How To Read Your New Utility Bill

Here’s a helpful guide on how to read your new bill and details that will be provided to you on each bill.

1. **Account Summary**: Customer name, account number, payment due date, billing date, service address, and cycle/route, can be found here.

2. **Billing Details**: Previously billed charges, previous payment information, any credits/adjustments, and balance forward can be found here.

3. **Current Charges**: All charges to the current billing period will appear here.

4. **Total Amount Due**: This includes any past due charges, current charges, total amount due and due date.

5. **Water Usage History**: Track your current water usage in comparison to the same month in the previous year.

6. **Meter Information**: Meter number, current/prior read, and consumption is located here.

7. **Messages**: Important messages from the City of Thousand Oaks.

8. **Leak Message**: If populated, there may be a leak on premise.

9. **Do Not Pay**: If your account is enrolled in auto pay or you have a credit balance, you will see a “Do Not Pay” message here on the stub.

10. **Payment Stub**: The detachable payment coupon is located at the bottom of your bill. Remove the stub and return with payment. Please ensure the mailing address is visible through the window on the return envelope.