



NEW Customer Billing System

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

HOW TO READ YOUR NEW BILL

City of Bloomington
109 E Olive St
Bloomington, IL 61701
309-434-2426
ubpayments@cityblm.org

UTILITY BILL
CUSTOMER COPY
Keep this copy for your records

| | | | | | |
|---------------|------------|------------------------|--|--------------------------|--|
| Customer Name | | Service Address | | | |
| SMITH, JAMES | | 100 E GROVE ST | | | |
| Bill Number | Bill Date | Account # - Customer # | | Current Billing Due Date | |
| 100011 | 02/03/2021 | 100321 - 129453 | | 03/12/2021 | |

| Charge Description | Meter Number | Previous Read Date | Current Read Date | Previous Reading | Current Reading | Read Code | Flat Charge | Usage (Cubic Feet) | Charge Amount |
|--|--------------|--------------------|-------------------|------------------|-----------------|-----------|-------------|--------------------|---------------|
| WATER CHARGES - 5/8" X 3/4" INSIDE BLM | 37497977 | 12/10/2020 | 02/03/2021 | 75450 | 76000 | M | 5.00 | 2600 | 106.84 |
| WATER SALES TAX - WATER TAX | | | | | | | | | 4.08 |
| SEWER - BLOOMINGTON | | | | | | | | | 66.43 |
| SEWER - BNWRD - B | | | | | | | | | 41.38 |
| REFUSE - 95 GALLON CARTS | | | | | | | | | 30.77 |
| STORMWATER - SMALL SINGLE FAMILY | | | | | | | | | 4.02 |
| LEAK PROTECTION FEES - LEAK PROTECTION | | | | | | | | | 1.05 |

Monthly Usage

100 cu. ft. equals 748 gallons

| READ CODE | Total Current Billing |
|---------------------|-----------------------|
| A = Actual | 258.57 |
| E = System Estimate | 472.41 |
| F = Final | 0.00 |
| W = Manual Estimate | 0.00 |
| Total Due | \$730.98 |

6 Total Current Billing: 258.57
6 Previous Balance: 472.41
6 Adjustments: 0.00
6 Less Payments Received: 0.00
6 **Total Due: \$730.98**

5 AUTO PAY - DO NOT PAY

<< Detach and return the portion below with your payment >>

AUTO PAY - DO NOT PAY **UTILITY BILL**

To pay online go to www.cityblm.org
 Make checks payable to City of Bloomington
 Please write your Account # on your check

| | | | | |
|-----------------|-------------|------------------------|-----------------------------------|-----------------|
| Service Address | Bill Number | Account # - Customer # | Previous Balance Due Immediate | \$472.41 |
| 100 E GROVE ST | 100011 | 100321 - 129453 | Current Charges Due by 03/12/2021 | \$258.57 |
| | | | Total Amount Due | \$730.98 |

Amount Due if Paid After 03/12/2021 \$730.98

SMITH, JAMES
100 E GROVE ST
BLOOMINGTON, IL 61701

Return Address:
CITY OF BLOOMINGTON
PO BOX 801214
KANSAS CITY, MO 64180-1214

00006042021400100011600000730986

- 1** Your account information and payment due date
- 2** Meter information and service charge details
- 3** Graph of your water usage history
- 4** Important messages from the City of Bloomington
- 5** Indicates account is setup for EFT (ACH) auto payment
- 6** Total current charges
- 7** Total payment due
- 8** Your customer account number

You Asked, We Listened!

New Customer Billing System – Secure, Easy-to-Use with *More Options*



Starting in March, City of Bloomington Utility customers will have a new-and-improved secure utility bill payment system with easy-to-use options:



New Online Billing Portal

Secure web-based access to complete account details



Payment by Phone

Access to your account via phone for easy bill payment



New Account Number

If you use online bill pay from your bank, your City of Bloomington utility billing account number will need to be updated with your new account number



Paperless Billing

Get all your bills sent to your email inbox (to ensure we have up-to-date information, all customers will need to register)



Pay by Text

Receive notifications and pay your utility bill by text

How does this affect bill pay through my bank?

IMPORTANT: If you have setup City of Bloomington bill payments via your bank, your utility billing account number will need to be updated with your bank. Please log in to your banking bill pay service and update your City of Bloomington billing account number with your new account number. Please refer to the example bill on the reverse side of this document to determine where to find your new account number, or call 309-434-2426 to obtain your new account number.

How does this affect my EFT (ACH) Auto Pay?

You will need to register on the new payment portal with your new account number. If you have signed up for EFT (ACH) autopay, and your **NEW** billing statement says "AUTO PAY – DO NOT PAY", you are all set. If your statement does not show the auto pay message, please use the example bill on the reverse side of this document to determine where to find your new account number, or call 309-434-2426 to obtain your new account number.

How does this affect my one-time online/phone payments?

If you make payments through our payment portal or via our phone system (309-434-2426), you will need to use your new account number. Please refer to the example bill on the reverse side of this document to determine where to find your new account number, or call 309-434-2426 to obtain your new account number.

How does this affect my paperless billing?

All customers will need to register for paperless billing. You will need to use your new account number. Please refer to the example bill on the reverse side of this document to determine where to find your new account number, or call 309-434-2426 to obtain your new account number. We encourage all customers to sign up for paperless billing.

How does this affect my recurring credit card payments?

For security reasons, no credit card information has been transferred to the new billing system. Customers wishing to pay by credit card can log in to the payment portal to make a one-time credit card payment. For those wanting the convenience of setting up recurring payments, please sign-up for the automatic EFT payments.