

Understanding Your Statement



P.O. Box 71449
Knoxville, TN 37938-1449
(865) 922-7547
www.hpud.org
Hours: Mon.-Fri., 8:00 am - 4:00 pm
(Night Deposit Available)

| | |
|------------------|-----------------|
| Customer Number: | 12345 |
| Customer Name: | John Doe |
| Service Address: | 123 Main Street |
| Location Number: | 0000500-0100730 |
| Days on Bill: | 30 |

| SERVICE | METER NUMBER | READ DATE | PRESENT | PREVIOUS | USAGE (100 GALLONS) | BASE CHARGE | USAGE CHARGE | TOTAL CHARGE |
|----------------------|--------------|-----------|---------|----------|---------------------|-------------|--------------|--------------|
| WATER | 12345 | 5/23/2023 | 5251 | 5208 | 43 | 10.21 | 41.75 | 51.96 |
| SEWER | | | | | 43 | 13.88 | 56.16 | 70.04 |
| TAX RATES COUNTY | | | | | | | | 1.17 |
| TAX RATES STATE | | | | | | | | 3.64 |
| LEAK PROTECTION PROG | | | | | | | | 1.56 |

| | |
|-------------------------------------|--------|
| PREVIOUS Balance | 0.00 |
| Net Payment Due By: | 128.37 |
| LATE Charge AFTER Due Date: 6/20/23 | 12.84 |
| Total Payment Due AFTER: | 141.21 |

4 Your service is subject to disconnection if payment is not received by the due date. If your service has been interrupted for nonpayment, a \$40 service charge will be assessed to your account. Payment may be made by mail, automatic bank draft, idraft, mobile app, phone, Visa or Mastercard and in person at 3745 Cunningham Road. *After business hours, the dropbox or kiosk is available in the drive thru.

The Board of Commissioners meeting schedule is posted online at www.hpud.org and in the News Sentinel at the beginning of each year.

Please return this portion of the statement with your payment. Retain top section for your records.



3745 Cunningham Rd.
P.O. Box 71449
Knoxville, TN 37938-1449

Notice: Use the enclosed return envelope for payment of bill only. All other correspondence should be sent to our regular mailing address above.

| | |
|---------------------|-----------------|
| Customer Number | 12345 |
| Location Number | 0000500-0100730 |
| PREVIOUS Balance | 0.00 |
| Net Payment Due By: | 128.37 |
| Payment Due AFTER: | 141.21 |

You can pay online at: www.hpud.org

#1: Account Information: This section includes your customer number, name, service address, location number, and the number of days included in this billing cycle. The service address is the physical address where the meter is located. The location number represents the service address in our billing system. The customer number is the one most important to you. Please include it on your check or money order when making a payment. Use this number when you call the office to inquire about your account or report a problem.

#2: Billing Details: This section provides a description of your service, usage and charges. Here is a quick explanation of this section:

Service: A description of the services received from Hallsdale-Powell Utility District.

Meter Number: This number refers to the serial number on the meter's dial.

Read Date: The day the meter was read by Hallsdale-Powell Utility District staff.

Present and Previous: This represents the data collected from the meter. The present reading minus the previous reading is the amount of water used during this billing cycle.

Usage: This number represents the gallons used during this billing cycle. Usage is recorded on your bill in hundreds of gallons. For example, if the usage is 43 then you used 4,300 gallons of water during this billing cycle.

Base Charge: The fixed monthly base charge for water and wastewater (sewer) is collected to cover fixed costs such as meter reading, the processing and mailing of statements, as well as receiving payments. A portion of the base charge funds infrastructure and maintenance needs.

Usage Charge: Hallsdale-Powell Utility District itemizes your bill by the services you receive. The usage charge is based upon the amount of water used during this billing cycle. Wastewater (sewer) charges are based upon customer's water usage.

Total Charge: The base charge plus the usage charge.

Sales Tax: The State of Tennessee and local counties require a tax on the sale of residential and commercial water.

#3: Account Summary: This section contains account activity such as previous balance, current balance with due date, and balance with late charges if paid after the due date. Please note that service is subject to disconnection if payment is not received by the due date. If service has been interrupted for non-payment, a \$40 service fee will be assessed to your account.

#4: Message Area: Look here for information regarding your bill or Hallsdale-Powell Utility District services.

#5: Detachable Bill Payment Stub: For customers that have not already switched to an electronic form of payment, the part of the bill below the perforation contains information vital to HPUD for prompt processing of your payment. If you pay your bill by mail or in the drive thru at our main office, please detach and return this portion with your payment.

