



City of Concord  
 General Services  
 311 N. State St  
 Concord NH 03301

# BILL SAMPLE

**Utility Bill**  
 CUSTOMER COPY

Please keep this portion for your records.

CUSTOMER NAME	CUSTOMER NO.	PARCEL ID	SERVICE LOCATION
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First & Last Name	XXXXXXXX	XXXX	ADDRESS
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BILL NUMBER	BILL DATE	ACCOUNT #	ACCOUNT TYPE	DUE DATE
105231	12/30/2021	XXXXXX	Residential	01/30/2022

DESCRIPTION	METER NUMBER	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	RATE	CHARGE AMOUNT
Water Consumption	XXXXXXXXXX	A	11/17/2021	12/15/2021	98	103	5	5/8 Mtr	\$14.55
Fixed Monthly Water Charge			11/17/2021	12/15/2021					\$5.57
Sewer Consumption			11/17/2021	12/15/2021					\$24.25
Fixed Monthly Sewer Charge			11/17/2021	12/15/2021					\$8.65

## CUSTOM MESSAGES

THANK YOU FOR YOUR PAYMENT

### CONSUMPTION HISTORY

CYCLE	USAGE
CURR	5
11/21	4
10/21	4
09/21	5
08/21	12
07/21	20
06/21	13
05/21	10
04/21	9
03/21	4
02/21	5
01/21	5
12/20	6

READ CODE KEY  
 A AMR  
 E Estimated  
 M Manual

Previous Balance	\$45.26
Total Current Billing	\$53.02
Adjustments	\$0.00
Less Payments Received	\$0.00
Penalties	\$0.00
<b>Total Amount Due</b>	<b>\$98.28</b>

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂



City of Concord  
 General Services  
 311 N. State St  
 Concord NH 03301

**Utility Bill**  
 REMIT PORTION

SERVICE LOCATION	BILL NUMBER	CUSTOMER #	ACCOUNT #	DUE DATE	TOTAL DUE
ADDRESS	105231	XXXXXXXX	XXXXXX	01/30/2022	\$98.28

First & Last Name  
 Address  
 Concord, NH 03301

00006042022200105231500000098285

## GENERAL INFORMATION

Water and sewer charges are calculated based on metered consumption in combination with fixed charges based on meter size using rates approved by the City Council.

**Late Payment Charge** – Assessed at 1½% of previous unpaid balances.

**CCF** – 100 cubic feet is 748 gallons.

We have included a return envelope with this invoice for your convenience.

## WALK IN OR MAIL PAYMENT CENTERS

Concord General Services Combined Operations Maintenance Facility 311 North State Street Concord, NH 03301 <b><i>After hours drop box available</i></b>	City Hall Collections Office 41 Green Street Concord, NH 03301 <b><i>After hours drop box available</i></b>
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**E-Z Pay (Automatic Payment Plan)** – Visit [www.concordnh.gov/utilitybilling](http://www.concordnh.gov/utilitybilling) or call 603-225-8693 for more details.

## OTHER PAYMENT OPTIONS

Pay your utility bills 24 hours a day, 7 days a week, online at [www.concordnh.gov](http://www.concordnh.gov) or pay by phone at: 1-888-312-1873. Checks, credit, and debit cards accepted. A nominal convenience fee will apply.

## BUSINESS ADDRESS FOR CORRESPONDENCE

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City of Concord  
Concord General Services  
311 North State Street  
Concord, NH 03301

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# BILL EXPLANATION

## 1. Customer Name / Bill Recipient

The customer / bill recipient is responsible for the payment of this bill. The current property owner is ultimately responsible for all utility bills associated to the service address, including any outstanding bills from a previous owner.

## 2. Customer Number

This is a unique number assigned to you to identify the customer. This number will stay with you if you change properties or have multiple service addresses. Please provide this number if you need customer service assistance. You will need to use this number when submitting a payment.

## 3. Parcel ID

This is the number associated with the mailing / billing address, which may not be the same as the service address. You do not need to use this number when submitting a payment.

## 4. Service Address

The address listed is the location of the property being billed for usage. Your service address may not be the same as your billing address.

## 5. Account Number

This is the number associated with the service address for your water/sewer account. This number will always remain with the property, regardless of the property owner. Please provide this number if you need customer service assistance. You will need to use this number when submitting a payment.

## 6. Previous & Current Reading

Meter readings record the numbers in white that represent the number of units of CCF (Hundred Cubic Feet) consumed. The previous meter reading is subtracted from your current meter reading to calculate your current month's CCF usage. Watch our YouTube video on ["How To Read Your Water Meter."](#)

## 7. Usage (CCF Consumption)

Water/sewer consumption is billed in Hundred Cubic Feet (CCF). 1 CCF is equivalent to 100 cubic feet (or 748 gallons). Multiply 748 by your CCF consumption to determine how many gallons of water are being consumed each month.

## 8. Rates

In addition to water and sewer charges being calculated based on consumption, a fixed monthly charge is applied both for water and sewer based on the meter size of each meter installed. View our [Summary of Rates & Fees Brochure](#) for to determine how your monthly bill is calculated.

## 9. Custom Messages

The bill message area is a space that will contain useful information. Read it to stay informed.

## 10. Automatic Payments

If you are enrolled in our automatic payment plan, [E-Z Pay](#), your bill payment will automatically be drafted from your bank account. Automatic payments occur the last business day before the due date. To set up E-Z Pay, fill out [our form](#) and return it to our Utility Billing Office at 311 North State Street.

## 11. Amount & Date Due

Payment of this amount must be received in full by this date to not be considered past due. Any outstanding balances after this date are subject to late fee charges.

## 12. Payment Stub

Tear off this section along the perforation and mail it in with your payment. Make any checks payable to the City of Concord.

## Contact Information

Please call the Utility Billing Office at 603- 225-8693 if you have any questions about your bill. Visit our website [www.concordnh.gov/utilitybilling](http://www.concordnh.gov/utilitybilling) for more information about meters and account services.