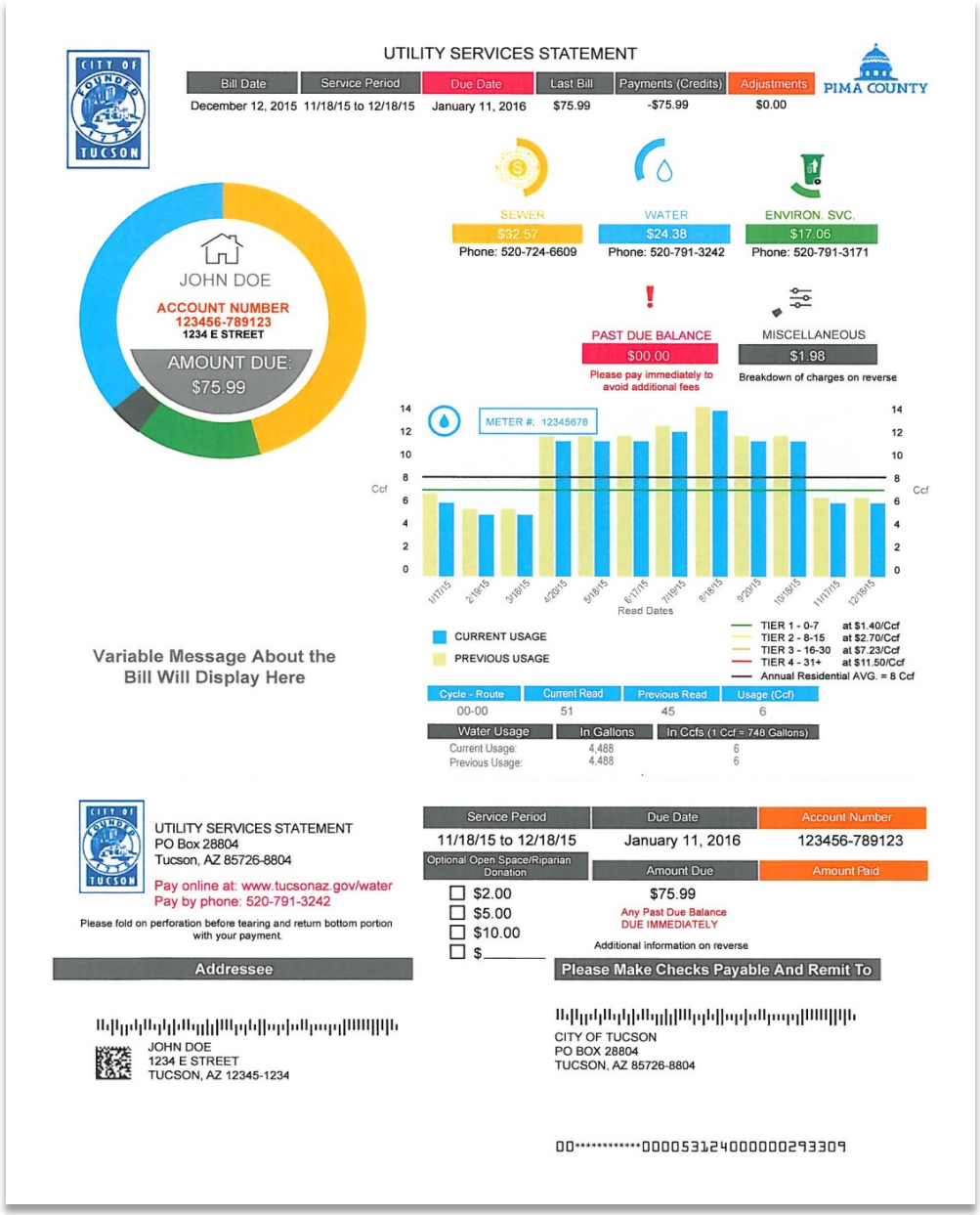
- Only 35% of participants could correctly identify previous CCF usage; 65% could correctly identify current CCF usage

- Perception that utility services statement is “a Tucson Water bill” – not a statement that reflects charges for three utilities

- This perception is reinforced by previous focus groups and rate town hall discussion groups



Bill Redesign



UTILITY SERVICES STATEMENT

PIMA COUNTY

Bill Date	Service Period	Due Date	Last Bill	Payments (Credits)	Adjustments
December 12, 2015	11/18/15 to 12/18/15	January 11, 2016	$75.99	-$75.99	$0.00

JOHN DOE
ACCOUNT NUMBER
123456-789123
1234 E STREET
AMOUNT DUE:
$75.99

SEWER $32.57 Phone: 520-724-6609
WATER $24.38 Phone: 520-791-3242
ENVIRON. SVC. $17.06 Phone: 520-791-3171

PAST DUE BALANCE
$00.00
Please pay immediately to avoid additional fees

MISCELLANEOUS
$1.98
Breakdown of charges on reverse

METER #: 12345678

Ccf

Read Dates

CURRENT USAGE
PREVIOUS USAGE

TIER 1 - 0-7 at $1.40/Ccf
TIER 2 - 8-15 at $2.70/Ccf
TIER 3 - 16-30 at $7.23/Ccf
TIER 4 - 31+ at $11.50/Ccf
Annual Residential AVG. = 8 Ccf

Variable Message About the Bill Will Display Here

Cycle - Route	Current Read	Previous Read	Usage (Ccf)
00-00	51	45	6

Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)
Current Usage:	4,488	6
Previous Usage:	4,488	6

UTILITY SERVICES STATEMENT
PO Box 28804
Tucson, AZ 85726-8804

Pay online at: www.tucsonaz.gov/water
Pay by phone: 520-791-3242

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

Service Period	Due Date	Account Number
11/18/15 to 12/18/15	January 11, 2016	123456-789123

Optional Open Space/Riparian Donation
☐ $2.00
☐ $5.00
☐ $10.00
☐ $_____

Amount Due
$75.99
Any Past Due Balance DUE IMMEDIATELY

Amount Paid

Additional information on reverse

Addressee

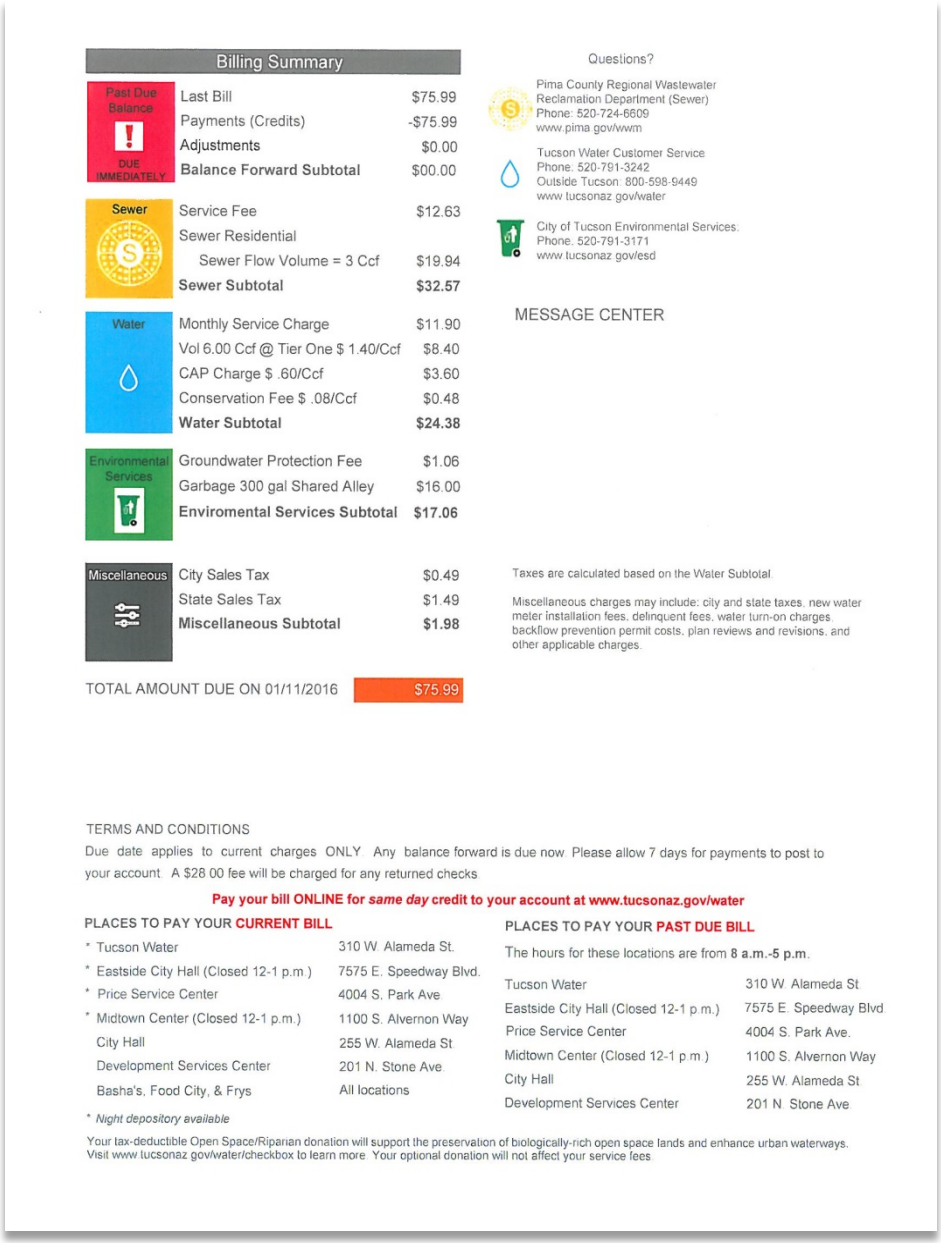
JOHN DOE
1234 E STREET
TUCSON, AZ 12345-1234

Please Make Checks Payable And Remit To

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

00**********00005312400000029330 9

Bill Redesign



Billing Summary

Past Due Balance — DUE IMMEDIATELY

Last Bill	$75.99
Payments (Credits)	-$75.99
Adjustments	$0.00
Balance Forward Subtotal	$00.00

Sewer

Service Fee	$12.63
Sewer Residential	
Sewer Flow Volume = 3 Ccf	$19.94
Sewer Subtotal	**$32.57**

Water

Monthly Service Charge	$11.90
Vol 6.00 Ccf @ Tier One $ 1.40/Ccf	$8.40
CAP Charge $ .60/Ccf	$3.60
Conservation Fee $ .08/Ccf	$0.48
Water Subtotal	**$24.38**

Environmental Services

Groundwater Protection Fee	$1.06
Garbage 300 gal Shared Alley	$16.00
Enviromental Services Subtotal	**$17.06**

Miscellaneous

City Sales Tax	$0.49
State Sales Tax	$1.49
Miscellaneous Subtotal	**$1.98**

TOTAL AMOUNT DUE ON 01/11/2016 $75.99

Questions?

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

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

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

MESSAGE CENTER

Taxes are calculated based on the Water Subtotal.

Miscellaneous charges may include: city and state taxes, new water meter installation fees, delinquent fees, water turn-on charges, backflow prevention permit costs, plan reviews and revisions, and other applicable charges.

TERMS AND CONDITIONS

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 checks.

Pay your bill ONLINE for *same day* credit to your account at www.tucsonaz.gov/water

PLACES TO PAY YOUR CURRENT BILL

* Tucson Water	310 W. Alameda St.
* Eastside City Hall (Closed 12-1 p.m.)	7575 E. Speedway Blvd.
* Price Service Center	4004 S. Park Ave.
* Midtown Center (Closed 12-1 p.m.)	1100 S. Alvernon Way
City Hall	255 W. Alameda St.
Development Services Center	201 N. Stone Ave.
Basha's, Food City, & Frys	All locations

* *Night depository available*

PLACES TO PAY YOUR PAST DUE BILL

The hours for these locations are from **8 a.m.-5 p.m.**

Tucson Water	310 W. Alameda St.
Eastside City Hall (Closed 12-1 p.m.)	7575 E. Speedway Blvd.
Price Service Center	4004 S. Park Ave.
Midtown Center (Closed 12-1 p.m.)	1100 S. Alvernon Way
City Hall	255 W. Alameda St.
Development Services Center	201 N. Stone Ave.

