



City of Columbia, Missouri

Utilities Department
701 E. Broadway
P.O. Box 1676
Columbia, MO 65205

Billing Questions:
(573) 874-7380
ucs@como.gov

*Pay Bill: (573) 874-7694

*Online - www.como.gov

*Convenience fee applies

Customer - Account #: 00000000-0000000

Name: Jane Doe,

John Doe

Service Address: 12345 First Street

Utility after-hours emergency: (573) 874-2555

NEW CHARGES DETAIL

	Usage	Rate	Charge		
Electric Customer Base Charge			\$15.60	Donation-Youth Rec Services	\$1.00
Electric Consumption Tier 1	300.00	\$0.0752	\$22.56	Adjustment Total	\$8.00
9 Electric Consumption Tier 2	450.00	\$0.0980	\$44.10		
Electric Consumption Tier 3	1,250.00	\$0.1336	\$167.00		
Electric Consumption Tier 4	1,500.00	\$0.1445	\$216.75		
10 Electric - PILOT Fee			\$35.08		
Electric Tax 11			\$39.96		
Electric Total			\$541.05		
Water Meter Charge			\$8.30		
12 Water Consumption Tier 1	2.00	\$2.79	\$5.58		
Water Consumption Tier 2	8.00	\$3.91	\$31.28		
10 Water - PILOT Fee			\$3.52		
State Regulatory Fee - Water 13			\$0.13		
14 Fire Flow Charge			\$1.55		
Water Tax 11			\$4.00		
Water Total			\$54.36		
15 Backflow Charge			\$2.00		
Backflow - PILOT Fee 10			\$0.15		
11 Backflow Tax			\$0.17		
Backflow Total			\$2.32		
16 Sewer Base Charge			\$11.01		
State Sanitary Sewer Permit Fee 17			\$0.04		
18 Sewer Flow Charge	8.33	\$2.27	\$18.91		
Sewer Total			\$29.96		
19 Storm Water Charge - Residential			\$1.44		
Storm Water Total			\$1.44		
20 Solid Waste Charges Residential			\$15.42		
Solid Waste Total			\$15.42		
Donation-Youth Dental Care			\$1.00		
Donation-CASH			\$1.00		
21 Donation-HELP			\$1.00		
Donation-Public Art			\$1.00		
Donation-Beautification			\$1.00		
Donation-Fire Dept			\$1.00		
Donation-Police Dept			\$1.00		

Your bill explained...

- **PILOT (Payment-In-Lieu-Of-Tax):** Equivalent to Gross Receipts Tax. Required by city charter.
- **C.A.S.H. (Citizens Assisting Seniors and Handicapped):** Specifically assists low income elderly and low income handicapped citizens who have exhausted other resources.
- **H.E.L.P. (Heat Energy and Light Program):** Provides aid to low income families with children in one-time emergency situations.
- **Share The Light:** Provides funding that are above and beyond basic services of city government.
- **Miscellaneous charge (other charges that may appear on your bill):** Service deposits, Service charge, Same day service, Meter test, Cut-off charges or Trip out, Billing adjustment, Returned check and service charge, Transferred account balance, Extra dumpster service, Major appliance pick-up, DNR fee, Other.

Update contact information

Mailing Address: _____

Phone Number: _____

Email Address: _____



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Utility after-hours emergency: (573) 875-2555

Customer - Account #: 00000000-0000000

Name: Jane Doe,

John Doe

Service Address: 12345 First Street

Billing Date 8/17/2016

Previous Balance \$598.98

Payment(s) (\$598.98)

