

# UNDERSTANDING YOUR WATER BILL



waterbilling@tustinca.org



714-573-3075

We are always striving to improve our services and enhance your experience with us. In the coming months we will be introducing a new format for your water bill. The goal of our new format is to provide our residents and businesses with an easy-to-read informative utility bill. We hope that this change will make your experience with us even better.



City of Tustin  
300 Centennial Way  
Tustin, CA 92780

Remembering what connects us.

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7000000005 00.0001.0005 5/1



CURRENT CUSTOMER  
123 ANY STREET  
NORTH TUSTIN, CA 92705-3281



[1/1]

**1 Account Information**

Account Number: 000000-000  
Customer Name: CURRENT CUSTOMER  
Service Address: 123 ANY STREET  
Date of Bill: 4/13/2023  
Total Amount Due: \$97.87  
Due Date: 5/8/2023

**2 Amount Due**

Previous Balance \$96.14  
Payment - Thank You (96.14)  
Balance Forward 0.00  
Current Charges \$97.87  
Total Amount Due \$97.87

**3 Current Charges**

Water Consumption 16 Units @ 3.24 \$51.84  
Fixed Meter Charge 5/8" 46.03  
Total Current Charges \$97.87

**4 Service Information**

Service From: 2/6/2023 To: 4/10/2023 64 days  
Meter Number 10159037 Previous Read 367 Current Read 383 Usage\* 16  
Avg Daily Cons: 0.25CCF = 189.97Gallons

**5 Special Message**

\*\*\*PLEASE PAY BY MAY 8, 2023 TO AVOID PENALTIES.\*\*\*  
Enrolled in automatic payments? "AUTOPAY DO NOT PAY" will appear at the bottom of this invoice and payments will be deducted on MAY 8, 2023.

Please return bottom portion along with your payment.

**6 Payment Coupon**

Please return this portion with your payment payable to CITY OF TUSTIN.

Automated Payment Line: (714) 265-7390  
Customer Service: (714) 573-3075  
Emergency After Hours: (714) 549-6913

Scan to pay →



<b>8 Current Charges:</b> \$ 97.87	<b>TOTAL DUE:</b> \$ 97.87
Current Charges Due By 5/8/2023 10% Late Charge will apply after 5/8/2023	<b>TOTAL PAID:</b> _____

Customer Name: CURRENT CUSTOMER  
Account Number: 000000-000  
Service Address: 123 ANY STREET

CITY OF TUSTIN  
PO BOX 80710  
CITY OF INDUSTRY CA 91716-8416

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- 1 Account Information** now offers a snapshot of your account in one spot. Find your account number, service address, bill & due dates, and total amount due.
- Under **Amount Due**, you will find all activity on your account since your last bill. See your payments, any associated account fees or credits, and the current period charges.
- Current Charges** will provide the details of your billing period. Charges for consumption, meters, and multi-units will be found here.
- Service Information** will provide details on your meter and water usage for the current period.  
  
Above the Service Information section, you will find a graph representing your consumption for the preceding 12 billing periods.
- The **Special Message** section will highlight due dates and Autopay enrollment information. Additional messages may be included regarding City events or activities.
- Payment Coupon** to be returned when paying by check.
- Payment & Customer Service Numbers/QR Code.**  
  
We offer our customers flexible payment options. Try our automated payment line or scan the QR code to reach CivicPay, our online payment portal.
- Charge Summary Boxes** will summarize charges by type: past due, current, and total due. Due dates are also included in the Charge Summary Boxes.