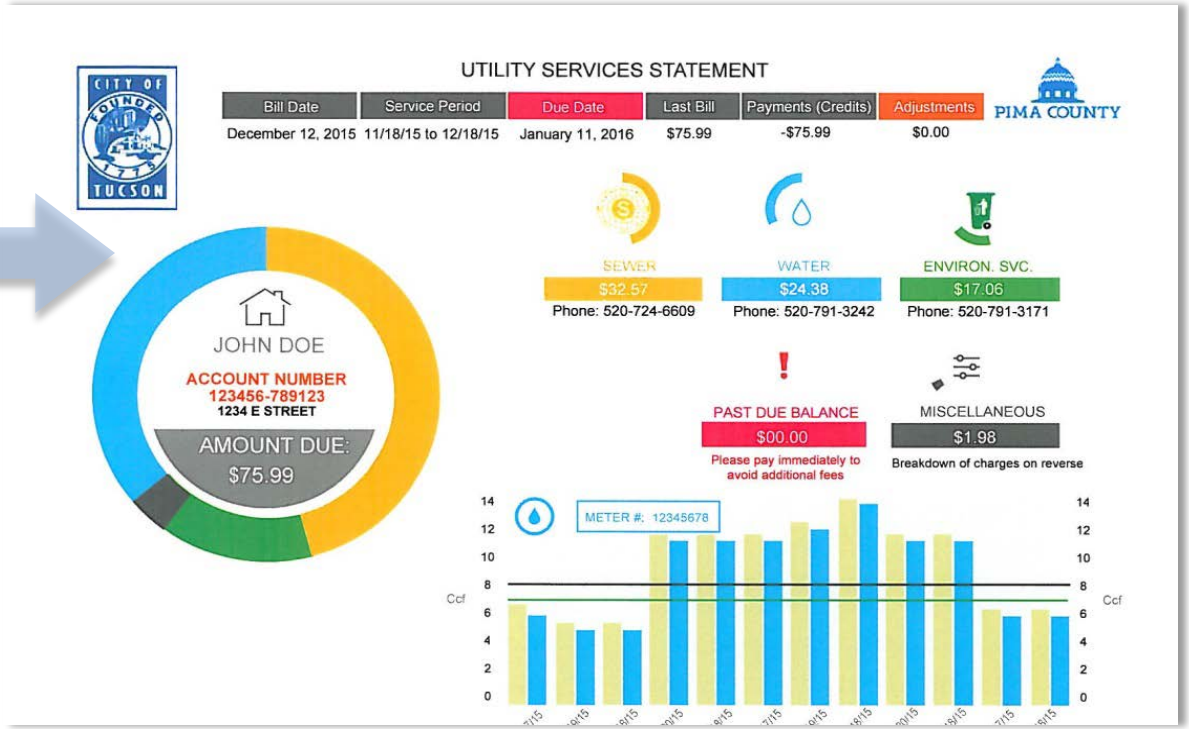
Your tax-deductible Open Space/Riparian donation will support the preservation of biologically-rich open space lands and enhance urban waterways. Visit www.tucsonaz.gov/water/checkbox to learn more. Your optional donation will not affect your service fees.

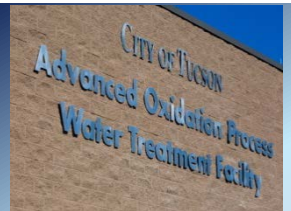
Likes: Customer Focus Groups

- Bold, bright, easier to read, professional and informative
- On front: Service Circle on left, tier information, meter number on graphic, phone numbers near icons.
- The Service Circle is understandable & connects to the individual service icons
- The eye goes to the Service Circle first, then usage graph and amount to pay

Likes: Customer Focus Group

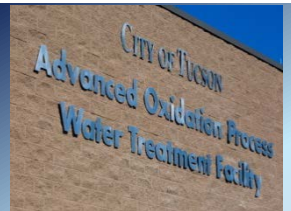
Colors and icons make a difference in educating customers on services, especially for non-English speakers





Suggestions: Customer Focus Groups

Usage Graph	
Show current & previous years	Place key near applicable year
Show residential average	Place CCF on left & right side of graph
Tier info on the front of the bill	Meter number on graph

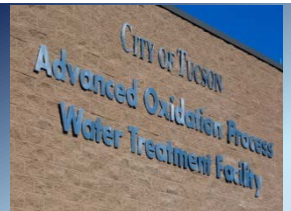


Suggestions: Customer Focus Groups

- Add “optional” to Open Space Donation line
- Update “Places to Pay Your Bill” to be more clear and specific
- Rearrange & edit *Terms and Conditions* info
- Ensure asterisks correspond and explain
- Use front gray message box for key messages
- Use back of statement message box for conservation info or changes in service

Suggestions: Ways to Educate & Communicate about the Statement Redesign

- Message on statement envelope
- Message on statement *Info Box*
- Water Matters, monthly newsletter
- Tucson Water website
- Local news
- Public Service Announcements
- Develop “How to Read Your New
- Statement” short video, fact sheet



Customer Questions & Concerns

Will the redesigned paper statement and online version look the same?

What is the environmental impact of using four-color printing?

Will there be increased printing costs for the redesign? Will that cost be passed onto me?

Is the open space donation tax deductible?

Additional Customer Comments

Participants noted:

- Confusion regarding taxes and miscellaneous items
- 50% of respondents feel design is clearer and cleaner
- Clear differences on redesign preferences between generations
- Few understood conservation section but liked it was optional

Summary Considerations

Customers continue to perceive the utility services statement as a “Tucson Water” bill – rather than a statement for three distinct utility providers.

Education and outreach should focus on need for a redesign and highlight the benefits of change.

A statement redesign will assist in making the statement easier to read and understand, differentiate utility services and provide information that is valuable to the customer.

Questions or Comments?

Bill Redesign
Focus Groups

Conducted for Tucson Water
February 17 & 24, 2016

Tucson Water Bill Redesign Focus Groups

Background

In February 2016, Tucson Water conducted two focus groups with Tucson Water customers. These focus groups were conducted to gather input from the general public regarding potential changes to the utility services statement. The results from the focus group are intended to serve as a tool for understanding customer views for the Citizens' Water Advisory Committee (CWAC) and Tucson Water. Participant input was obtained through the focus group sessions.

Tucson Water first conducted an internal focus with 12 Customer Service Representatives (CSR) on February 13, 2016. This focus group was conducted to gather input from front line service employees on initial redesign content and layout -- their input informed the redesign versions 1 and 2 presented in the subsequent public focus groups.

The internal focus group comments are noted in attachment D.

Public Focus Groups: February 17 and 24, 2016

Selection Process

The focus group was designed to elicit input from Tucson Water customers living in single family homes who have an active account. The goal was to recruit participants who represent average residential customers who comprise the majority of TW ratepayers, reflecting a demographic mix, with approximately 70% of the participants living within the City limits and 30% living outside the City limits.

Random calls were made based on a list provided by Tucson Water, with the recruiter guided by goal of 8-10 participants reflecting a demographic mix across the service area. Potential participants received follow up reminder letters and emails. Each participant received a $75 honorarium upon completing the focus group session.

Format

Each focus group was held from 5:30 p.m. to 7:30 p.m. at a local market research facility (FMR) that allowed for observation of the session by Tucson Water staff and CWAC members. The session followed this sequence:

- Participant check-in 15 minutes before session
    - Complete and hand in short written survey about the current utility statement
- Focus Group
    - Introductions / Orientation
    - Objective 1 – Opinions about current utility services statement
    - Objective 2 – Opinions about overall redesign of utility services statement
    - Objective 3 – Breakdown of statement and perceptions of colors, icons, etc.
    - Objective 4 – Understand attitudes about usage, open space donation and payment options
    - Objective 5 – Communication methods and messages and value perceptions

The focus group facilitator Christina Medvescek guided the session using a written discussion guide developed and refined by the Redesign Focus Group Team. Participants were aware that they were being observed and that audio/video recordings were made of each session.

The facilitator's discussion guide is included as Attachment A.
Audio and DVD recordings of each session are also available.

Pre-Focus Group Questionnaire

Each participant completed a short written survey prior to the focus group. The goals of this questionnaire were to obtain some brief demographic information and to determine the level of knowledge and familiarity with the current utility services statement.

A sample questionnaire is included as Attachment B.

Number of overall participants	17
Gender	Women 9 ▪ Men 8
Years as Tucson Water customer (average)	20 years (from 8 months to 48 years)
Do you receive a paper utility statement each month?	Yes-15, No-2
How do you normally pay Tucson Water for service?	Pay Online – 9, Mail in payment – 4, Pay via phone-2, Pay in person-1, Automatic payment-1
Looking at the attached sample current statement, please answer these questions as best as possible. If you can't answer, simply skip the question.	
Date payment due?	Correct-12, Incorrect-5.
What is the amount for water service?	Only 2 out of 17 got the correct answer, $24.38. Incorrect answers included those who referred to sample: 10 marked $75.99, the bill total.
How many line item(s) are listed under new charges on this statement? (circle one)	Correct-15, Incorrect-2
What is the meter number?	Correct-13, Incorrect 4
How many CCFs of water were used by this household in October?	Correct-6, Incorrect-11 Incorrect: 5 left blank/?; 4 respondents used 6 CCFs; 1 respondent said 8 CCFs and 1 used number from redesign statement version
Is there information about an optional tax-deductible donation on this statement?	Yes-11, No-6
The total for Pima County Itemized Sewer Charges is?	Correct-12, Incorrect-5 Incorrect: 2 did not know; 1 said $28.06; 1 said $19; 1 said $5.66.
This month, this household used ___ gallons of water or ___CCFs	Correct-11, Incorrect-6 Incorrect: 3 left both answers blank; 3 gave 6 CCF answer and got gallons wrong or left blank
Is there a State Sales Tax on this statement?	Yes-12, No-5
Overall, please rate how user friendly this current utilities services statement is compared to other utility statements you receive (i.e. electric, gas)	Not at all user friendly – 2 User friendly – 12 Very user friendly – 3

Analysis

Objective 1: *The **current** utility services statement*

Pre-focus group questionnaire on the current utility statement: Consistent with previous phone surveys and feedback sessions, **customers do not understand that the current utility services statement reflects charges for three utilities: Tucson Water, Environmental Services, and Sewer. (15 of 17 respondents incorrectly attributed the entire utility statement amount to Tucson Water.)**

Participants' discussed reaction to current utility statement

- Despite nearly 30% of participants identifying the incorrect due date, participants noted the due date and what the payment amount are clear and easy to find.
- Participants requested clarification on these fees and terms: environmental fees, donations for open space/riparian area, miscellaneous fees, city tax, 300 SHRD, alley.
- Approximately one-half of the participants – generally 50+ years -- noted "they were used to this format and knew where information was located." Participants in each focus group noted a "generational divide" in ages among those preferring the current statement and the redesign option.
- Information on the current statement is "too jumbled", with too much info on the both the front and back and it was repetitive.

Samples of Redesign Version 1, 2 and current statement are included as Attachment E.Samples of questionnaires for Redesigns 1 and 2 are included as Attachment B & C.

Objective 2: *Opinions about **overall redesign** of utility services statement.*

Overall reaction from participants on the two redesign versions of the statement

- Approximately one-half of the group felt that the redesigns are clearer and cleaner design.
- Overwhelmingly positive response for Redesign Version #1 for the left side placement of the service circle. Many felt this look was "more natural" and it "flowed better".
- Participants liked the boldness and brightness of the colors.
- Not as jumbled, much simpler than the current statement.
- Redesign versions are easier to read.
- It is professional and understandable in the breakdown of services.
- The eye goes to the circle graph first, then usage graph and amount to pay
- The icons made sense, as they relate to each service.

Related "Parking Lot" questions

- Will there be an app to pay the bill?
- Will the online version look like the new bill?

Objective 3: ***Breakdown of front of redesign versions and perceptions of colors, icons****, etc.*

Service Circle

- Service Circle:
    - Placement on the left preferred (Version #1)
    - Stack name, account number, street. ("I will be asked my account number and I like it in red.")
    - The multi-color Service Circle on the left as a graph was not obvious to several participants
- Icons make sense except for Balance Forward & Misc. (Icons looks like sperm, pick up jacks, DNA strand.)
- Call "misc" taxes or explain what it is for to customers
- Liked "due on receipt" under BALANCE FORWARD on Version #2 (breakdown on back page)
- Liked placement of phone numbers under icons from Version #2
- Gray message box is too big

Related "Parking Lot" questions

- What is the environmental impact of using four colors in printing of new statement? Is it vegetable-based ink?
- What will the increased printing cost for the colors? Will increased costs be passed onto the customers?
- I live in the County -- we don't have City garbage or County sewer -- what will our bill look like?
- When were garbage rates be added to the bill? (Garbage bill is more expensive than water.)
- What does miscellaneous mean? (If its taxes, call it taxes.)

