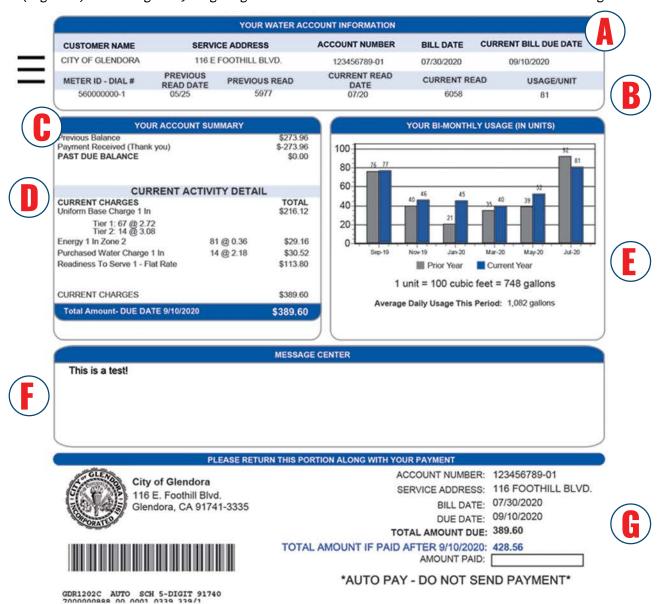
WELCOME TO YOUR NEW WATER STATEMENT - The new statement is designed to quickly present more details and the information you need to better understand your water services and charges.

UNDERSTANDING YOUR BILL:

- **A.** Account Information: Customer name, account number and billing and due date.
- **B.** Usage: Customer address meter ID, previous and current read and date of read, and current usage/unit.
- **C.** Account Summary: Status of account balance and payment history showing prior balance, payment, and any past due balance.
- **D. Current Activity Detail:** Current charges are detailed by each rate type and the related calculation. The new statement format allows for breaking out the information in more detail. Additional information explaining the rate types is located on the back of the bill.
- **E. Chart:** The chart compares prior year usage (gray) and current year usage (blue). It also includes the average daily usage for this period (in gallons). The average daily usage in gallons allows for easier customer water conservation monitoring.



- F. Message Center: Read this section carefully as important messages from City of Glendora will be posted here.
- **G. Remittance Section:** The bottom portion of statement must be remitted whether paying by mail, drop box or in person. If you signed up for auto pay, no action needed.