

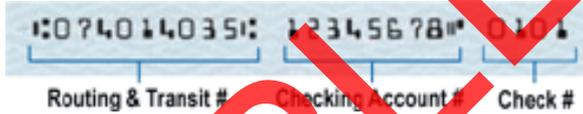
» **Select payment type & enter payment details - Payment due by MAY 11 2015**

OPTION 1 - ELECTRONIC CHECK/ACH

Routing Number

Account Number

Account Type



OPTION 2 - CREDIT/DEBIT CARD

Card Number

Card Security Code

Zip Code

Exp Date



PAY ON DATE

AMOUNT TO BE PAID: \$

By clicking on Denver Water BillPay you are accepting the [Terms and Conditions](#).

Remember Payment Details.

Please click button only once to avoid duplicate payments. Confirmation may take up to one minute.

DENVER WATER BILLPAY ▶

Upon Payment, you will be emailed a payment confirmation.



Making a secure Payment from this PDF requires Adobe Version 7 or above.



Attention Mac users: Please open this PDF using Adobe Reader version 7 or above (and not your Mac Preview) to make payment.



This payment is secure. [Click here](#) for details.

ACCOUNT NUMBER

0123456789

CUSTOMER ID

6714523495

BILLING DATE

5/10/2011

DUE DATE
May 31, 2011
AMOUNT DUE
\$28.26
Account Summary

Previous Balance	35.49
Payment Received - 4/18/11	-35.49
Current Charges	28.26

Total Amount Due **\$28.26**

Payments must be received and posted to the account by 6/6/14 to avoid a delinquency charge. A 5% delinquency charge (maximum \$250.00) will apply to any unpaid balance on the next billing cycle after the charge is incurred.

1234 MAIN ST
Water Charges
RATE Residential Water

BILLING PERIOD: 4/12/2011 - 5/10/2011

DAYS: 29

METER NO.	CURRENT READ	-	PREVIOUS READ	x	MULTIPLIER	=	CONSUMPTION
123456	394		388		1000		6,000 Gal

 Service Charge 6.00

Consumption Charge (6,000 Gallons)

1,000 Gals	1-11	12-30	31-40	Over 40	
1,000 Gals used	6				
Price per 1,000	x \$2.41	\$4.82	\$7.23	\$9.64	
Charge	\$14.46				= 14.46

Water Charges **\$20.46**

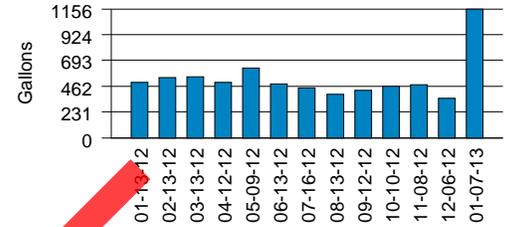
Sewer Charges - Wastewater Management Division
RATE Sewer Residential

WINTER CONSUMPTION 4,000 Gallons

Winter consumption = 4.00 thousand gallons

 Consumption Charges (\$1.95/1,000 Gal) 7.80

Sewer Charges **\$7.80**


Average Daily Use


	Jan 2012	Jan 2013
Total gallons used	16,000	37,000
Days in billing period	32	32
Average daily use (gallons)	500	1,156

This graph shows your average daily water use for each month. Use only what you need and save water and money.

Questions About Your Bill?
 ¿Preguntas Sobre Su Cuenta?

WATER	SEWER
303-893-2444	303-446-3500
Monday - Friday	Monday - Friday
7:30 a.m. - 5:30 p.m.	7:30 a.m. - 4:00 p.m.

Visit Us Online
WATER

www.denverwater.org
 Email: customercare@denverwater.org

SEWER
 www.denvergov.org/wastewatermanagement
 Email: wmdcustomerservice@denvergov.org

Denver Water, Correspondence
 1600 W. 12th Ave.
 Denver, CO 80204-3412

Wastewater Management Division
 2000 W. 3rd Ave.
 Denver, CO 80223-1027

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.


SERVICE ADDRESS

1234 MAIN ST

ACCOUNT NUMBER

0123456789

DUE DATE
May 31, 2011
AMOUNT DUE
\$28.26

Please enter amount enclosed

\$

Write account number on check and make payable to Denver Water

00 703 200724 000000001 80217 3343

 DENVER WATER
 PO BOX 173343
 DENVER, CO 80217-3343

 JOHN DOE
 1234 MAIN ST
 DENVER, CO 80204

900 0123456789 000000000000028264

ACCOUNT NUMBER 0123456789	CUSTOMER ID 6714523495	
BILLING DATE 5/10/2011	DUE DATE May 31, 2011	AMOUNT DUE \$28.26

Online Account Management and Payment Options

We accept payment from: **Checking/Savings Account, ATM/Debit, Visa, MasterCard, or Discover cards.**

Manage your account at myaccount.denverwater.org
View/update account information, pay your bill, sign up and manage automatic payments and E-Bill.