Objective 4: *Understand attitudes about* ***usage, open space donation and payment options****.*

Usage Graphic/Tier Info

- Prefer Version #1 Usage Graphic with light background
- Prefer Version #1 meter number in box in left hand corner of graph
- Like Tier information on the front where it relates to the graph (Version #1)
- Tier lines allow the customers to understand bill better (once it was explained to participants)
- Participants appreciate residential AVG line and felt they might want more information on conserving if their usage is above the line
- Participants appreciate the dotted lines on current statement to aid in reading CCF consumption
- The previous/current usage bars on the graph easy to understand with specific year dates below
- Consider putting CCFs on the right hand side and left hand side of the graph.

Tear Off Section

- Approximately 1/3 of participants felt the current statement tear off was easier to read
- Positive feedback on the red "pay by phone/online" sentence, as eye catching
- Donation
    - Approximately 1/3 objected to being asked for this donation
    - No majority on Version #1 and Version #2 treatment re: $2, $5 list versus a blank.
    - Nearly all participants like the word "optional" on the current statement tear-off section – and would like "optional" added on the redesign

Related "Parking Lot" questions

- Once you make the optional donation, are you committed to doing it again? Is it automatic for the next month?
- Is the donation tax deductible?
- Will I get a year-end summary of my optional donation?

Back page

- Conservation tips could be placed in the message box on the back page, including messages about changes in services—holidays, Brush and Bulky pick up days
- Message box is too big and important message should be on the front
- The icons were easy for non-English speakers to understand
- Places to pay: Do not include places where bill doesn't post for 7 days or tell customers that the satellite locations will not process as quickly
- Asterisks must be made more clear and correlate from front to back
- It was also mentioned that the donation info could be placed in the gray box

Related "Parking Lot" questions:

- What is the Delinquent Lock Service charge?
- What is the CAP charge?
- Why am I charged a fee for conserving?
- How often are meters read? Why are read dates different?
- Are account numbers and meter numbers the same?

Objective 5: *Communication methods and messages and value perceptions.*

Summary Considerations:

Based on previous phone surveys, past and current customer feedback sessions, and the answers to this pre-focus group questionnaire, customers continue to perceive the utility services statement as a "Tucson Water" bill – rather than a statement for three distinct utility providers. A statement redesign will assist in making the statement easier to read and understand, differentiate utility services, and provide information that is valuable to the customer.

- Participants were divided if a statement redesign is a significant improvement to comprehension of the statement. When asked "Does the redesign help you understand the bill better?" on a scale of 1 to 10, where 10 represents a strong yes, the average was 5.35 for the 17 participant

responses. Each group observed that this may be linked to a "generational divide" and some participants not being comfortable with change. This may inform how Tucson Water communicates about the redesign to customers and answers to FAQs about the redesign.

- The majority of participants preferred most of the elements of Redesign Version #1:
  Service Circle on left
  Tier information on the front
  Meter number on the front of the graph
  Elements from Redesign Version #2 that appealed: phone numbers under icons

- Participants' first reactions to the redesign: bold, bright, easier to read, professional and informative.

- The Service Circle is understandable and connects to the individual service icons.

- Participants feel colors and icons make a difference in educating customers on services, especially for non-English speakers. The gray box on the front is too large and can be distracting unless it has the appropriate information.

- Usage graph
  - should show current and previous usage
  - should have graph key – year – next to applicable previous/current year bar
  - show residential average AVG (to compare usage against the average)
  - CCF should appear on left and right hand side of graph
  - Tier information should be on the front near the usage graph where it is relevant

- Participants like the Open Space/Riparian Donation option and want the word "optional" added close to/in the header in the tear off section. (This will clearly indicate that this optional donation is not part of the Amount Paid.) Participants requested additional information on what the donation is for and what the terms "riparian" and "open space" mean.

- "Places to Pay Your Bill" section is confusing and may be misleading as it is presented on the current redesign options. Indicate what locations accept what forms of payment, times locations open, and that it may take up to seven days to process payments.

- Recommendations for *Terms and Conditions* section
  - Rearrange important information. Late fee info should be in the opening information.
  - Ensure asterisks (on the front and back) are linked to corresponding information.

- "How to Read Your Statement" document/online info may help to explain terms customers don't understand that appear on the statement:
  - Balance Forward: Adjustments
  - Water: CAP charge
  - Water: Conservation Fee
  - Miscellaneous: Delinquent Lock Service Charge, City and State Sales Tax

- Participant recommendations for promoting the new design include: statement envelope message (New Statement Next Month! New Statement Design Inside!), info in message box on current statement, in Water Matters, PSAs, on website and local news.

- Answers to **Parking Lot Related Questions** from participants will help to develop customer education tools and training materials for Tucson Water associates internally. For example, developing “How to Read Your New Statement” info in different formats: YouTube short video, online (on the website), one page fact sheet, etc.

Attachment A
Tucson Water
Utility Services Statement Redesign-Public Focus Group Discussion Guide

Overview and Discussion Guide
Utility Services Statement Redesign Public Focus Groups
February 17, 2016 and February 24, 2016

Overview

Participants: Tucson Water Customers (Seating for approximately 12, plus facilitator)

Facilitator: Christina Medvescek

Date/Time: Wednesday, February 17, 2016, 5:30 PM-7:30 PM
Wednesday, February 24, 2016, 5:30 PM -7:30 PM
Participants arrive 15 minutes before start to check in, get settled and take focus group questionnaire.

Location: FMR Associates, 6045 E. Grant Road, Tucson 85712

Observers (behind the one way glass): CWAC members, Tucson Water staff and select consultant staff

Goals:
Tucson Water began consideration of a utility services statement redesign at the request of many customers, including city council offices, conservation organizations, and the Citizens' Water Advisory Committee (CWAC) to make it easier to read and to include information that is valuable to customers. The Utility has been working with the CWAC, consultants, Tucson Water staff and now you, to accomplish these goals.

Discuss and record customer opinions and reactions to two utility services statement design options. This feedback session and two other feedback sessions (public/internal) will help to inform the final design and content of the statement.

Specific discussion topics:

- Current statement design, appeal about current statement, issues encountered
- New designs:
    - Placement of and word choice for key elements and information
    - Presentation of costs and usage
    - Conservation messaging
    - Terminology and abbreviations
    - Icons and colors
    - Itemization and summary
    - General discussion

Display Materials

Display boards introduced per discussion:

- Current bill front and back
- Entire front page - design 1
- Entire front page - design 2
- Service circles - design 1
- Service circles - design 2
- Usage graph - design 1
- Usage graph - design 2
- Tear-off - design 1
- Tear-off - design 2
- Back 1
- Back 2

Note: All utility services statements displayed are fictitious and not related to any existent customer. Also note that this is the "Utility Services Statement", **refrain from using "Tucson Water bill, City of Tucson bill, Water Bill".**

Additional Materials

- Light refreshments
- Participant name tags
- Easels (3)
- Large easel notepads
- Pens and note pads
- Clear plastic sleeves with versions of current statement, example 1, example 2
- Digital recorder

Pre-Focus Group Questionnaire

After each person checks in, they will get something to eat and proceed to focus group room. Each participant will receive a clipboard that contains a copy of the current bill in a clear plastic sleeve, and a brief questionnaire to complete and return to the facilitator before the session starts.

Discussion Guide

(All time durations are approximate)

1. Introduction by Facilitator, Chris Medvescek ~ 15 minutes

- *(Gather all questionnaires please) Welcome and thank you for attending and participating.*

- *I am your facilitator Christina Medvescek. I am not an employee of the City of Tucson, Pima County, or Tucson Water. I am here to guide the conversation, keep us on track and ensure we finish on time.*

- *Why we are we here today? Tucson Water began consideration of a redesign of the utilities statement at the request of many customers, including city council offices, conservation organizations, and the Citizens' Water Advisory Committee (CWAC). The goals are to make the statement easier to read and to include additional information that is valuable to customers.*

- *You have been asked to participate in this discussion so you can review and comment on the DRAFT designs of the new statement. Your opinions and input about these designs are important because you are customers and your opinions are key to helping shape future materials.*

- *The statement designs we are discussing today are in development and you are getting an "early preview". These have NOT yet been presented to Mayor & Council or other customers. The final version will certainly evolve based on your input today and that of others, in other focus groups.*

- *We want to keep this discussion informal, while observing some basic guidelines:*
    - *One person speaks at a time (I will record your comments on easel paper.)*
    - *All ideas and opinions are valuable.*
    - *There is no right or wrong answer. I want to know what you think, and hear your candid opinions.*
    - *Please participate in polling. I may ask you to raise your hand or ask for individual opinions.*
    - *At some points, I may ask you to write your thoughts or a rating down on your note pad.*
    - *Expect to be here for about 2 hours.*

- *Please turn off your phones.*

- *The restroom facilities are to the right. If you need to use them, please just do so.*

- *Our discussion is being observed through a one way mirror. It is also being audio taped so we can be certain to get all the details from our discussion.*

Now let's introduce ourselves. As I said I am Christina and I've lived in Tucson for ___ years. My favorite dessert is _____. Now, please tell us your name, how long you've lived in Tucson and what your favorite dessert is!

2. Discuss current statement and record answers/comments ~ 15 minutes

Let's start by taking a quick look at the current utility services statement – which you just answered some questions about.

(Indicate board with current statement)
Q. RAISE HANDS/POLL. How many of you are familiar with this statement (see it each month)?

Q. What do you consider the most important information on the statement? BRAINSTORM/RECORD.

Q. In your opinion (especially after searching for answers to the questionnaire), is there information that could be added to or changed, or even removed, on the current statement? RECORD

3. Discuss reactions to entire front page – Option 1 and 2 ~ 5 minutes

(Tape both entire front page of option 1 and 2 on the north wall – *sheets will stay up for duration of session)*

Now I'm going to show you two somewhat different DRAFT statement designs. You will be handed a quick questionnaire about the both redesign versions - please answer each question quickly. This is just your initial reaction.

*Also, you need to know now that we will be looking at and discussing individual sections of these designs later. So for now, just consider the **overall look** of these two designs.*

As an FYI, there is no cost to the customer for producing this new statement even though colors have been added. You will have 5 minutes to give your reactions about what you see.

Questions:

1. The colors on this statement are _____ (bright, distinct, clear, busy, distracting, etc.)
2. The organization of this statement is_____ (clear, flowing, muddled, confusing, etc.
3. The impression of this statement is_____ (professional, contemporary, flashy, old-fashioned, etc.)
4. The first thing you see is_____
5. Do you prefer the "look" of version 1 or version 2?

Please hold onto your answers, we will get to them later in the session.

4. Discuss service circle section - Option 1 and 2 ~ 15 minutes

Now we'll look at individual sections of these two new designs to get your opinions. Let's look at the top portion of Example 1 and Example 2 –we'll call this section the service circles.

(Unveil service circles section of options 1 and 2)

.

- Reaction to layout: *You see the circle that shows distribution of costs – Is it better on the left or right? Which makes most sense to you? Works best?*
- *What does the big circle icon with the house symbol mean to you? Do you think other customers will understand the big circle icon? Is this a good location for that information?*
    - *Are service circle colors applicable to the appropriate category?* (Blue for Tucson Water, green for Environmental Services, red for balance forward? Etc.)
    - *What about the colors on the graph of the usage bars and the tier lines on example 1?*
- *What do you think of the service icons -*
    - *Do the icons appropriately represent the service or action?*
    - *Do you like the contact numbers under the individual service icons on example 2?*
    - *Do you like the title of each service icon? (what to call "miscellaneous")*
- *Do you have additional general suggestions about the overall look or layout of this section?*

5. Discuss usage section - Option 1 and 2 ~ 20 minutes

Now I'd like your reactions to the two treatments of the usage section. These treatments add more information than the current statement, to help the customer better understand their water consumption.

(Unveil usage section of options 1 and 2)

- Usage graph section:
    - *In a few words, tell me what information is presented here. RECORD. Do you think the way it is presented will be understandable to other customers?*
    - *What do the two sets of December bars mean to you? (The graph compares usage for each month throughout the year).*
    - *What is the meaning of the horizontal lines across the graph on example 1? Do you think this will be clear to other customers?*
- Lower section
    - *Let's talk about the meter number information. (Note: located differently between two examples: one on usage graph, other in lower section) Where do you think it is best to locate this information?*
    - *What about the distance of the key from the graph. Does this work all right?*
    - *What does Read Date mean here?*

6. Discuss tear-off section - Option 1 and 2 ~ 10 minutes

Give me your reaction to the tear-off payment portion of the paper statement.

