

Introducing your New Bill!

We are excited to announce the launch of our enhanced online account management and bill pay service, which brings an improved user experience and more payment options. As part of the enhancement, the bill has been redesigned and is now even easier to read!



Portland Water District
FROM SEBAGO LAKE TO CASCO BAY



207.761.8310
www.pwd.org



		Customer Name SUE WATERS Service Address 225 DOUGLASS ST PORTLAND Bill Date: 10/18/2021 Payment Due Upon Receipt	Account Number 30061235																						
Office Hours 8:00 a.m. - 4:30 p.m. Monday through Friday Phone: 207-761-8310 Web Site and E-Mail www.pwd.org customerservice@pwd.org	Account Detail Previous Balance \$100.66 Payment - Thank You \$100.66CR Balance Forward \$0.00 Total Current Charges \$108.69 TOTAL AMOUNT DUE \$108.69	Member Water Charges \$27.61 Portland Wastewater Charges \$81.08 Total \$108.66 \$100.66CR \$0.00 \$108.69 \$108.69	3																						
Monthly Usage (Hundred Cubic Feet) <table border="1"> <tr> <th>Month</th> <th>Days</th> <th>Water</th> <th>Waste</th> </tr> <tr> <td>09/21</td> <td>36</td> <td>8</td> <td>8</td> </tr> </table> Hundred Cubic Feet = 748 Gallons	Month	Days	Water	Waste	09/21	36	8	8	Current Charges Detail Minimum Charge \$10.04 Usage Charge \$17.57	Customer Meter Summary: <table border="1"> <thead> <tr> <th>METER NUMBER</th> <th>METER TYPE</th> <th>READ DATE</th> <th>PRIOR READ DATE</th> <th>CURRENT READING</th> <th>PRIOR READING</th> <th>USAGE (HCF)</th> </tr> </thead> <tbody> <tr> <td>A18073385</td> <td>Primary 5/8"</td> <td>10/4/2021</td> <td>8/29/2021</td> <td>658</td> <td>650</td> <td>8</td> </tr> </tbody> </table>	METER NUMBER	METER TYPE	READ DATE	PRIOR READ DATE	CURRENT READING	PRIOR READING	USAGE (HCF)	A18073385	Primary 5/8"	10/4/2021	8/29/2021	658	650	8	4
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Message Center The Portland Water District is excited to announce the launch of our enhanced online account management and bill pay service, which brings an improved user experience and more payment options than before including pay by text.		Remit Total Payment to: Portland Water District PO Box 9751 Portland, ME 04104-5051																							
Refer to back for customer information, online payment options, or to make mailing address changes.		BILL DUE UPON RECEIPT ACCOUNT NUMBER: 30061235 AMOUNT ENCLOSED _____ Total Payment must be received before 11/16/21, or a late fee of .072073% will be charged. TOTAL AMOUNT DUE: \$108.69																							
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We asked, you spoke, we listened.

The new bill is very similar to the previous bill with a cleaner, neater look. We've maintained popular features like the usage table and message center and added a few improvements noted here.

1. New Account Number. With the new billing system, every customer has a new account number. Please note your new number. You'll need it to create an online account and for faster customer support.

2. Bill Due Date. We clarified the bill due date. Payment is due upon receipt. Payment must be received before this date to avoid late fees.

3. Account Detail. This section details your previous balance, payments, adjustments, and current charges with more detailed descriptions of miscellaneous fees.

4. Your 13-Month Consumption Summary. This feature lets you compare your current usage to the previous 12-months' usage. It also shows how many days are included in the billing period. Previous usage will not be converted to the new bill, but future usage will begin to accrue in the table.

Payment Address. Our payment address has recently changed. Checks should be made payable to the Portland Water District and sent to PO Box 9751, Portland ME 04104-5051.