BALANCE FORWARD \$0.00

NEW CHARGES are due 9/6/2016 \$652.55

TOTAL AMOUNT DUE \$652.55

1.5% late fee applies if not paid by due date

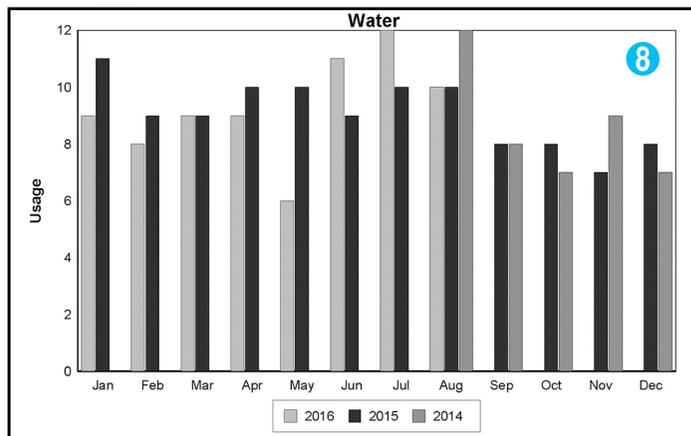
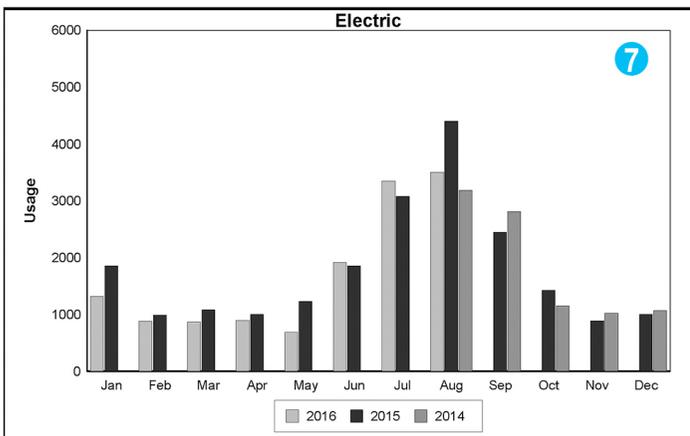


Notes about your service will appear here.

When you provide a check as payment, you authorize us to either use the information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction.

Service	Meter	Previous ¹		Current ²		Meter Multiplier	Usage ³	Units	Days ⁴	Meter Size
		Date	Read	Date	Read					
Electric	43810L	07/13/16	44538	08/15/16	48038	1	3500	KWH	33 ⁵	
Water	37863W	07/13/16	1258	08/15/16	1268	1	10	CCF	33 ⁶	5/8 INCH

3500



Detach here, return bottom portion with payment - PLEASE DO NOT MAIL CASH



City of Columbia, Missouri

Utilities Department
701 E. Broadway
P.O. Box 1676
Columbia, MO 65205



4064200

Check this box if updated information on the back

Jane Doe,
John Doe
12345 First Street
COLUMBIA MO 65203

Lobby Hours: 8 am to 5 pm, Monday - Friday
Drive-thru & phone lines: 7:30am-5:30pm, Monday - Friday
Drive-thru and drop box are accessible from Eighth Street

Customer - Account #: 00000000-0000000

Name: Jane Doe,

John Doe

Service Address: 12345 First Street

Billing Date 8/17/2016

BALANCE FORWARD \$0.00

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Understanding your Columbia Utilities bill

City of Columbia Utilities' customers will need to re-register for online or phone payments due to the new billing system that was implemented in September. ([for more details, click here](#)) Automatic payments from a customer's bank do not have to be reset.

The City of Columbia appreciates everyone's patience during this transfer to a new billing system. The goal of the project is to provide greater transparency on the utility charges.

New bill format coming in September 2016

- When customers receive their first new bill, they might notice some adjustments on the number of billing days in the cycle.
- Customers with fixed bill payment dates might be adjusted and automatic bank payment dates might be shifted.
- There are two separate software modules for paper and electronic billing so those that have signed up for electronic bills will be getting a paper copy until the winter/spring of 2017.

Explanation of billing details

The contact information for the Columbia Utilities billing office is located at the top of the first page of your utility bill. You can pay your bill online, by phone, at the drive-thru or drop box behind City Hall or at our office located on the first floor of City Hall. If you are paying your bill on the due date, please use the drive-thru or pay at the cashiers' office. Convenience fees do apply to payments made by phone or through the City of Columbia's website.

Billing Office: 573-874-7380 or ucs@como.gov

Front page: overview of electric and water usage

The current meter reading (2) is subtracted from the previous meter reading (1) to calculate the usage (3) for the billing period. (4) The days in a billing cycle can vary according to the meter reading cycle. (5) Electric usage is measured in kilowatt hours (kWh). A residential electric customer uses on average 805 kWh a month. (6) Water is measured in Hundred Cubic Feet or CCF. There are approximately 748 gallons per 1 CCF. A residential water customer uses an average 6 hundred cubic feet (CCF) each month.