(Unveil tear-off section of options 1 and 2)

- *Notice any differences between the current statement and the two redesign options?*
- *Do you understand key information such as the due date? Account number? Amount due?*

Open Space Donation Section

- *What do you think about the different options for the Open Space/Riparian donation?*
- *Do you understand what the potential donation is for?*

7. Discuss back page- Option 1 and 2- ~ 15 minutes

Now let's look at the back of the new design. You have two different versions to review. Let's look at both examples.

(Unveil back page of new design)

- *Do you see that new information has been added?*
- *Are the icons with the fee breakdown easy to understand?*
- *What do you think of the Delinquent Lock Service Fee information line?*
- *What's your reaction to the NEW volume/tier pricing information?*
    - *Are the pricing tiers presented here in an understandable manner?*
    - *Will customers understand what "tiers" mean?*
    - *Do you prefer the tier information on the front in example 1 or on the back in example 2?*
    - *Is all this information useful to you?*
- *What do you think about the placement of the phone numbers for the different departments? In Example 1, it is under the message box. In example 2, it is on top.*
- *Are the numbers easy to find? Does it matter where they are placed?*
- *Do you think the information about places to pay is understandable and/or helpful to the customer? If we told you that some places couldn't process payments for 7 days, possibly making your payment late or resulting in the shut-off of your water service, do you think we should include those at all? If so, how should we note those places?*
- *Do these designs and the information included help you understand more about your statement?*

8. Conclusion ~ 20 minutes
(Hand out sleeves of options 1 and 2 and discuss questions to questionnaire)

Let's go over your answers.

1. *The colors on this statement are:*
2. *The organization on this statement is:*
3. *The impression of this statement is:*
4. *The first thing you see is:*

5. *Do you prefer the 'Look' of version 1 or version 2?*

More questions:

- *What's your general Impression?*
- *What overall message or connotation does the design transmit?*
- *Is information in logical order?*
- *Do you quickly and easily see the most important information? (due date, where to mail, amount due, etc.)*
- *Is the gray box to the left useful? What kinds of messages would you like to see there?*

- *Now, comparing the existing statement with these DRAFT designs, what are your thoughts, suggestions, or questions? Is there anything we have not covered in our discussion that you want to add?*

- *Do you have some ideas about how Tucson Water should introduce a new statement design to customers?*

Close:

Thank you again for being here today and providing your input. Your opinions and ideas are valuable to the utility staff and others who are working on this new design and will be used to improve the final version.

Please leave all materials on the table. Thank you for your participation.

Questions Parking Lot (If there is time):

Q. For many customers, their statement includes sewer, water, and garbage & recycling services, what do you think the statement should be named? It is now called the Utility Services Statement.

Attachment B
Current Statement Pre-Focus Group Survey

February 17-24, 2016 Pre-Discussion Group

1. How long have you been a Tucson Water customer? _____

2. Do you receive a paper utility statement each month? (circle one) Yes No I'm not sure

3. How do you normally pay Tucson Water for service: (select one)

- ☐ Pay online
- ☐ Pay in person
- ☐ Mail in payment
- ☐ Pay via phone
- ☐ Automatic payments

Looking at the attached sample statement, please answer the following questions as best as possible. If you can't answer, simply skip the question.

4. When is the payment due? _____

5. What is the amount due for water services? $_____

6. How many line item(s) are listed under new charges on this statement? (circle one)

1 2 3 4

7. What is the meter number? _____

8. How many CCFs of water were used by this household in October? _____CCFs

9. Is there information about an optional tax-deductible donation on this statement? (circle one)

Yes No

10. The total for Pima County Itemized Sewer Charges is $_____

11. This month, this household used _____ gallons of water or _____ CCFs.

12. Is there a State Sales Tax on this statement?(circle one) Yes No

13. Overall, please rate how user friendly this current utilities services statement is compared to other utility statements you receive (i.e. electric, gas):

Not at all User Friendly	User Friendly	Very User Friendly
1	2	3

Thank you. Please turn in your questionnaire to the facilitator.

Attachment C

Utility Services Statement Redesign Questionnaire (presented in focus group)

Bill Redesign Questionnaire
February 24, 2016

1. The colors on this statement are _____ *(bright, distinct, clear, busy, distracting, etc.)*

2. The organization of this statement is_____ *(clear, flowing, muddled, confusing, etc.)*

3. The impression of this statement is_____ *(professional, contemporary, flashy, old, etc.)*

4. The first thing you see is_____
5. Do you prefer the "look" of version 1 or version 2? _____

Thank you. Please turn in your questionnaire to the facilitator.

Attachment D

Utility Services Statement Redesign Internal Focus Group Observations

Tucson Water Bill Redesign Internal Focus Group Observations
February 13, 2016

Tucson Water Customer Service Representatives made several suggestions and recommendations on how the new design will help their work and the customers understanding of their monthly statements.

- Overall, CSRs feel the new design is a big improvement to the current statement and will be beneficial to both employees and customers

- The CSRs first reaction is that the new statement is bold, bright, easier to read and informative for the customer.

- CSRs feel different colors and icons make a difference in educating customers on services. But the gray box is too big and can be distracting unless it has the right information.

- Service circles are understandable and icons correspond to what the graph represents.

- CSRs would like to see phone numbers under the icons for each department (water, sewer, environmental services).

- Participants agree that the graphs need to show previous usage but tiers should be removed, as customers think in gallons, not in CCF's.

- Participants feel that the residential average should not be listed, as most customers do not care or understand.

- If the tier information stays on the statement, it should be on the back so not to confuse the customer.

- The CSRs would like the year number (i.e. 2015) next to the current/previous year bar the usage graph key. It would allow for an easier explanation for when customers call.

- Participants like the donation but the word "optional" needs to be on the tear off section. Otherwise, customers made get confused that is a part of the bill amount. Additional information also needs to be added on what the donation is for and what the terms "riparian" and "open space" mean for the customer.

- CSRs felt the "Places to Pay" was misleading to the customer. It should be indicated what location will accept credit cards, cash, check and include that it will take up to 7 days for a payment to be processed. Otherwise, customers who pay their bill at a contracted facility still can be late or have their services turned off and will be confused on why.

- CSRs feel that the miscellaneous section needs to be clearer: an explanation of the Delinquent Lock Charge and the adjustment charge also need to be included. Add utility service phone

numbers to the front underneath the service icons. And, the message box would be for general info and encouragement for customers. Lastly, the information about calculating a sewer bill should be on every statement.

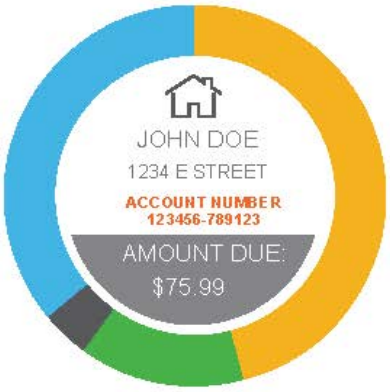
- CSRs recommended that promoting new design to customers can be done by the following; notifications in upcoming bills, PSAs, website and radio. They also prefer to keep the name of the bill as the “Utility Services Statement”.

Attachment E
Utility Service Statements – Redesign Version #1, Redesign Version #2 & Current Statement

PIMA COUNTY

UTILITY SERVICES STATEMENT

Bill Date	Service Period	Due Date	Last Bill	Payments (Credits)	Adjustments
December 12, 2015	11/18/15 to 12/18/15	January 11, 2016	$75.99	-$75.99	$0.00



SEWER	WATER	ENVIRON. SVC.
$32.57	$24.38	$17.06

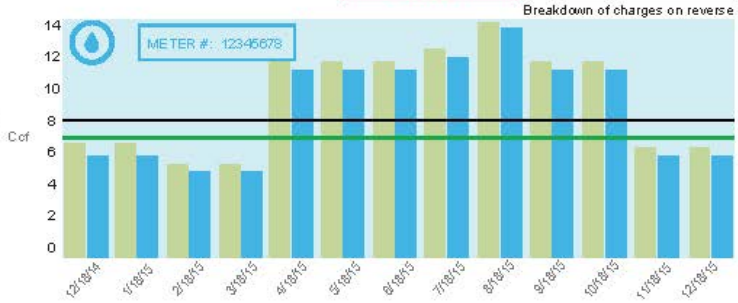
BALANCE FORWARD	MISCELLANEOUS
$00.00	$1.98

Breakdown of charges on reverse

Variable Conservation Message Will Display Here

For example:

-Information regarding water audits
-Information regarding average water use
-Tips on conservation
-Seasonal tips regarding water



Cycle - Route	Current Read	Previous Read	Usage (Ccf)
00-00	51	45	6

Water Usage	In Gallons	In Ccfs(1 Ccf = 748 Gallons)
Current Usage:	4,488	6
Privious Usage:	4,488	6

UTILITY SERVICES STATEMENT
PO Box 28804
Tucson, AZ 85726-8804

Pay by phone: 520-791-3242
Pay online at: www.tucsonaz.gov/water

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

Sevice Period	Due Date	Account Number
11/18/15 to 12/18/15	January 11, 2016	123456-789123

Open Space/Riparian Donation	Amount Due	Amount Paid
☐ $2.00	$75.99	
☐ $5.00		
☐ $10.00		
☐ $_____		

Additional information on reverse

Addressee

JOHN DOE
1234 E STREET
TUCSON, AZ 12345-1234

Please Make Checks Payable And Remit To

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

00**********0000531240000002933O9

Version 1

Billing Summary

Balance Forward	Last Bill	$75.99
	Payments (Credits)	-$75.99
	Adjustments	$0.00
	Balance Forward Subtotal*	$00.00
Sewer	Service Fee	$12.63
	Sewer Residential	
	Sewer Flow Volume = 3	$19.94
	Sewer Subtotal	**$32.57**
Water	Monthly Service Charge	$11.90
	Vol 6.00 @ $ 1.40	$8.40
	CAP Charge $ .60/CCF	$3.60
	Conservation Fee $ .08/CCF	$0.48
	Water Subtotal	**$24.38**
Environmental Services	Groundwater Protect Fee	$1.06
	Garbage 300 Shared Alley	$16.00
	Enviroment Services Subtotal	**$17.06**
Miscellaneous	City Sales Tax	$0.49
	State Sales Tax	$1.49
	Delinquent Lock Service Charge	$00.00
	Miscellaneous Subtotal	**$1.98**

TOTAL AMOUNT DUE ON 01/11/2016* $75.99

MESSAGE CENTER

Questions?

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

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

TERMS AND CONDITIONS

*Due date applies to current charges ONLY. Any balance forward is due now. Please allow 7 days for payments to post to your account.

PLACES TO PAY YOUR BILL

The hours for making payments at these locations are from 8:00 a.m.-5:00 p.m.

*Tucson Water	310 W. Alameda St.
Development Services Center	201 N. Stone Ave.
*Eastside City Hall (Closed 12-1 p.m.)	7575 E. Speedway Blvd.
City Hall	255 W. Alameda St.
*Price Service Center	4004 S. Park Ave
*Midtown Multi-Service Cener (Closed 12-1 p.m.)	1100 S. Alvernon Way
Basha's, Food City, & Frys (accept **current** bills only)	All Locations

Night depository available

**Your tax-deductible contribution will support the preservation of biologically-rich open space lands and enhance urban waterways. Visit www.tucsonaz.gov/water/checkbox to learn more. Your contribution will not affect service fees.

A $28.00 late fee will be charged for any returned checks.

