



City of Kerrville
701 Main Street
Kerrville, Texas 78028
(830) 257-8000
www.kerrvilletx.gov

PRESS RELEASE

FOR IMMEDIATE RELEASE

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(830) 258-1116
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New Utility Bill Format to be Mailed Starting December 30th

Kerrville, Texas (December 29, 2016) – The City of Kerrville would like to make all water and sewer customers aware of some upcoming changes to the utility bill format.

New full page bills will be mailed in an easy to open envelope and are designed to provide customers with more information about their utility charges.

The bills will now include a monthly water usage history graph, which will allow customers to view the account's water usage by month for the past 12 months. This information can be used to track usage, spot unusual consumption and develop a plan to conserve water. The new billing statements will also have an expanded space for news and information, so be sure to keep an eye out for important notices and other announcements in this section each month.

These new utility bills will be mailed out to customers beginning Friday, December 30, 2016. This change in bill format will not affect any available payment options or due dates for

utility customers. Below is a sample of the new billing format with additional information about each of the new features. If you have any questions about this new bill format you may contact the City of Kerrville at (830) 257-8000 or visit the city website at www.kerrvilletx.gov.

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1 Meter Number - This corresponds to the number found on a household's physical water meter and is helpful when service is required.

2 Gallons Used - Total gallons of water used during the billing cycle.

3 Number of Days - The number of days in the current billing cycle. The number of days in a billing cycle may vary slightly each month and can account for slightly higher or lower consumption in a given month.

4 Monthly Water Usage History Graph - This tool allows customers to see the household's water usage by month for the past 12 months. This information can help track a household's usage, spot unusual consumption and develop plans to conserve water.

5 Payment Methods - This section contains helpful information about the available payment methods. The City encourages customers to sign up for auto pay either via bank draft or credit card. The customer will still receive a bill each month and the payment will be automatically drafted or charged on the due date. Why not avoid late fees, save a stamp and take advantage of this worry free payment method?

6 News and Information - Look for important notices and announcements from the City of Kerrville in this box each month.



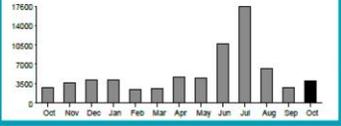
City of Kerrville
701 Main Street
Kerrville, TX 78028

Monday - Friday: 8:00 am to 5:00 pm
Business Hours Phone: 830.258.1504
After Hours Phone: 830.257.4668
www.kerrvilletx.gov

Customer Name		Billing Date	Due Date
JANE DOE		11/10/2016	11/28/2016
Account Number	Service Location	Service From	Service To
01-0101-01	701 MAIN ST	09/30/2016	11/01/2016

1 Meter Number	Previous Reading	Current Reading	2 Gallons Used	3 # of Days
10000001	274,800	278,900	4,100	30

4 Monthly Water Usage History



Service Description	Amount
WATER	\$24.55
SEWER	28.13
GARBAGE	18.43
ENVIRONMENTAL FEE	0.40
SALES TAX	1.52
TOTAL AMOUNT DUE	\$73.03

IMPORTANT NEWS AND INFORMATION:

The City of Kerrville is pleased to introduce our new water bill format. We hope this bill is easy to read and easy to open. Please note the following helpful information that is now included:

- Monthly water usage history graph
- # of days in the billing cycle
- Meter number
- Payment method information
- Expanded space for news and information

Happy Holidays from the City of Kerrville!

5 PAYMENT METHODS:
 Auto Pay - bank draft or credit card (call to set up)
 Online - debit/credit card @ kerrvilletx.gov
 Payment by mail - check only
 Payment at 701 Main - cash, check, debit/credit card
 Payment by phone - debit/credit card

Want to receive your bill via email?
 Call 830.258.1504 to sign up for electronic billing.



City of Kerrville
701 Main Street
Kerrville, TX 78028

Name: JANE DOE
 Account Number: 10000001
 Service Address: 701 MAIN ST
 Billing Date: 11/10/2016

Total Due BY 5 pm on 11/28/2016	\$73.03
Total Due AFTER 5 pm on 11/28/2016	\$73.03

Neighbor Assistance Contribution \$ _____

AMOUNT ENCLOSED

\$ PAID BY DRAFT

113 JANE DOE
 701 MAIN ST
 KERRVILLE, TX 78028-4738