

Dear Customer,

The Town of Canandaigua Water Department is pleased to inform you that we have a new software program. It is our goal with this new program to continuously improve your utility service. Over time this program will allow us to offer you more tools to manage your water utility account.

The biggest change you will notice right now is that your invoice looks slightly different than it did before. To assist you with navigating your new invoice, please see the included sample invoice and tips for reading it.

For assistance, please contact us at (585) 394-3300 or highway@townofcanandaigua.org.

Sincerely,
Jim Fletcher, Water Superintendent

HOW TO READ YOUR INVOICE

1. **ACCOUNT NUMBER** – Your account number. This will be the same as it was previously.
2. **ACCOUNT TYPE** – Your account type is the water district your property is located within.
3. **CID** – Your customer ID, a unique identifier used by the new software.
4. **BILLING DATE** – Date the invoice was produced.
5. **AMOUNT DUE** – Total amount due. This includes all current and past charges and credits. If enrolled in autopay, this is the amount deducted from your bank account.
6. **DUE DATE** – Payment shall be received by this date.
7. **AFTER DUE DATE PAY** – Amount due if payment is received after due date.
8. **REMITTANCE ADDRESS/CONTACT INFORMATION** – The location to which your payment is to be delivered, and the phone number and website to use for questions.
9. **CUSTOMER NAME AND BILLING ADDRESS** – The name and address where the bill is sent.
10. **SERVICE ADDRESS** – The address that receives water, may differ from the billing address.
11. **SERVICE PERIOD** – Dates within which service was received and current charges were incurred.
12. **METER NUMBER** – Unique identifier for the meter at the service address (if applicable).
13. **READING DATE** – Date of previous and current meter readings.
14. **METER READINGS** – The number taken from the water meter to determine your usage.
15. **SERVICE TYPE** – The category of water service that is active. Determines your billing rate.
16. **USAGE** – Amount of water used by the service address during the service period.
17. **TYPE OF READING** – Actual, Estimated, or Final.
18. **USAGE HISTORY CHART** – Visual display of usage over time.
19. **ADDRESS CHANGE** – Complete this portion if you have relocated or your contact information has changed.

8. Town of Canandaigua Water
 5440 Route 5 & 20 West
 Canandaigua, NY 14424
 Phone:(585) 394-3300
 www.townofcanandaigua.org

1. ACCOUNT NUMBER	19999999-0
2. ACCOUNT TYPE	WD-249 CCWD-Parrish
3. CID:	68929
4. BILLING DATE	12/05/2017
5. AMOUNT DUE	25.75
6. DUE DATE	12/31/17
7. AFTER DUE DATE PAY	28.33

9. John Q User
 123 Main Street
 Canandaigua NY 14424

A 10% penalty will be added after the due date.

Failure to receive bill does not
 relinquish responsibility for payment
 nor waive penalty charges.

CUSTOMER ACCOUNT INFORMATION RETAIN FOR YOUR RECORDS

1. ACCOUNT NUMBER	10. SERVICE ADDRESS	11. SERVICE PERIOD
19999999-0	123 Main Street	10/01/2017-12/05/2017

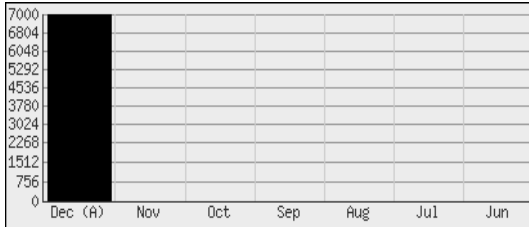
12. METER NUMBER	13. READING DATE		14. METER READINGS		15. SERVICE TYPE	16. USAGE	17. TYPE OF READINGS
	PREVIOUS	CURRENT	PREVIOUS	CURRENT		WATER	
99999999	10/01/2017	12/05/2017	0	7	Metered Water Service	7000	Actual

Important messages from the Water Department will show here.

Previous Balance	0.00
Payments	0.00
Adjustments	0.00
Prior Balance	0.00


Metered Water Service	25.75
Current Charges	25.75
Pay This Amount	25.75

18.



PLEASE DETACH & RETURN WITH PAYMENT

NO SECOND NOTICE WILL BE MAILED

ACCOUNT NUMBER 1.	19999999-0
ACCOUNT TYPE 2.	WD-249 CCWD-Parrish Stree
CID: 3.	68929
CUSTOMER NAME 9.	John Q User
SERVICE ADDRESS 10	123 Main Street
BILLING DATE 4.	12/05/2017
	

5. AMOUNT NOW DUE	25.75
6. DUE DATE	12/31/17
7. AFTER DUE DATE PAY	28.33

Please make checks payable to: Town of Canandaigua

Cash Check Money Order

AMOUNT PAID	\$
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19. Please note any changes to the billing address below:

8. Town of Canandaigua Water
 5440 Route 5 & 20 West
 Canandaigua, NY 14424