PIMA COUNTY

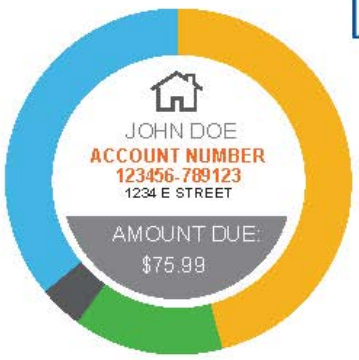
UTILITY SERVICES STATEMENT

Bill Date	Service Period	Due Date	Last Bill	Payments (Credits)	Adjustments
December 12, 2015	11/18/15 to 12/18/15	January 11, 2016	$75.99	-$75.99	$0.00

CITY OF TUCSON

SEWER	WATER	ENVIRON. SVC.
$32.57	$24.38	$17.06
Phone: 520-724-6609	Phone: 520-791-3242	Phone: 520-791-3171

BALANCE FORWARD	MISCELLANEOUS
$00.00	$1.98
DUE UPON RECEIPT	

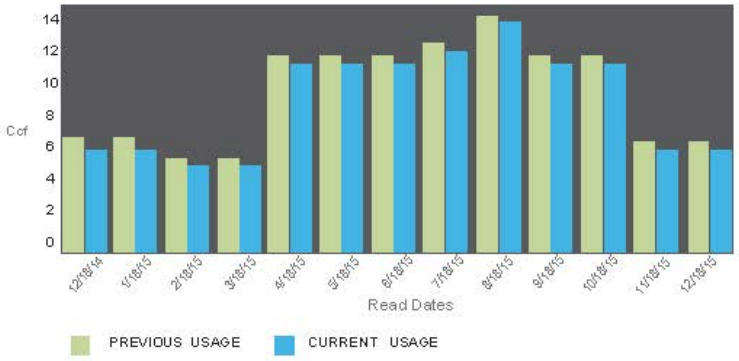


Breakdown of charges on reverse

Variable Message About the Bill Will Display Here

For Example:

-Information regarding the caluculation of the sewer bill
-Information regarding zero usage
-Infomation regarding high/low usage
-Notices regarding changes to the bill



Meter Number	Cycle - Route	Current Read	Previous Read	Usage (Ccf)
12345678	16-53	51	45	6

Water Usage	In Gallons	In Ccfs(1 Ccf = 748 Gallons)
Current Usage:	4,488	6
Privious Usage:	4,488	6

CITY OF TUCSON

UTILITY SERVICES STATEMENT
PO Box 28804
Tucson, AZ 85726-8804

Pay by phone: 520-791-3242
Pay online at: www.tucsonaz.gov/water

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

Sevice Period	Due Date	Account Number
11/18/15 to 12/18/15	January 11, 2016	123456-789123

Open Space/Riparian Donation	Amount Due	Amount Paid
	$75.99	

Balance Forward DUE UPON RECEIPT

Additional information on reverse

Addressee

JOHN DOE
1234 E STREET
TUCSON, AZ 12345-1234

Please Make Checks Payable And Remit To

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

00**********0000531240000002933O9

Version 2

Billing Summary

Balance Forward	Last Bill	$75.99
	Payments (Credits)	-$75.99
	Adjustments	$0.00
	Balance Forward Subtotal*	$00.00
Sewer	Service Fee	$12.63
	Sewer Residential	
	Sewer Flow Volume = 3	$19.94
	Sewer Subtotal	**$32.57**
Water	Monthly Service Charge	$11.90
	Vol 6.00 @ $ 1.40	$8.40
	CAP Charge $ .60/CCF	$3.60
	Conservation Fee $ .08/CCF	$0.48
	Water Subtotal	**$24.38**
Environmental Services	Groundwater Protect Fee	$1.06
	Garbage 300 Shared Alley	$16.00
	Enviroment Services Subtotal	**$17.06**
Miscellaneous	City Sales Tax	$0.49
	State Sales Tax	$1.49
	Delinquent Lock Service Charge	$00.00
	Miscellaneous Subtotal	**$1.98**

TOTAL AMOUNT DUE ON 01/11/2016* $75.99

Questions?

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

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

TIER 1 - 0-7	at $1.40/Ccf
TIER 2 - 8-15	at $2.70/Ccf
TIER 3 - 16-30	at $7.23/Ccf
TIER 4 - 31+	at $11.50/Ccf

MESSAGE CENTER

TERMS AND CONDITIONS

*Due date applies to current charges ONLY. Any balance forward is due now. Please allow 7 days for payments to post to your account.

PLACES TO PAY YOUR BILL

The hours for making payments at these locations are from 8:00 a.m.-5:00 p.m.

*Tucson Water	310 W. Alameda St.
Development Services Center	201 N. Stone Ave.
*Eastside City Hall (Closed 12-1 p.m.)	7575 E. Speedway Blvd.
City Hall	255 W. Alameda St.
*Price Service Center	4004 S. Park Ave
*Midtown Multi-Service Cener (Closed 12-1 p.m.)	1100 S. Alvernon Way
Basha's, Food City, & Frys (accept **current** bills only)	All Locations

Night depository available

**Your tax deductible contribution will support the preservation of biologically-rich open space lands and enhance urban waterways. Visit www.tucsonaz.gov/water/checkbox to learn more. Your contribution will not affect service fees.

A $28.00 late fee will be charged for any returned checks.

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: **123456-789123**
Service Address: 1234 E STREET
Bill Date: 12/21/15
Service Period 11/18/15 to 12/18/15
Hours: 8:00 am - 5:00 pm MST (Mon-Fri)

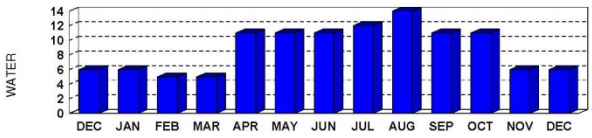
Pima County Regional Wastewater Reclamation Department
Phone: 520-724-6609
www.pima.gov/wwm

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
$75.99	-$75.99	$0.00	$0.00	$0.00	$75.99	$75.99

METER INFORMATION

Meter Number	Service Type	Start Date	End Date	Current Read	Previous Read	Consumption (Ccfs)
12345678	WA	11/18/15	12/18/15	51	45	6



Your meter was read in Ccfs on 12/18/15

IMPORTANT MESSAGE

Freeze happens. And while winter in Tucson may not be as severe as in some places, we do have cold snaps and temperatures will plunge. Tucson Water offers tips to help prevent pipes, plumbing, irrigation systems and backflow prevention assemblies from freezing, as well as suggestions on what to do if something has frozen. Wrap pipes before presents: visit www.tucsonaz.gov/water/winter-prep.

ACCOUNT ACTIVITY

LAST BILL	$75.99
TOTAL PAID SINCE LAST BILL	-$75.99
ADJUSTMENTS	$0.00
BALANCE FORWARD	**$0.00**
NEW CHARGES	
ENVIRONMENTAL SVCS FEES	$17.06
SEWER VOLUME	$32.57
WATER VOLUME	$24.38
MISCELLANEOUS	$1.98
TOTAL NEW CHARGES	**$75.99**
ACCOUNT BALANCE PAY THIS AMOUNT BY: 01/11/16	**$75.99**

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.

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: 123456-789123 9
Service Address: 1234 E STREET
Cycle-Route #: 00-00

DUE DATE:	**01/11/16**
AMOUNT DUE:	**$75.99**
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.

TUC1219A SCH 5-DIGIT 85730
7000004455 00.0017.0093 4327/1

JOHN DOE
1234 E STREET
TUCSON AZ 12345-1234

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

000******000356696000000075999

Utility Services Statement - Continued

Your Water Provider is: TUCSON WATER

CITY ITEMIZED ENVIRONMENTAL SERVICES CHARGES

DESCRIPTION		AMOUNT
GRNDWTR PROTECT FEE		1.06
GARB 300 SHRD ALLEY		16.00
	TOTAL:	**$17.06**

PIMA COUNTY ITEMIZED SEWER CHARGES

DESCRIPTION		AMOUNT
SERVICE FEE		12.63
SEWER RESIDENTIAL	SEWER FLOW VOLUME 5.66	19.94
	TOTAL:	**$32.57**

CITY ITEMIZED WATER VOLUME CHARGES

WATER USAGE	IN GALLONS	IN Ccfs	(1 Ccf = 748 GALLONS)
THIS MONTH:	4,488	6	
LAST MONTH:	4,488	6	
THIS MONTH LAST YEAR:	4,488	6	

DESCRIPTION		AMOUNT
MONTHLY SERV CHRG		11.90
VOL 6.00 @ $ 1.40		8.40
CAP CHARGE $ .60/CCF		3.60
CONSRV FEE $ .08/CCF		0.48
	TOTAL:	**$24.38**

MISCELLANEOUS CHARGES

DESCRIPTION		AMOUNT
CITY SALES TAX		0.49
STATE SALES TAX		1.49
	TOTAL:	**$1.98**

UTILITY SERVICES STATEMENT

Bill Date	Service Period	Due Date	Last Bill	Payments (Credits)	Adjustments
March 22, 2016	03/01/16 - 03/14/16	April 11, 2016	$00.00	-$2,925.35	$0.00

PIMA COUNTY

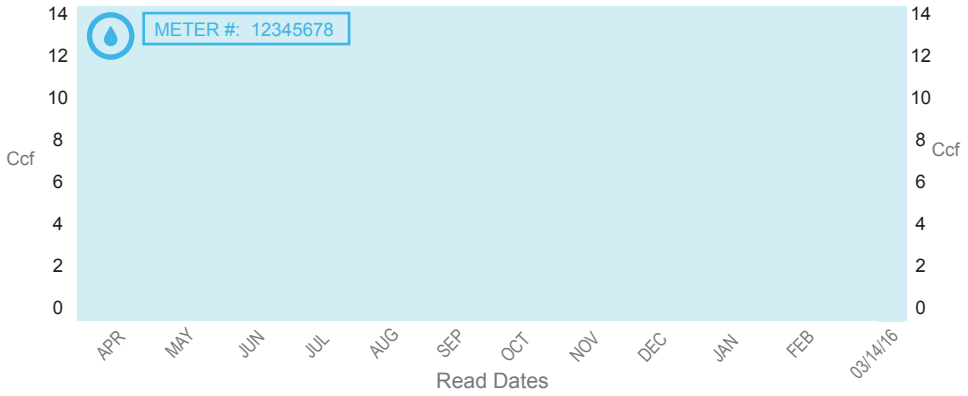
JOHN DOE
ACCOUNT NUMBER
123456-123456
1234 W STREET

AMOUNT DUE:
$40.80

SEWER
$12.63
Phone: 520-724-6609

WATER
$11.90
Phone: 520-791-3242

MISCELLANEOUS
$2,941.62
Breakdown of charges on reverse



Variable Message About the Bill Will Display Here

CURRENT USAGE
PREVIOUS USAGE

Cycle - Route	Current Read	Previous Read	Usage (Ccf)
10-08	0	0	0

Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)
Current Usage:	0	0
Previous Usage:	0	0

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

UTILITY SERVICES STATEMENT
PO Box 28804
Tucson, AZ 85726-8804

Pay online at: www.tucsonaz.gov/pay-utility-bill
Pay by phone: 520-791-3242

Service Period	Due Date	Account Number
03/01/16 - 03/14/16	April 11, 2016	123456-123456

Optional Open Space/Riparian Donation	Amount Due	Amount Paid
☐ $2.00 ☐ $5.00 ☐ $10.00 ☐ $_____	$40.80 Any Past Due Balance DUE IMMEDIATELY	

Additional information on reverse

Addressee

JOHN DOE
1234 E STREET
TUCSON, AZ 85730-1647

Please Make Checks Payable And Remit To

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

00113263300005314000000029330

Billing Summary

Past Due Amount ! Due Immediately	Last Bill	$0.00
	Payments (Credits)	-$2,966.15
	Adjustments	$00.00
	Past Due Balance Subtotal	**-$2,966.15**
Sewer	Service Fee	$12.63
	Sewer Residential	
	Sewer Flow Volume = 0	$0.00
	Sewer Subtotal	**$12.63**
Water	Monthly Service Charge	$11.90
	Vol 3.00 @ $ 1.40/Ccf	$0.00
	CAP Charge $ .60/Ccf	$0.00
	Conservation Fee $ .08/Ccf	$0.00
	Water Subtotal	**$11.90**
Miscellaneous	Marana Sales Tax	$0.54
	State Sales Tax	$0.73
	.625" SYS EQ NON-CHDO	$1,311.00
	.625" CWRF NON-CHDO	$200.00
	.625" AMR MTR/DEVINST	$393.66
	T2-TANGERIN/THORNYDL	$956.79
	PROT FAC SVC FEE	$63.90
	SEWER ACTIVATION FEE	$15.00
	Miscellaneous Subtotal	**$2,941.62**
TOTAL AMOUNT DUE ON 04/11/2016		$40.80

Questions?

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

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

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

MESSAGE CENTER

Taxes are calculated based on the Water Subtotal.

Miscellaneous charges may include: city and state taxes, new water meter installation fees, delinquent fees, water turn-on charges, backflow prevention permit costs, plan reviews and revisions, and other applicable charges.

