

# HOW TO READ YOUR BILL



**1** Reminder: All lockbox payments must be sent PO Box 12047 Naples, FL 34101-2047. Enroll for ACH payments to save time and money on bills! For Online Payments call 1-866-658-3630.

**2** Jane Doe  
123 American Avenue

**3** Billing Date  
03/22/24

**Remit To Only:**

**4** Immokalee Water & Sewer District  
PO Box 12047  
Naples, FL 34101-2047

**5** Billing ID 0000 00000000

**6** Due Date  
04/13/2024

**7** Balance  
\$100.35

**8** Amount Paid \$ \_\_\_\_\_

TO ENSURE PROPER CREDIT, PLEASE DETACH AND RETURN THIS PORTION OF THE STATEMENT WITH YOUR PAYMENT.

Bills due when rendered. Past due balance may be subject to immediate disconnect.

Meter Readings IN 1,000 GAL	Usage	Read Code	11	Previous Balance	12		
9	2/13/2024	78	10	3	1 NORMAL READING	Charges/Payments	EDU
Present	3/13/2024	81					
						Credit Card Fee/Pmt	\$3.52
						Payment - CC	(\$130.31)
						Payment - WebShare Credit Card	(\$100.37)
						Water Charges	1 \$36.73
						Sewer Charges	1 \$56.62
						CrossCnct	0 \$7.00
						Late Charge	1 \$20.00

**13**

**14** Account Number 00000000-00

**15** Service Address 123 American Avenue

**16** Meter Number 2222

**17** Past Due Balance: (\$20.00)

**18** Total Due \$100.35

**19** Address Service Requested  
24 Hour/Emergency On Call - Water: (239) 503-0098  
24 Hour/Emergency On Call - Wastewater: (239) 503-0079  
Service fees may apply.  
Water service may be restored for an additional \$65.00 fee.

**20** Jane Doe  
123 American Avenue  
Immokalee, FL 34142-2234

IMMOKALEE WATER & SEWER DISTRICT  
1020 Sanitation Road, Immokalee, FL 34142  
Phone: 239-658-3630 | Fax: 239-658-3634

PRESORTED FIRST CLASS  
U.S. POSTAGE PAID  
3402  
IMMOKALEE, FLORIDA 34142  
PERMIT NO 2

- 1 Important Notifications:** Useful and timely information beneficial to customers
- 2 Customer Contact Info:** The name on the account and the address where service is offered
- 3 Billing Date:** The date the monthly bill is created
- 4 Remit To Only:** The PO Box address where checks or money orders can be mailed in
- 5 Billing ID:** use this ID # when creating an online account
- 6 Due Date:** The date payment is due (there are three billing cycles based on your service address)
- 7 Balance:** The amount due for this billing period
- 8 Amount Paid:** Use this space if you're mailing your bill to the PO Box
- 9 Previous and Present Dates:** The dates that the meter was read. **Note:** the number of days in a billing period may fluctuate due to weekends, holidays or changes in the date we read your meter
- 10 Usage:** The amount of water consumed (gallons in thousands) between meter read dates
- 11 Read Code:** The type of reading from your meter:
  1. *Normal Billing* - no new changes on the account; regular billing period
  2. *New Account* - for new accounts only
  3. *Transfer From* - an account that recently transferred to new name or address
  4. *New On Vacation* - an account that was recently placed on vacation
  5. *On Vacation* - an account that has been on vacation for more than a month
- 12 Previous Balance:** The amount that was billed last month
- 13 Charges/Payments:** bill-specific information:
  - a. Fees such as late fees, credit card fees or special fees
  - b. Payments made
  - c. Water usage billed based on set rates
  - d. Sewer usage billed based on set rates
  - e. Cross-connection fee (charged to all customers; few exceptions)
- 14 Account number:** A unique identifier for the customer at this address
- 15 Service address:** the address where service is offered
- 16 Meter Number:** a unique identifier that lets us identify the meter that is associated with your account
- 17 Past Due Balance:** any remaining amount that has not been paid as of the billing date and is still past due
- 18 Total Due:** The amount you owe as of the billing date for services already used during the billing period, plus any outstanding charges or fees
- 19 Emergency Service Phone Numbers:** we have 24/7 on-call service for urgent situations
- 20 Address:** the address where your bill is mailed to

## IN THE KNOW:

The District has a new look! Check out our new logo at the bottom right-hand corner of this sheet. You'll start to see the new image more as we begin to update documents and replace our old logo

## MAKE PAYMENTS ONLINE:

You can save time by scanning this QR code to make payments online

