



How to read your new Metropolitan St. Louis Sewer District Full Page Billing Statement

Starting this month, there is a new look to your MSD bill.

Your old postcard bill has been replaced with a New and Improved Full Page Billing Statement! Our customers talked and MSD listened and the result is a new updated user friendly billing format with increased readability, informative bill messaging, and greater account detail. Please review the sample billing statement below for specific updates.

MSD CONTACT INFORMATION

It's easy to reach us by phone or online. Our Customer Service number, 24 Hour Emergency Maintenance Number, and our website address have been provided for your convenience.

YOUR ACCOUNT INFORMATION

Your basic account information is in this section. Here you can view your **account number**, **property service address**, **service period**, and **bill date**. Your account number is the unique number used to identify your account. If you need to contact MSD, please have your account number available to give to the representative.

YOUR BILL AT A GLANCE

This section provides an overview of your account activity. This includes **Previous Balances**, **Payments** since your last bill, **Late Fees**, **Outstanding Balances**, and **Current Charges**.

You can also quickly locate your **Total Amount Due** and **Due Date** in this section. In the event that you are unable to make your payment by the date due; a **Delinquency Date** and Amount has been provided.

DETAIL OF CURRENT CHARGES


In this area, you can view your current itemized charges.

MESSAGE CENTER


Here you can view Customer Messages that are specific to your account and General Messages that provide informational updates on things happening at MSD.

PAYMENT STUB

Detach and return this portion of the bill with your payment (if you choose to pay by mail or in person) for prompt and accurate credit to your account.

 Metropolitan St. Louis Sewer District
P.O. Box 437
St. Louis, MO 63166-0437

Go Paperless and Pay Online for FREE with SMARTPAY!!!



Contact MSD
CUSTOMER SERVICE: 1-866-281-5737
24 HOUR EMERGENCY SERVICE: 1-314-768-6260
ONLINE: www.stlmsd.com

WILLIAM QUEST
4325 Main St.
Anywhere, US 12345-6789

For additional Charge Details and more Information, please see the back of this bill.

CUSTOMER MESSAGES
**** YOUR ATTENTION IS REQUIRED **** Due to no email address or an invalid email address on file, you are receiving a paper bill this month. **Please contact 1-866-281-5737 to notify us of your correct email address and future bills will be delivered electronically.**

GENERAL MESSAGES
All facilities of the Metropolitan St. Louis Sewer District will be **closed** on **Tuesday, November 11, 2014** in observance of Veteran's Day.

YOUR ACCOUNT INFORMATION
Account Number: 1033374-8
Service Address: 12639 Main
Service Period: 06/30/14 - 07/31/14
Bill Date: 08/19/14


YOUR BILL AT A GLANCE
Previous Balance: \$27.77
Payments - 08/10/14 - Thank You!: -27.77
Late Fees: 0.00
Outstanding Balance: 0.00
Current Charges: 27.77

TOTAL AMOUNT DUE: \$27.77
DUE DATE: 09/08/14
Delinquent After: 09/14/14

A Late Charge of 0.75% per month will be applied to your Principal Balance if not paid by Delinquency Date.

DETAIL OF CURRENT CHARGES
Premise / Customer Type: Residential Metered
Wastewater User Charges
Base Charge: 16.25
Volume Charge (4 CCFs @ 2.82): 11.28
Stormwater Service Charge: 0.24
TOTAL CURRENT CHARGES: \$27.77

☐ For Billing Address Changes or to Sign Up for SmartPay, Check Box and Complete Reverse.


PLEASE REMIT TO:

Metropolitan St. Louis Sewer District
P.O. Box 437
St. Louis, MO 63166-4370

0000986532 4 000000000

TOTAL AMOUNT DUE: \$27.77
DUE DATE: 09/08/14
Delinquent After: 09/14/14

AMOUNT ENCLOSED: _____

Please include your Account Number on your check.
Please make checks payable to:
Metropolitan St. Louis Sewer District

Help MSD Go Green
View and Pay Your Bill Online for FREE!

www.stlmsd.com

On the back of the Payment Stub, you can now make Mailing Address Changes and sign up for SmartPay (MSD's **FREE** automatic monthly payment service).

Back of the Bill

On the back of the bill, you will find detailed descriptions of your charges, an explanation of how your bill is calculated, various types of services provided by MSD, and a listing of premise types serviced by MSD.

For more information or questions:
Contact Customer Service at 1-866-281-5737.

FAQ's SEE REVERSE



FAQ's

for your new Metropolitan St. Louis Sewer District Full Page Billing Statement

Why are you changing the bill, and why now?

First and foremost, we wanted to improve overall readability, usability and clarity of the information presented. This was extremely important because this is MSD's first significant bill redesign since 2004, and we wanted to respond to customer feedback and bring our bill up to par with billing trends in the industry.

How did you come up with the new design?

First, we talked with our customer service representatives to determine the most common billing issues. We then conducted focus groups which consisted of residential, commercial, and summary bill customers. Using all of the feedback received, we were able to develop a design that provides customers with their billing information in a much clearer and user friendly format.