TERMS AND CONDITIONS

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

Pay your bill ONLINE for *same day* credit to your account at www.tucsonaz.gov/pay-utility-bill

PLACES TO PAY YOUR CURRENT BILL

* Tucson Water	310 W. Alameda St.
* Eastside City Hall (Closed 12-1 p.m.)	7575 E. Speedway Blvd.
* Price Service Center	4004 S. Park Ave.
* Midtown Center (Closed 12-1 p.m.)	1100 S. Alvernon Way
City Hall	255 W. Alameda St.
Development Services Center	201 N. Stone Ave.
Basha's, Food City, & Fry's	All locations

* *Night depository available*

PLACES TO PAY YOUR PAST DUE BILL

The hours for these locations are from 8 a.m.-5 p.m

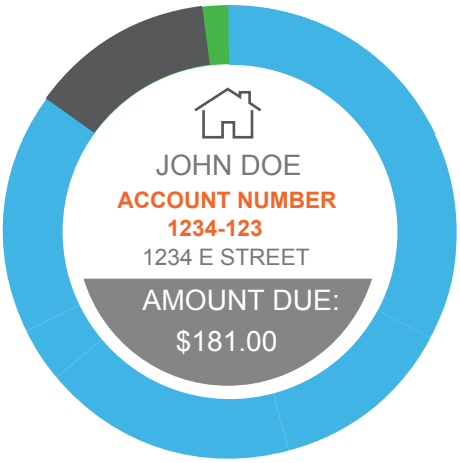
Tucson Water	310 W. Alameda St.
Eastside City Hall (Closed 12-1 p.m.)	7575 E. Speedway Blvd.
Price Service Center	4004 S. Park Ave.
Midtown Center (Closed 12-1 p.m.)	1100 S. Alvernon Way
City Hall	255 W. Alameda St.
Development Services Center	201 N. Stone Ave.

Your tax-deductible Open Space/Riparian donation will support the preservation of biologically-rich open space lands and enhance urban waterways. Visit www.tucsonaz.gov/water/checkbox to learn more. Your optional donation will not affect your service fees.

UTILITY SERVICES STATEMENT **BANK DRAFT - PLEASE DO NOT PAY**

PIMA COUNTY

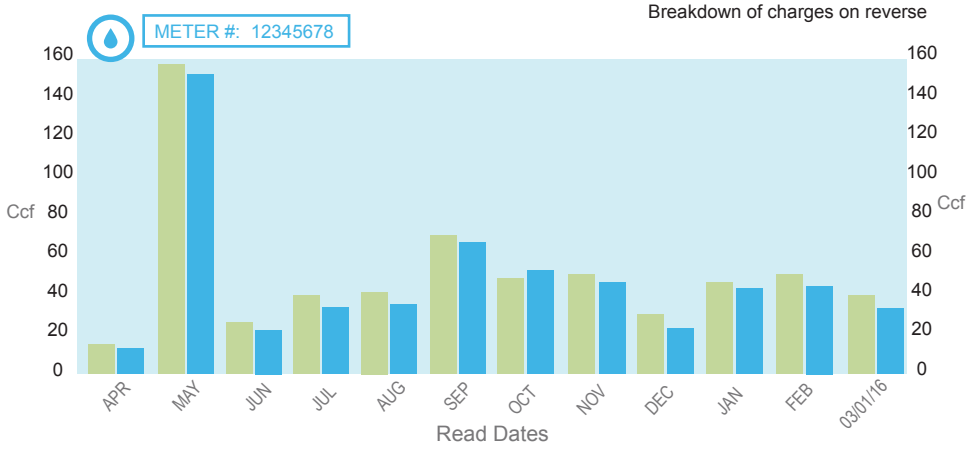
Bill Date	Service Period	Due Date	Last Bill	Payments (Credits)	Adjustments
March 02, 2016	01/29/16 to 03/01/16	March 22, 2016	$201.373	-$201.37	$0.00



WATER
$162.54
Phone: 520-791-3242

ENVIRON. SVC.
$5.30
Phone: 520-791-3171

MISCELLANEOUS
$13.16
Breakdown of charges on reverse



Variable Message About the Bill Will Display Here

Cycle - Route	Current Read	Previous Read	Usage (Ccf)
01-01	910	880	30

Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)
Current Usage:	22,440	30
Previous Usage:	26,928	36

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

UTILITY SERVICES STATEMENT
PO Box 28804
Tucson, AZ 85726-8804

Pay online at: www.tucsonaz.gov/pay-utility-bill
Pay by phone: 520-791-3242

Service Period	Due Date	Account Number
01/29/16 to 03/01/16	March 22, 2016	1234-123

Optional Open Space/Riparian Donation	Amount Due	Amount Paid
☐ $2.00 ☐ $5.00 ☐ $10.00 ☐ $_____	BANK DRAFT - DO NOT PAY	BANK DRAFT - DO NOT PAY

Any Past Due Balance
DUE IMMEDIATELY

Additional information on reverse

Addressee

JOHN DOE
1234 E STREET
TUCSON, AZ 85730-1647

Please Make Checks Payable And Remit To

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

00113263300005312400000003309

Billing Summary

Past Due Amount ! Due Immediately	Last Bill	$201.37
	Payments (Credits)	-$201.37
	Adjustments	$0.00
	Past Due Balance Subtotal	**$0.00**
Water	Monthly Service Charge	$68.34
	Vol 30.00 @ $2.46/Ccf	$73.80
	CAP Charge $0.60/Ccf	$18.00
	Conservation Fee $ .08/Ccf	$2.40
	Water Subtotal	**$162.54**
Environmental Services	Groundwater Protect Fee	$5.30
	Garbage 300 SHRD ALLEY	$0.00
	Environmental Services Subtotal	**$5.30**
Miscellaneous	City Sales Tax	$3.25
	State Sales Tax	$9.91
	Miscellaneous Subtotal	**$13.16**

TOTAL AMOUNT DUE ON 04/11/2016 $181.00

Questions?

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

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

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

MESSAGE CENTER

Taxes are calculated based on the Water Subtotal.

Miscellaneous charges may include: city and state taxes, new water meter installation fees, delinquent fees, water turn-on charges, backflow prevention permit costs, plan reviews and revisions, and other applicable charges.

TERMS AND CONDITIONS

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

Pay your bill ONLINE for *same day* credit to your account at www.tucsonaz.gov/pay-utility-bill

PLACES TO PAY YOUR CURRENT BILL

* Tucson Water	310 W. Alameda St.
* Eastside City Hall (Closed 12-1 p.m.)	7575 E. Speedway Blvd.
* Price Service Center	4004 S. Park Ave.
* Midtown Center (Closed 12-1 p.m.)	1100 S. Alvernon Way
City Hall	255 W. Alameda St.
Development Services Center	201 N. Stone Ave.
Basha's, Food City, & Fry's	All locations

* *Night depository available*

PLACES TO PAY YOUR PAST DUE BILL

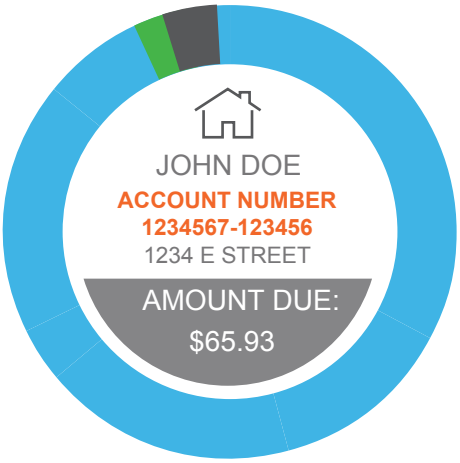
The hours for these locations are from 8 a.m.-5 p.m

Tucson Water	310 W. Alameda St.
Eastside City Hall (Closed 12-1 p.m.)	7575 E. Speedway Blvd.
Price Service Center	4004 S. Park Ave.
Midtown Center (Closed 12-1 p.m.)	1100 S. Alvernon Way
City Hall	255 W. Alameda St.
Development Services Center	201 N. Stone Ave.

Your tax-deductible Open Space/Riparian donation will support the preservation of biologically-rich open space lands and enhance urban waterways. Visit www.tucsonaz.gov/water/checkbox to learn more. Your optional donation will not affect your service fees.

UTILITY SERVICES STATEMENT

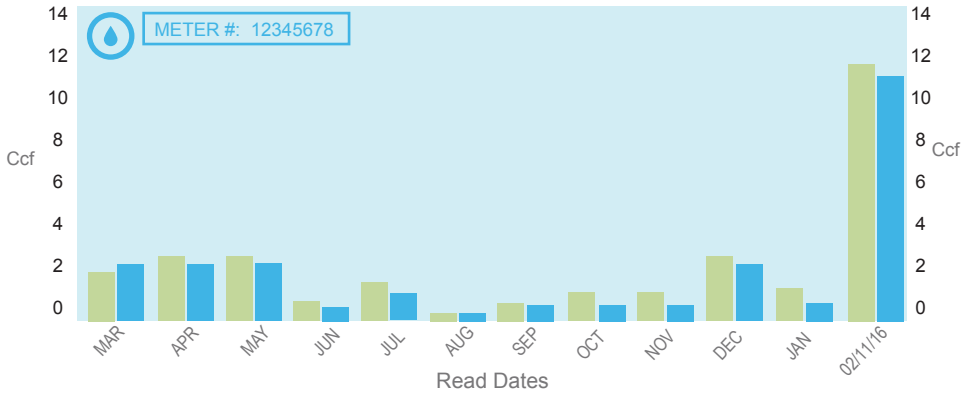
Bill Date	Service Period	Due Date	Last Bill	Payments (Credits)	Adjustments
February 16, 2016	01/12/16 to 02/11/16	April 11, 2016	$131.99	-$131.99	$0.00



WATER
$58.54
Phone: 520-791-3242

ENVIRON. SVC.
$2.65
Phone: 520-791-3171

MISCELLANEOUS
$4.74
Breakdown of charges on reverse



Variable Message About the Bill Will Display Here

CURRENT USAGE
PREVIOUS USAGE

Cycle - Route	Current Read	Previous Read	Usage (Ccf)
10-62	1363	1352	11

Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)
Current Usage:	8,228	11
Previous Usage:	748	1

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

UTILITY SERVICES STATEMENT
PO Box 28804
Tucson, AZ 85726-8804

Pay online at: www.tucsonaz.gov/pay-utility-bill
Pay by phone: 520-791-3242

Service Period	Due Date	Account Number
01/12/16 to 02/11/16	April 11, 2016	1234567-123456

Optional Open Space/Riparian Donation	Amount Due	Amount Paid
☐ $2.00 ☐ $5.00 ☐ $10.00 ☐ $_____	$65.93 Any Past Due Balance DUE IMMEDIATELY	

Additional information on reverse

Addressee

JOHN DOE
1234 E STREET
TUCSON, AZ 85730-1647

Please Make Checks Payable And Remit To

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

00113263300005312000000029330

Billing Summary

Past Due Amount	Last Bill	$131.99
	Payments (Credits)	-$131.99
	Adjustments	$0.00
Due Immediately	**Past Due Balance Subtotal**	**$0.00**
Water	Monthly Service Charge	$24.00
	Vol 11.00 @ $ 2.46Ccf	$27.06
	CAP Charge $ .60/Ccf	$6.60
	Conservation Fee $ .08/Ccf	$0.88
	Water Subtotal	**$58.54**
Environmental Services	Groundwater Protect Fee	$2.65
	Garbage 95 GAL CURB	$0.00
	Environmental Services Subtotal	**$2.65**
Miscellaneous	City Sales Tax	$1.17
	State Sales Tax	$3.57
	Miscellaneous Subtotal	**$4.74**

TOTAL AMOUNT DUE ON 04/11/2016 $65.93

Questions?

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

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

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

MESSAGE CENTER

Taxes are calculated based on the Water Subtotal.

Miscellaneous charges may include: city and state taxes, new water meter installation fees, delinquent fees, water turn-on charges, backflow prevention permit costs, plan reviews and revisions, and other applicable charges.

TERMS AND CONDITIONS

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

Pay your bill ONLINE for *same day* credit to your account at www.tucsonaz.gov/pay-utility-bill

PLACES TO PAY YOUR CURRENT BILL

* Tucson Water	310 W. Alameda St.
* Eastside City Hall (Closed 12-1 p.m.)	7575 E. Speedway Blvd.
* Price Service Center	4004 S. Park Ave.
* Midtown Center (Closed 12-1 p.m.)	1100 S. Alvernon Way
City Hall	255 W. Alameda St.
Development Services Center	201 N. Stone Ave.
Basha's, Food City, & Fry's	All locations

* *Night depository available*

PLACES TO PAY YOUR PAST DUE BILL

The hours for these locations are from 8 a.m.-5 p.m

Tucson Water	310 W. Alameda St.
Eastside City Hall (Closed 12-1 p.m.)	7575 E. Speedway Blvd.
Price Service Center	4004 S. Park Ave.
Midtown Center (Closed 12-1 p.m.)	1100 S. Alvernon Way
City Hall	255 W. Alameda St.
Development Services Center	201 N. Stone Ave.

