



REGINA

(Hover over number for description)

2

Questions? Service Regina 306-777-7000 Weekdays: 8:00 a.m. - 4:45 p.m. or visit us at Regina.ca

Moving? Visit us at expressaddress.com

1

Account Number: 155273 - 353809
FIRST NAME LAST NAME
321 SERVICE ADDRESS
Bill issued: 22-JAN-2023

3

Account Summary table with rows: Balance from Previous Bill (\$87.48), Total Payments (-\$87.48), Balance Forward (\$0.00), Total New Charges (\$115.72), Total Due (\$115.72)

Bill Cycle: 009

Important Messages

4

PAYMENT DUE UPON RECEIPT OF BILL
Late Payment Charges of 1.25% will be assessed after 22-FEB-2023 on current charges.

5

Details of New Charges

Details of New Charges table with sections: Water Charges (Service #1), Sewer Charges, Storm Drainage Charges (0 - 1,000 m2), Recycling Charges, Total New Charges (\$115.72)

6

Water Use Details

Water Use Details table with columns: Meter Number, Service Class, Meter Size, Reading Type, Previous Reading, Present Reading, Days, Usage

CUSTOMER'S COPY - KEEP THIS PORTION FOR YOUR RECORD

E. & O.E.



REGINA

155273 353809 00010668 000155273 35 3809 220121 115.72



7

FIRST NAME LAST NAME
123 MAILING ADDRESS
REGINA SK S4N4B5

Summary table with rows: Account Number: 155273 353809, Service Address: 321 SERVICE ADDRESS, Total Amount Due (\$115.72), Amount Paid

PRIVACY – The City of Regina is committed to protecting your personal information. We use your personal information to verify who you are before discussing your account. Please ensure your personal information is always current and accurate. To protect your account, only customers listed on the account may make inquiries or changes to that account.

CO-APPLICATION – By giving verbal permission to add a co-applicant to the Utility account, all parties become liable for charges on the account. If applicable, previous unpaid utility charges may be transferred to the account. Amounts owing may be disclosed to either party. Other personal information is not shared.

BILLING INQUIRIES – If you have a question or concern with your bill, it is up to you to notify the City of Regina within 60 days. Failure to do so indicates acceptance of the City of Regina utility and City services account as billed. Please e-mail service_regina@regina.ca or call 306-777-7000 with any questions or concerns.

MOVING – Start, stop or transfer service online at expressaddress.com, in person at City Hall, or by contacting Service Regina at 306-777-7000. You are responsible for all charges up to the date that you move or to the date that you notify the City of Regina. When you move to a different residence, you will need to apply for water service to ensure your water is not disconnected. Your account number changes when you move, so please notify your financial institution to update online or telephone banking.

BILL CALCULATION

Days- the number of days of service you are billed for. The number of days of billing is multiplied by the Daily Base Charge.

Daily Base Charge- the fixed daily charge for services regardless of consumption.

Usage- the difference between your present and previous meter reading. Water usage (consumption) is recorded in cubic metres (m3).

Water Consumption Charge- your usage multiplied by the rate per cubic metre.

Sewer Calculation- sewer calculations use the formula below:

Water Consumption x $\begin{matrix} \text{Residential (82\%)} \\ \text{Multi- Residential (95\%)} \\ \text{Commercial (98\%)} \end{matrix}$ x rate per cubic metre for sewer

Water Affordability Surcharge- a fixed daily charge to support water affordability programs.

METER READINGS – Readings are obtained every month via automated meter reading (AMR) technology. Consumption is estimated when readings are not obtained or when it is deemed necessary to estimate an entire area. If necessary, your consumption is adjusted when an actual reading is obtained.

TERMS OF PAYMENT- PAYMENT FOR SERVICE IS DUE UPON RECEIPT OF BILL. Your service may be cut off for non-payment 30 days from the mailing date.

UTILITY eBILL – To sign up for utility eBill, visit MyAccount.Regina.ca and register today.

PAYMENT METHODS

DIRECT DEBIT and BUDGET BILLING- The City offers easy and convenient payment options. For more information visit Regina.ca or contact Service Regina at 306-777-7000.

AT YOUR FINANCIAL INSTITUTION- You can pay your bill at a bank teller or through online or telephone banking. Please allow five to seven business days for the payment to be reflected in your account.

IN PERSON -Bill payments are accepted at Service Regina, Main Floor of City Hall (2476 Victoria Avenue) Monday to Friday from 8 a.m. to 4:45p.m.

BY MAIL- Mail your bill stub and cheque to City of Regina, P.O. Box 5022, Regina, SK S4P 4J3.