The weather can make a huge difference in your electric usage. Leaks and irrigation can run up your water bill.

See Columbia Water & Light's efficiency website (ColumbiaPowerPartners.com) to get free tips and incentives to be more efficient.

(7) The previous 24 months of your electric usage, measured in kWh, is shown on a graph. You can use this information to follow how weather patterns, energy efficiency upgrades and your habits impact your bill.

(8) The previous 24 months of your water usage, measured in Cubic Hundred Feet (CCF), is shown on a graph. Tracking water usage will help you determine if there are water leaks and/or how much water you are using on irrigation in the summer months.

Back page: details on charges

(9) Electricity is charged on a tiered system, which is now itemized. When a customer's usage hits a certain threshold (300 kWh is the first one) they are bumped into a higher-rate tier. The tier system is not new; only the itemization of it on the bills is new. Tiered rates encourage efficiency and help recover costs associated with the infrastructure needed to supply higher consumption amounts, particularly during the summer months. There are different electric rates for summer and for winter. The new bill format shows the tiers used to figure your bill and the rate for each.

Large commercial customers also pay an electric demand fee because demanding a large amount of electricity all at once goes into the cost to provide electric service.

Taxes

(10) By City Charter, the water and electric utilities are required to collect Payment-in-Lieu-of-Tax (PILOT), an amount equal to the taxes that would be charged for utilities if the utility were privately owned. These funds are transferred to the City of Columbia General Fund and are used for police, fire and other services provided by the General Fund.

(11) Sales tax is applied according to the utility billing amount for electricity and water.

(12) During the summer months, water is charged on a tiered system, which is now itemized. Water usage is measured in hundred cubic feet (CCF). There are approximately 748 gallons per one CCF.

(13) The State Regulatory Fee is a set charge for water testing by the Department of Natural Resources.

(14) The Fire Flow Charge is an additional charge to cover the cost of providing water for public fire protection. The charge is based on meter size.

(15) If you have an irrigation system, you are required to have a backflow protection device. Without one, a drop in the city's water pressure could cause water in your irrigation system to be siphoned into the city's drinking water system. Most commercial and industrial customers are required to have backflow devices in specific locations. State regulations require the water utility to maintain records on all backflow devices in the system and report information annually. The fee is collected to pay for the administrative costs of tracking and reporting these devices.

(16) Sewer is a non-metered service that is billed every 30 days or twelve times a year. There is a base charge each billing period to be connected to the system.

(17) State Sanitary Sewer Permit Fees are collected to cover the costs of the State of Missouri charges.

(18) The volume rate (flow charge) you pay is based upon your water consumption or information provided by other water utilities, if you are not a Columbia water customer. Monthly charges for residential customers are based on the average monthly billing of water usage from November through March. For commercial and master meter customers, charges are based on the water used each month.

(19) Storm water is a non-metered service that is billed every 30 days or twelve times a year. The charges are based on the square footage of buildings or other impervious surfaces where rain water cannot be absorbed by the ground. Some commercial customers will see a zero charge as information that the owner of the property is paying the storm water fee.

(20) Trash or solid waste is a non-metered service that is billed every 30 days or twelve times a year. Charges for refuse depend on the type of solid waste pick up the customer receives. For example, there are different rates for bag pick up versus facilities with dumpsters.

(21) Miscellaneous charges you may see on your bill include: service deposits, voluntary charitable contributions (CASH, HELP and Share the Light), major appliance pick-up, etc.

Utility rates

Money collected by the utilities is kept separate from other city revenue. Each utility establishes the utility rate by the cost to serve each customer classification. Most of the utilities have a base charge for being connected to the system, regardless of what you use. For example, meter reading and billing costs are paid through the base charge.

See Chapter 12, 22 and 27 of the City Code of Ordinances for more detailed information on exact charges. The Columbia City Council sets the rates for the utilities.

[Stormwater Utility – Chapter 12A](#)

[Solid Waste Utility – Chapter 22](#)

[Sewer Utility – Chapter 22](#)

[Electric Utility](#)

[Water Utility](#)