Your tax-deductible Open Space/Riparian donation will support the preservation of biologically-rich open space lands and enhance urban waterways. Visit www.tucsonaz.gov/water/checkbox to learn more. Your optional donation will not affect your service fees.

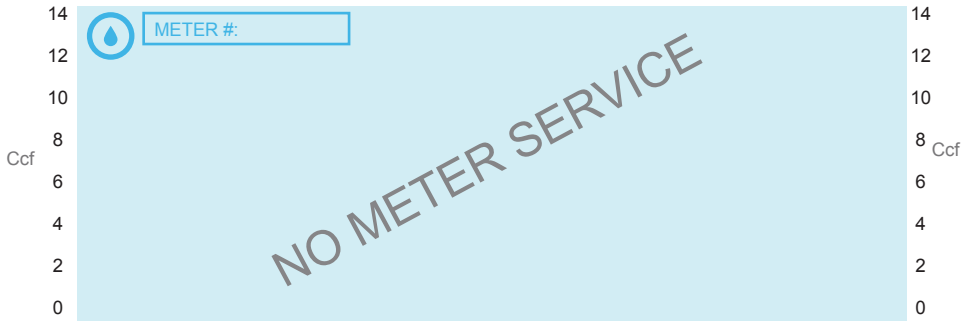
UTILITY SERVICES STATEMENT

Bill Date	Service Period	Due Date	Last Bill	Payments (Credits)	Adjustments
March 22, 2016	02/09/16 to 03/10/16	April 11, 2016	$2,846.36	-$2,846.36	$0.00

PIMA COUNTY

SEWER
$1,423.18
Phone: 520-724-6609

JOHN DOE
ACCOUNT NUMBER
123456-123456
1234 W STREET
AMOUNT DUE:
$1,423.18



Read Dates

CURRENT USAGE
PREVIOUS USAGE

Cycle - Route	Current Read	Previous Read	Usage (Ccf)
08-47	0	0	0

Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)
Current Usage:	0	0
Previous Usage:	0	0

Variable Message About the Bill Will Display Here

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

UTILITY SERVICES STATEMENT
PO Box 28804
Tucson, AZ 85726-8804

Pay online at: www.tucsonaz.gov/pay-utility-bill
Pay by phone: 520-791-3242

Service Period	Due Date	Account Number
02/09/16 to 03/10/16	April 11, 2016	123456-123456

Optional Open Space/Riparian Donation	Amount Due	Amount Paid
☐ $2.00 ☐ $5.00 ☐ $10.00 ☐ $_____	$1,423.18 Any Past Due Balance DUE IMMEDIATELY	

Additional information on reverse

Addressee

JOHN DOE
1234 E STREET
TUCSON, AZ 85730-1647

Please Make Checks Payable And Remit To

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

00113263300005310000002933O9

Billing Summary

Past Due Amount ! Due Immediately	Last Bill	$2,846.36
	Payments (Credits)	-$2,846.36
	Adjustments	$00.00
	Past Due Balance Subtotal	**$00.00**
Sewer	Service Fee	$12.63
	Sewer Residential	
	Sewer Flow Volume = 367.33	$1,410.55
	Sewer Subtotal	**$00.00**

TOTAL AMOUNT DUE ON 04/11/2016 $1,423.18

Questions?

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

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

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

MESSAGE CENTER

Taxes are calculated based on the Water Subtotal.

Miscellaneous charges may include: city and state taxes, new water meter installation fees, delinquent fees, water turn-on charges, backflow prevention permit costs, plan reviews and revisions, and other applicable charges.

TERMS AND CONDITIONS

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Pay your bill ONLINE for *same day* credit to your account at www.tucsonaz.gov/pay-utility-bill

PLACES TO PAY YOUR CURRENT BILL

* Tucson Water	310 W. Alameda St.
* Eastside City Hall (Closed 12-1 p.m.)	7575 E. Speedway Blvd.
* Price Service Center	4004 S. Park Ave.
* Midtown Center (Closed 12-1 p.m.)	1100 S. Alvernon Way
City Hall	255 W. Alameda St.
Development Services Center	201 N. Stone Ave.
Basha's, Food City, & Fry's	All locations

* *Night depository available*

PLACES TO PAY YOUR PAST DUE BILL

The hours for these locations are from 8 a.m.-5 p.m

Tucson Water	310 W. Alameda St.
Eastside City Hall (Closed 12-1 p.m.)	7575 E. Speedway Blvd.
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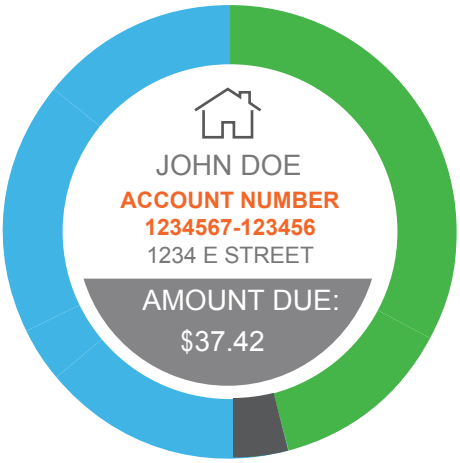
UTILITY SERVICES STATEMENT

Bill Date	Service Period	Due Date	Last Bill	Payments (Credits)	Adjustments
March 22, 2016	12/08/16 - 01/08/16	April 11, 2016	$44.16	-$44.16	$0.00

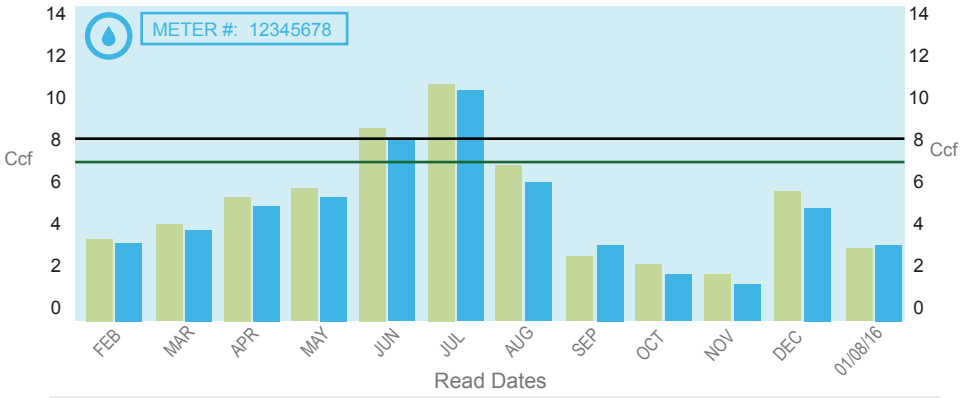
PIMA COUNTY



WATER
$18.14
Phone: 520-791-3242

ENVIRON. SVC.
$17.81
Phone: 520-791-3171

MISCELLANEOUS
$1.47
Breakdown of charges on reverse



CURRENT USAGE
PREVIOUS USAGE

TIER 1 - 0-7 at $1.40/Ccf
TIER 2 - 8-15 at $2.70/Ccf
TIER 3 - 16-30 at $7.23/Ccf
TIER 4 - 31+ at $11.50/Ccf
Annual Residential AVG. = 8 Ccf

Cycle - Route	Current Read	Previous Read	Usage (Ccf)
08-55	7	4	3

Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)
Current Usage:	2,244	3
Previous Usage:	3,740	5

Variable Message About the Bill Will Display Here

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

UTILITY SERVICES STATEMENT
PO Box 28804
Tucson, AZ 85726-8804

Pay online at: www.tucsonaz.gov/pay-utility-bill
Pay by phone: 520-791-3242

Service Period	Due Date	Account Number
12/08/16 - 01/08/16	April 11, 2016	1234567-123456

Optional Open Space/Riparian Donation	Amount Due	Amount Paid
☐ $2.00 ☐ $5.00 ☐ $10.00 ☐ $_____	$37.42 Any Past Due Balance DUE IMMEDIATELY	

Additional information on reverse

Addressee

JOHN DOE
1234 E STREET
TUCSON, AZ 85730-1647

Please Make Checks Payable And Remit To

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

00113263300003124000000029330

Billing Summary

Past Due Amount / Due Immediately	Last Bill	$44.16
	Payments (Credits)	-$44.16
	Adjustments	$00.00
	Past Due Balance Subtotal	**$00.00**
Water	Monthly Service Charge	$11.90
	Vol 3.00 @ $ 1.40/Ccf	$4.20
	CAP Charge $ .60/Ccf	$1.80
	Conservation Fee $ .08/Ccf	$0.24
	Water Subtotal	**$18.14**
Environmental Services	Groundwater Protect Fee	$1.06
	Garbage 300 Shared Alley	$16.75
	Environmental Services Subtotal	**$17.81**
Miscellaneous	City Sales Tax	$0.36
	State Sales Tax	$1.11
	Miscellaneous Subtotal	**$1.47**

TOTAL AMOUNT DUE ON 01/11/2016 $37.42

Questions?

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

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

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MESSAGE CENTER

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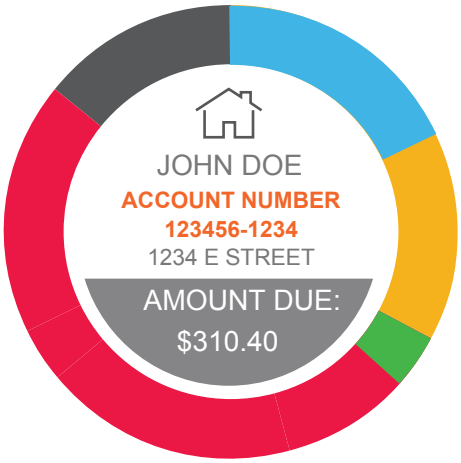
UTILITY SERVICES STATEMENT

Bill Date	Service Period	Due Date	Last Bill	Payments (Credits)	Adjustments
March 02, 2016	01/29/16 to 03/01/16	March 22, 2016	$267.43	-$100.00	$0.00



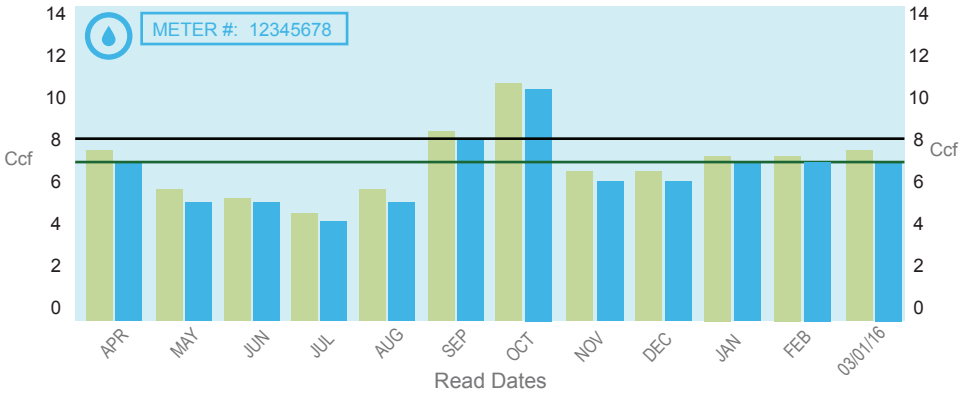
SEWER
$37.29
Phone: 520-724-6609

WATER
$26.46
Phone: 520-791-3242

ENVIRON. SVC.
$17.06
Phone: 520-791-3171

PAST DUE BALANCE
$167.43
Please pay immediately to avoid additional fees

MISCELLANEOUS
$62.16
Breakdown of charges on reverse



CURRENT USAGE
PREVIOUS USAGE

TIER 1 - 0-7 at $1.40/Ccf
TIER 2 - 8-15 at $2.70/Ccf
TIER 3 - 16-30 at $7.23/Ccf
TIER 4 - 31+ at $11.50/Ccf
Annual Residential AVG. = 8 Ccf

Cycle - Route	Current Read	Previous Read	Usage (Ccf)
01-02	211	204	7

Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)
Current Usage:	5,236	7
Previous Usage:	5,236	7

Variable Message About the Bill Will Display Here

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

UTILITY SERVICES STATEMENT
PO Box 28804
Tucson, AZ 85726-8804

Pay online at: www.tucsonaz.gov/pay-utility-bill
Pay by phone: 520-791-3242

Service Period	Due Date	Account Number
01/29/16 to 03/01/16	March 22, 2016	123456-1234

Optional Open Space/Riparian Donation	Amount Due	Amount Paid
☐ $2.00 ☐ $5.00 ☐ $10.00 ☐ $_____	$310.40 Any Past Due Balance DUE IMMEDIATELY	

Additional information on reverse

Addressee

JOHN DOE
1234 E STREET
TUCSON, AZ 85730-1647

Please Make Checks Payable And Remit To

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

00113300005312400000293309

Billing Summary

Past Due Amount ! Due Immediately	Last Bill	$267.43
	Payments (Credits)	-$100.00
	Adjustments	$0.00
	Past Due Balance Subtotal	**$167.43**
Sewer	Service Fee	$12.63
	Sewer Residential	
	Sewer Flow Volume = 7.00	$24.66
	Sewer Subtotal	**$37.29**
Water	Monthly Service Charge	$11.90
	Vol 7.00 @ $ 1.40/Ccf	$9.80
	CAP Charge $ .60/Ccf	$4.20
	Conservation Fee $ .08/Ccf	$0.56
	Water Subtotal	**$26.46**
Environmental Services	Groundwater Protect Fee	$1.06
	Garbage 300 SHRD ALLEY	$16.00
	Environmental Services Subtotal	**$17.06**
Miscellaneous	City Sales Tax	$1.64
	State Sales Tax	$5.00
	Delinquent Lock Service Charge	$55.52
	Miscellaneous Subtotal	**$62.16**

TOTAL AMOUNT DUE ON 04/11/2016 **$310.40**

Questions?