Automatic Payment Plan: Each month the total bill amount is automatically deducted from the account of your choice.

E-Bill: Receive and pay your bill directly from your email or combine with the automatic payment plan.

Web Pay: Quick one-time only payment. Visit denverwater.org/webpay

Pay By Phone: 1-800-556-0292 Free automated service with step-by-step instructions.

For Special Situations: Please call Customer Care if you are making a payment to prevent service interruption during normal business hours at 303-893-2444 (Monday - Friday, 7:30 a.m. - 5:30 p.m.)

Pay In Person: Payments can be made in cash or with a PIN-based debit card (at participating locations). To find a location near you, visit denverwater.org/payinperson

Pay By Mail: Send check or money order to: PO Box 173343, Denver, CO 80217-3343. Write account number on check and make payable to Denver Water.

After Hours Emergency Service

Water: 303-628-6801 (After hours 5:30 p.m. - 7:30 a.m.)

Sewer: 303-446-3400 (After hours 4:00 p.m. - 7:30 a.m.)

Available weekends and holidays.

Service Charge

Covers the fixed costs of billing and maintaining your water service.

Returned Check Fee

A fee of \$30 will be charged for all checks returned unpaid by the bank.

Electronic Check Conversion

When you provide a check as payment, you authorize Denver Water either to use the information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

Wastewater Management Division

Sanitary sewage service is provided by the Wastewater Management Division, Department of Public Works, City and County of Denver. Rates are established by ordinance and revenues are restricted to the operation, maintenance, construction renewal and replacement of the sanitary sewage system.

Neglect, failure or refusal to pay the rates, charges or fees fixed by the Division for the connection with and use of the sanitary sewer system may result in a lien being filed upon the real property served. **Denver Revised Municipal Code Section 56-96(e)**

Rules, regulations and rates of the Wastewater Management Division are available for public inspection during regular business hours at the Division's offices, or on our website: www.denvergov.org/wastewatermanagement

Denver is a member of the Metro Wastewater Reclamation District. By contract with the city, Metro treats all Denver sewage in full conformity with all Federal and State laws.

Water Service Information

To view full details of the water service information [click here](#).

What is a Card Security Code?



How does "Remember Payment Details" checkbox work?

Q: What does the "Remember Payment Details" option do?

A: "Remember Payment Details" will remember your partial payment information, so next time you receive a secure PDF, the information will be pre-populated. When you select this option, instead of re-entering the information each time, you just click the "DENVER WATER BILLPAY" button.

Q: Can I pay with a different account/payment method once my details have been remembered?

A: Yes, simply type over the pre-populated information with your new banking details or select a new payment option and complete the relevant details. If you select the "Remember Payment Details" again, the new banking information will be stored once you click "DENVER WATER BILLPAY" and successfully make a payment.

Q: How do I prevent the secure PDF from saving my payment information, or remove details that have already been saved?

A: Uncheck the "Remember Payment Details" box, and the system will not save your details, and if they had been stored previously, the details will be removed. Once you click "DENVER WATER BILLPAY" and successfully make a payment, your details will not be stored for future use.

How do I know my billing and payment information is secure?

Secure Email Delivery:

Denver Water e-bills contain a payment form that has been encrypted by Denver Water. Encryption is of the highest banking-industry standard.

Secure Data Transfer:

Your payment information is submitted over a secure 128-bit SSL connection (the same as would be used on a secure HTTPS Web site that displays the lock below). As this payment is directly from your encrypted bill (and not on a Web site), it is significantly more secure.



Offline Viewing Security:

Your e-bill is being viewed offline (locally on your computer) and the information and payment form is not accessible over the internet. It is only available on your computer when you open the secure email bill using the first five digits of your service address zip code. This information is only held locally on your computer for as long as you have the e-bill open.

Trusted Payment Provider:

Payments are processed by Denver Water vendor partners (Western Union together with Striata) who are accredited and audited payment providers.

Accreditation:

- **NACHA:** The Electronic Payments Association is the leading organization in developing electronic solutions to improve the payments system.
- **VISA CISP** (Cardholder Information Security Program): This program protects Visa cardholder data, wherever it resides, ensuring that members, merchants, and service providers maintain the highest information security standard.

If you have further questions about security, please do not hesitate to contact Customer Care at eBill@denverwater.org or by calling 303-893-2444, during normal business hours.