

**CITY OF CONCORD**  
 GENERAL SERVICES DEPT.  
 311 N. STATE STREET  
 CONCORD, NH 03301  
 603-225-8693

For Customer Service Information,  
 Please See Reverse Side.

ACCOUNT NUMBER XXXXXX-XXX	SERVICE ADDRESS # NAME ST
	TOWN CLASS CONCORD RESIDENTIAL
BILLING DATE 06/30/2014	NAME ON ACCOUNT BILL RECIPIENT

METER NUMBER(S)	PREVIOUS			PRESENT			CONSUMPTION IN CCF	DESCRIPTION
	DATE	PREVIOUS READING	READ CODE	DATE	PRESENT READING	READ CODE		
XXXXXXX	05/15/2014	1031	AMR	06/17/2014	1047	AMR	16	5/8 X 3/4 INCH

**NOTICE**

Our annual **Concord Water Quality Report** will be available to you **online** again this year. Type the following address into your browser:

<http://nh-concord.civicplus.com/archives/65/ccr2014.pdf>

Then, click on the word ENTER to the right of the address and the report will appear. Once you have looked over the report, if you have any questions, please call us at the Water Plant at (603) 225-8696. If you would prefer a printed copy, just give us a call between 7:15am and 3:15pm, Monday through Friday. The report will be available beginning May 2014.

**PREVIOUS ACTIVITY**

**CURRENT ACTIVITY**

Previous Balance: \$83.87  
 Late Fee: \$1.26  
 Payments: \$0.00  
 Adjustments: \$0.00

Water: \$36.80  
 Availability Fee: \$5.51  
 Sewer: \$67.68

Balance At Billing: \$85.13

Total Current Charges: \$109.99

**Balance Due: \$195.12**

**YOUR ACCOUNT WILL BE DRAFTED ON 07/29/2014**  
 THANK YOU FOR YOUR PAYMENT

SEE REVERSE SIDE FOR  
 PAYMENT OPTIONS

**TOTAL CHARGES DUE**

**BY**

**DUE DATE**

**07/30/2014**

**AMOUNT DUE**

**\$195.12**

8.50 x 11.00 in

PLEASE DETACH STUB AND REMIT WITH PAYMENT



**CITY OF CONCORD**  
 GENERAL SERVICES DEPT.  
 311 N. STATE STREET  
 CONCORD, NH 03301

BILLING DATE	06/30/2014	TOTAL AMOUNT DUE	\$195.12
DUE DATE	07/30/2014		

UTILITY BILLING

SERVICE ADDRESS

**PAYMENT STUB**

CUSTOMER BILLING ADDRESS

1027 3 3 \*\*\*\*\*AUTO\*\*SCH 5-DIGIT 03301  
 BILL RECIPIENT  
 # NAME ST  
 CONCORD NH 03301

AMOUNT REMITTED \$ \_\_\_\_\_  
 ACCOUNT NUMBER XXXXXX-XXX

02 XXXXXX-XXX 0 00000000 0000 0000000000 0000000000 0000000961 3

## GENERAL INFORMATION

Water and Sewer charges are based on metered consumption using rates approved by the City Council.

**Availability Charge** – Covers the cost of providing system standby capacity to supply quantities of water for fire fighting purposes which are in excess of ordinary consumption needs.

**Late Payment Charge** – Assessed at 1 ½% of previous unpaid balances.

**CCF = 100 cubic feet or 748 gallons.**

We have included a return envelope with this invoice for your convenience.

## WALK IN OR MAIL PAYMENT CENTERS

General services  
Combined Operations/Maintenance Facility  
311 N. State Street  
Concord, NH 03301  
**After hours drop box available**

City Hall  
Collections Office  
41 Green Street  
Concord, NH 03301  
**After hours drop box available**

E-Z Pay – An Automatic Payment Plan. See [www.concordnh.gov](http://www.concordnh.gov) or call 603-225-8693 for more details.

## OTHER PAYMENT OPTIONS

Pay your Utility Bills 24 hours a day, 7 days a week online at [www.concordnh.gov](http://www.concordnh.gov) or pay by phone at 1-800-615-9507. Checks, credit and debit cards accepted. A nominal convenience fee will apply.

## BUSINESS ADDRESS FOR CORRESPONDENCE

City of Concord  
General Services Department  
Attention: Utility Billing  
311 N. State Street  
Concord, NH 03301

## Further Information

### Account Number

The number associated with your water/sewer account with the City of Concord. Please provide this number if you need customer service assistance. You will need to use this number when submitting a payment.

### Service Address

The address listed is the location of the property being billed for usage. Your service address may not be the same as your billing address.

### Bill Recipient

The bill recipient is responsible for the payment of this bill. The current property owner is ultimately responsible for all utility bills associated to the service address, including any outstanding bills from a previous owner.

### Present Reading

Meter readings record the numbers in white that represent the amount of units of CCF (Hundred Cubic Feet) consumed. The previous meter reading is subtracted from your current meter reading to calculate your current month's CCF usage. Watch our YouTube video on "[How To Read Your Water Meter](#)" for more information.

### CCF Consumption

Water/sewer consumption is billed in Hundred Cubic Feet (CCF). 1 CCF is equivalent to 100 cubic feet (or 748 gallons). Multiply 748 by your CCF consumption to determine how many gallons of water are being consumed each month.

### Bill Message

The bill message area at the top of your bill is a space that will contain important information. Be sure to read it to stay informed on relevant information for the City of Concord.

### Automatic Payments

Our automatic payment plan, [E-Z Pay](#), automatically drafts your bill from your bank account. Automatic payments occur the last business day before the due date. To set up E-Z Pay, fill out [our form](#) and return it to our Utility Billing Office at 311 North State Street.

### Due Date

Payment must be received in full by this date to not be considered past due. Any outstanding balances after this date are subject to late fee charges.

### Payment Stub

Tear off this section along the perforation and mail it in with your payment. Please write the amount you are paying on the line for "Amount Remitted" on the payment stub and make any checks payable to the [City of Concord](#).

### Contact Information

Please call Utility Billing at (603) 225-8693 if you have any questions about your bill. Visit our website [www.concordnh.gov/utilitybilling](http://www.concordnh.gov/utilitybilling) for more information about meters and account services.