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

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

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

MESSAGE CENTER

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PLACES TO PAY YOUR CURRENT BILL

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* Eastside City Hall (Closed 12-1 p.m.)	7575 E. Speedway Blvd.
* Price Service Center	4004 S. Park Ave.
* Midtown Center (Closed 12-1 p.m.)	1100 S. Alvernon Way
City Hall	255 W. Alameda St.
Development Services Center	201 N. Stone Ave.
Basha's, Food City, & Fry's	All locations

* *Night depository available*

PLACES TO PAY YOUR PAST DUE BILL

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Tucson Water	310 W. Alameda St.
Eastside City Hall (Closed 12-1 p.m.)	7575 E. Speedway Blvd.
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Midtown Center (Closed 12-1 p.m.)	1100 S. Alvernon Way
City Hall	255 W. Alameda St.
Development Services Center	201 N. Stone Ave.

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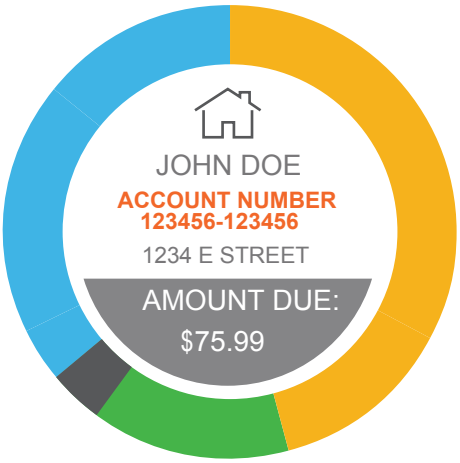
UTILITY SERVICES STATEMENT

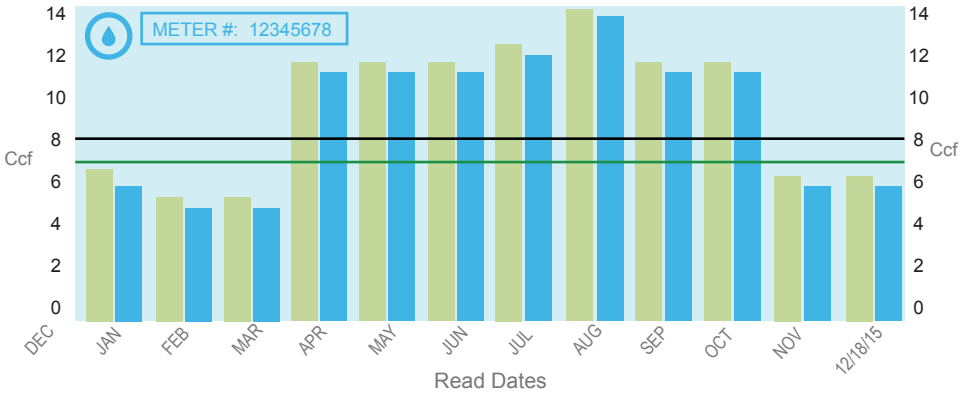
Bill Date	Service Period	Due Date	Last Bill	Payments (Credits)	Adjustments
December 12, 2015	11/18/15 to 12/18/15	January 11, 2016	$75.99	-$75.99	$0.00

PIMA COUNTY



SEWER	WATER	ENVIRON. SVC.
$32.57	$24.38	$17.06
Phone: 520-724-6609	Phone: 520-791-3242	Phone: 520-791-3171

MISCELLANEOUS
$1.98
Breakdown of charges on reverse



CURRENT USAGE
PREVIOUS USAGE

TIER 1 - 0-7 at $1.40/Ccf
TIER 2 - 8-15 at $2.70/Ccf
TIER 3 - 16-30 at $7.23/Ccf
TIER 4 - 31+ at $11.50/Ccf
Annual Residential AVG. = 8 Ccf

Cycle - Route	Current Read	Previous Read	Usage (Ccf)
16-53	51	45	6

Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)
Current Usage:	4,488	6
Previous Usage:	4,488	6

Variable Message About the Bill Will Display Here

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

UTILITY SERVICES STATEMENT
PO Box 28804
Tucson, AZ 85726-8804

Pay online at: www.tucsonaz.gov/pay-utility-bill
Pay by phone: 520-791-3242

Service Period	Due Date	Account Number
11/18/15 to 12/18/15	January 11, 2016	123456-123456

OptionalOpen Space/Riparian Donation	Amount Due	Amount Paid
☐ $2.00 ☐ $5.00 ☐ $10.00 ☐ $_____	$75.99 Any Past Due Balance DUE IMMEDIATELY	

Additional information on reverse

Addressee

JOHN DOE
1234 E STREET
TUCSON, AZ 85730-1647

Please Make Checks Payable And Remit To

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

00113633000053124000002933O9

Billing Summary

Past Due Amount / Due Immediately	Last Bill	$75.99
	Payments (Credits)	-$75.99
	Adjustments	
	Past Due Balance Subtotal	**$00.00**
Sewer	Service Fee	$12.63
	Sewer Residential	
	Sewer Flow Volume = 3	$19.94
	Sewer Subtotal	**$32.57**
Water	Monthly Service Charge	$11.90
	Vol 6.00 @ $ 1.40/Ccf	$8.40
	CAP Charge $ .60/Ccf	$3.60
	Conservation Fee $ .08/Ccf	$0.48
	Water Subtotal	**$24.38**
Environmental Services	Groundwater Protect Fee	$1.06
	Garbage 300 Shared Alley	$16.00
	Environmental Services Subtotal	**$17.06**
Miscellaneous	City Sales Tax	$0.49
	State Sales Tax	$1.49
	Miscellaneous Subtotal	**$1.98**

TOTAL AMOUNT DUE ON 01/11/2016 $75.99

Questions?

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

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

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Phone: 520-791-3171
www.tucsonaz.gov/esd

MESSAGE CENTER

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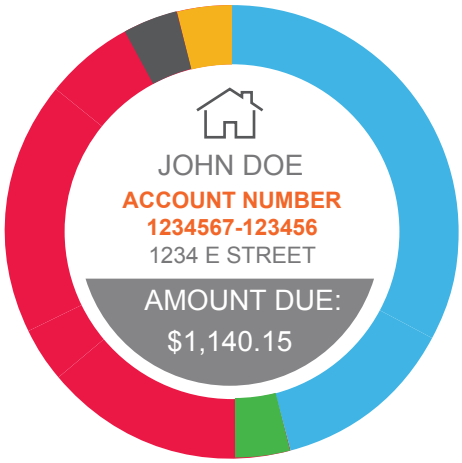
UTILITY SERVICES STATEMENT

Bill Date	Service Period	Due Date	Last Bill	Payments (Credits)	Adjustments
March 22, 2016	02/17/16 to 03/17/16	April 11, 2016	$592.68	-$80.00	$0.00



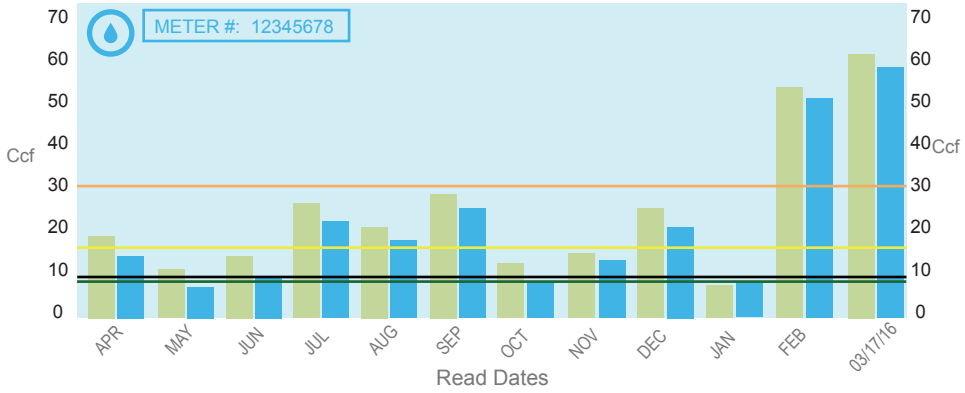
SEWER
$54.91
Phone: 520-724-6609

WATER
$513.19
Phone: 520-791-3242

ENVIRON. SVC.
$17.81
Phone: 520-791-3171

PAST DUE BALANCE
$512.68
Please pay immediately to avoid additional fees

MISCELLANEOUS
$41.56
Breakdown of charges on reverse



CURRENT USAGE
PREVIOUS USAGE

TIER 1 - 0-7 at $1.40/Ccf
TIER 2 - 8-15 at $2.70/Ccf
TIER 3 - 16-30 at $7.23/Ccf
TIER 4 - 31+ at $11.50/Ccf
Annual Residential AVG. = 8 Ccf

Cycle - Route	Current Read	Previous Read	Usage (Ccf)
13-04	948	890	58

Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)
Current Usage:	43,384	58
Previous Usage:	36,652	49

Variable Message About the Bill Will Display Here

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UTILITY SERVICES STATEMENT
PO Box 28804
Tucson, AZ 85726-8804

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Service Period	Due Date	Account Number
02/17/16 to 03/17/16	April 11, 2016	1234567-123456

Optional Open Space/Riparian Donation	Amount Due	Amount Paid
☐ $2.00 ☐ $5.00 ☐ $10.00 ☐ $_____	$1,140.15 Any Past Due Balance DUE IMMEDIATELY	

Additional information on reverse

Addressee

JOHN DOE
1234 E STREET
TUCSON, AZ 85730-1647

Please Make Checks Payable And Remit To

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

00113330000531240000002933O9

Billing Summary

Past Due Amount / Due Immediately	Last Bill	$0.00
	Payments (Credits)	-$2,966.15
	Adjustments	$00.00
	Past Due Balance Subtotal	**-$2,966.15**
Sewer	Service Fee	$12.63
	Sewer Residential	
	Sewer Flow Volume = 12	$42.28
	Sewer Subtotal	**$54.91**
Water	Monthly Service Charge	$11.90
	Vol 7.00 @ $ 1.40/Ccf	$9.80
	Vol 8.00 @ $ 2.70/Ccf	$21.60
	Vol 15.00 @ $ 7.23/Ccf	$108.45
	Vol 28.00 @ $ 11.50/Ccf	$322.00
	CAP Charge $ .60/Ccf	$34.80
	Conservation Fee $ .08/Ccf	$4.64
	Water Subtotal	**$513.19**
Environmental Services	Groundwater Protect Fee	$1.06
	Garbage 95 GAL CURB	$16.75
	Environmental Services Subtotal	**$17.81**
Miscellaneous	Marana Sales Tax	$10.26
	State Sales Tax	$31.30
	Miscellaneous Subtotal	**$41.56**

TOTAL AMOUNT DUE ON 04/11/2016 $1,140.15

Questions?

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

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www.tucsonaz.gov/water

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www.tucsonaz.gov/esd

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* *Night depository available*

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