

Understanding Your Billing Statement

1

Contact Information
Your bill includes information on how to contact the City of Melissa.

2

Water Usage History – Graph
The graph gives you a brief overview of your water consumption. Usage from the recent billing period is displayed along with any other billed consumption within the past year.

3

Important Messages
This section displays the city's special messages that might include rate changes, upcoming events, and/or important information regarding your bill.

4

Payment Portion of Statement
Please detach this portion and return with payment and keep the upper portion for your records.

5

Account Information
This section details your service address, account number, service period, and bill date.

6

Account Summary
This section displays your previous balance, payments received, current charges, and any adjustments.

7

Current Water Charges
This section lists your base charge, cost per thousand gallons, and gallons of usage in each tier.

8

Current Wastewater Charges
This section lists your base charge and cost per thousand gallons.

9

Payment Information
We encourage our customers to read this very important section of the bill.



City of Melissa
3411 Barker Ave
Melissa, TX 75454-9569
Billing Office Hours: 8:00 a.m. - 5:00 p.m., Monday thru Friday
Billing Customer Service:
Phone: (972) 838-2035
E-mail: ub@cityofmelissa.com
Water & Wastewater After-hours Emergencies or Service Reconnections:
Phone: (972) 837-4222 (Public Works)
Solid Waste & Recycling:
Phone: (972) 392-9300 Option 2 (CWD)
E-mail: customerservice@cwd.to

1

Compare Your Water Usage

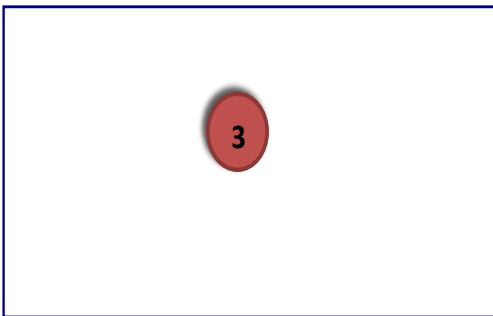


2

Current Metered Usage

Service	Previous Read	Current Read	Usage
W	15,353	15,511	158

Important Messages



Questions regarding Solid Waste & Recycling, including missed pickups, should be directed to **Community Waste Disposal at (972) 392-9300 Option 2 or customerservice@cwd.to.**

YOUR MONTHLY STATEMENT

Account Number	Due Date	Amount Due
00-000000-000	5/17/2022	\$40.64

Total Due if Paid After 5/17/2022 **\$44.70**

Account Name:	JOHN Q SAMPLE
Account Number:	00-000000-000
Service Period:	3/15/2022 - 4/14/2022
Service Address:	123 MAIN ST
Bill Date:	4/21/2022

5

Account Summary

Previous Balance:	\$45.20
Payments Received - THANK YOU:	(\$49.72)
Adjustments:	\$0.00
Balance Forward - PAY IMMEDIATELY:	(\$4.52)
Current Charges - Past Due After 5/17/2022:	\$45.16
TOTAL AMOUNT DUE:	\$40.64

6

Current Charges and Adjustments


Description	Cost Per 1,000 Gallons	Use in Tier Gallons	Amount
Water Basic Charge			\$20.52
Water Consumption	\$5.91	158	\$0.93
Wastewater Basic			\$22.45
WW Consumption	\$7.99	158	\$1.26
Total Current Charges			\$45.16

7

8

Please detach and return this portion with payment to the **City of Melissa.**

Service Address: 123 MAIN ST
Service Period: 3/15/2022 - 4/14/2022



CITY OF MELISSA
3411 Barker Ave
Melissa, TX 75454-9569

4



1 1 AV 0-423
AUTOSCH 5-DIGIT 75442 1 PSS 131803AA21-A-1

JOHN Q SAMPLE
123 MAIN ST
MELISSA TX 75407-0841

Account Number	Due Date	Amount Due
00-000000-000	5/17/2022	\$40.64

Total Due if Paid After 5/17/2022 **\$44.70**

AMOUNT ENCLOSED \$

CITY OF MELISSA
BANK LOCK BOX DEPT #531
PO BOX 3689
SUGAR LAND TX 77487-3310



PAYMENT INFORMATION

IMPORTANT INFORMATION FOR CUSTOMERS PAYING BY CHECK

When you pay your bill by check, you authorize us to electronically process your check. If your check is processed electronically, your checking account may be debited the same day we receive the check, and it will not be returned with your checking account statement. If someone other than you or a bill paying service pays your bill, you must notify them of this policy. Electronic check conversion is simply a process where your paper check is converted to an electronic payment from your account. Your check is copied and stored, and the original check is destroyed. In most cases, your payment will show as an ACH or electronic debit. For more information regarding this process, visit the Federal Reserve internet site at <http://www.federalreserve.gov> or <http://electronicpayments.org>.

ADDITIONAL PAYMENT METHODS

METHOD OF PAYMENT	HOW	WHERE	HOURS OF OPERATION
Online	Check, Visa, MasterCard, American Express, Discover, ACH Bank	www.municipalonlinepayments.com/melissatx	24 hours, 7 days a week
By Mail (by Correspondence)	Check, Money Order, ACH Bank	City of Melissa, Bank Lock Box Dept #531, PO Box 3689, Sugar Land, TX 77487	24 hours, 7 days a week
In Person	Cash, Check, Money Order, Visa, MasterCard, American Express, Discover	Melissa City Hall 3411 Barker Avenue, Melissa, TX 75454	M - F, 8am - 5pm *drop box 24 hours, 7 days a week
By Phone	Check, Visa, MasterCard, American Express, Discover, ACH Bank	(866) 261-7377	24 hours, 7 days a week

It's never been easier to manage your utility services account while becoming smarter about your water use. With the City of Melissa customer service portal, you can view and pay your bills online. The website also offers a wealth of information on:

- Your household water use
- Ways to save both water and money

Getting an account is free and easy. Register online to begin managing your account and water usage.

Sign up today and take advantage of time, money, and water savings. Visit <https://www.municipalonlinepayments.com/melissatx>. To learn more about the City of Melissa, please visit www.cityofmelissa.com.