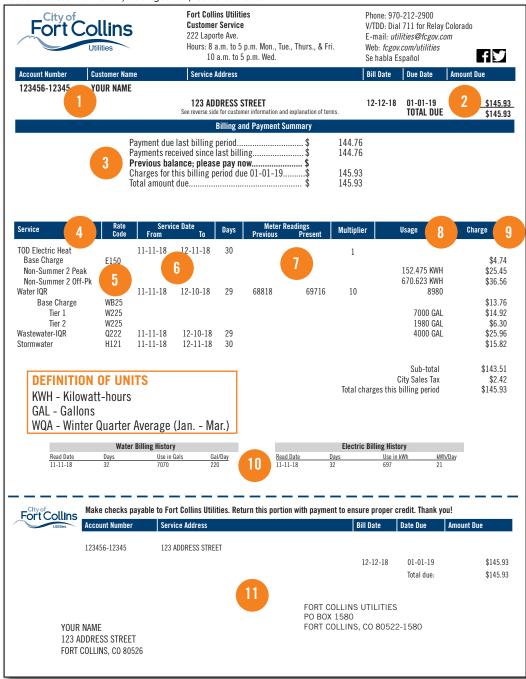
How to Read Your Fort Collins Utilities Bill – Residential IQAP

*For current rate information, visit fcgov.com/residential-rates.



Aids and services are available for persons with disabilities. Esta información puede ser traducida, sin costo para usted.

- 1. Account information, including account number and service address.
- 2. Your current billing period total for all services and your overall total, including unpaid amounts from past billing periods.
- 3. Breakdown of previous and current balances. Total amount due includes past unpaid charges.
- 4. Services vary depending on household.

TOD Electric Energy and *Water* base charges are applied depending on customer type (residential or commercial). There are three tiers for water and a tier for electric use over 700 kWh (except for all-electric heat homes).

Wastewater is based on use during the WQA, which estimates your average indoor water use from January through March. If the usage is low enough, you are charged for the minimum WQA (3,000 gallons for single-family homes). Customers who haven't been in a residence long enough to establish a WQA are billed the median residential WQA of 4,000 gallons per single-family home.

Stormwater is a fixed fee based on lot size and percentage of surfaces that do not absorb water, such as buildings and concrete.

- 5. Income-Qualified Assistance Program (IQAP) **Rate Codes** for electric service are E150 for all-electric heat homes (electric baseboards or electric heat pumps) or E155 for non-electric heat homes (gas furnaces or gas boilers), W225 for water service, and Q225 or Q226 for wastewater service.
- 6. **Service Date** is the time period of use ranging from 28-32 days.
- 7. **Meter Readings** show the total overall usage indicated by your water meter at the beginning and end of the service period.
- 8. **Usage** is your total usage for the service period. Monitor your energy and water use in daily, monthly and annual intervals at *fcgov.com/monitormyuse*.
- 9. **Charge** is the amount owed for your usage based on current rates. For current rate information, visit *fcgov.com/residential-rates*.
- 10. Water and Electric History shows your previous use, which varies depending on space.
- 11. Below the dotted line is the bill stub. Include when paying in person or by mail.

WAYS TO PAY YOUR BILL

Online: fcgov.com/e-bill Phone: 970-212-2900 Mail: PO Box 1580, Fort Collins, CO 80522-1580 In Person: 222 Laporte Ave. More information: fcgov.com/payment-options

fcgov.com/utilities utilities@fcgov.com 970-212-2900 V/TDD 711

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