Will my account number change as part of the full page bill redesign?

No, your account number will remain the same.

Are you removing any features from the old postcard bill?

No, we did not remove any of the information you have come to rely on. However, we did add new information, and we put it in a format that is easier to read and understand.

What are the new features on the full page billing statement redesign?

The full page bill statement redesign builds on useful features and information found in the old postcard bill, but uses a more detailed and easier-to-read format.

Our focus group's feedback showed that the newly redesigned format makes it quick and easy to find what you need. We listed key information under easy-to-see headings, we have highlighted the total amount due and the due date so that they are easy to locate. The account number and contact information are prominently located at the top of the bill for your convenience. We increased the size of the bill and font to make the billing statement easier to view and simpler to file.

Can I pay my bill the same way I've been paying it?

Yes, you may pay your bill the same way that you've paid in the past. Please review the back of your new full page billing statement to view other payment options.

Do you offer a way that I can receive and pay all of bills together (I own multiple properties)?

Yes, we offer Summary Billing for our customers with 2 or more properties who wish to receive and pay their bills together.

Will I have access to all of the great information included in the new full page bill if I sign up to receive my bill online?

Yes, our e-bill customers will have access to the same information as our customers that receive paper bills. If you are interested in signing up for e-bill, please contact Customer Service at **1-866-281-5737** or visit our website at www.stlmsd.com.

For more information or questions:
Contact Customer Service at 1-866-281-5737.

How to... **SEE REVERSE**



How to read your new Metropolitan St. Louis Sewer District Summary Customer Invoice

Starting this month, there is a new look and name for your Group Bill.

Your Group Bill has now been replaced with a New and Improved Summary Customer Invoice! Our Customers talked and MSD listened and the result is a better organized user friendly Summary Customer Invoice with increased readability, informative bill messages, and greater account detail. Please review the sample Summary Invoice below for specific updates.

MSD CONTACT INFORMATION

It's easy to reach us by phone or online. Our Customer Service number, 24 Hour Emergency Maintenance Number, and our website address have been provided for your convenience.

YOUR ACCOUNT INFORMATION

Invoice Number - The unique number assigned to each invoice by MSD for monthly billing purposes.

Customer Number - A number assigned to a customer to simplify access to customers' accounts.

Service Period - The time frame in which the sewer service was rendered.

Bill Date - The date the bill was issued.

YOUR BILL AT A GLANCE

This section provides an overview of your account activity. This includes **Previous Balances**, **Payments** since your last bill, **Late Fees**, **Outstanding Balances**, and **Current Charges**.

You can also quickly locate your **Total Amount Due** and **Due Date** in this section. In the event that you are unable to make your payment by the date due; a **Delinquency Date** and Amount has been provided.

SUMMARY BILL

The all-new Summary Table shows all of your accounts and service addresses with helpful details like **Billed Usage**, **Prior Balances**, **Late Fees**, **Credits**, **Adjustments**, and **Current Charges**.


Not only can you view your total current amount due, but the amount due for each service address.

PAYMENT STUB

Detach and return this portion of the bill with your payment (if you choose to pay by mail or in person) for prompt and accurate credit to your account.

Back of the Bill


On the back of the bill, you will find detailed descriptions of your charges, an explanation of how your bill is calculated, various types of services provided by MSD, and a listing of premise types serviced by MSD.



Metropolitan St. Louis
Sewer District

P.O. Box 771140
St. Louis, MO 63177-2140

**Go Paperless
and Pay Online
for FREE with
SMARTPAY!!!**



**Contact
MSD**

CUSTOMER SERVICE
1-866-281-5737

24 HOUR EMERGENCY SERVICE
1-314-768-6260

ONLINE
www.stlmsd.com

WILLIAM QUEST
4325 Main St.
Anywhere, US 12345-6789

YOUR ACCOUNT INFORMATION

Invoice Number 456285

Customer Number 1234567890

Service Period 06/30/14 - 07/31/14

Bill Date 08/19/14

YOUR BILL AT A GLANCE

Previous Balance	\$553.85
Payments - 08/10/14 - Thank You!	-553.85
Late Fees	0.00
Outstanding Balance	0.00
Current Charges	500.84

TOTAL AMOUNT DUE \$500.84

DUE DATE 09/08/14

Delinquent After 09/14/14


A Late Charge of 0.75% per month will be applied to your Principal Balance if not paid by Delinquency Date.

SUMMARY BILL

MSD ACCOUNT	SERVICE ADDRESS	BILLED USAGE (CCFs)	PRIOR BALANCE	LATE FEE	CREDITS	ADJUSTMENTS	CURRENT CHARGES	ACCOUNT TOTAL
0110277-1	1404 Woodland Dr.	16	0.00	0.00	0.00	0.00	62.09	62.09
0211555-8	4336 S. Compton Ave.	14	0.00	0.00	0.00	0.00	56.45	56.45
0211556-6	4338 S. Compton Ave.	11	0.00	0.00	0.00	0.00	47.99	47.99
0214884-9	3449 Taft Ave.	unmetered	0.00	0.00	0.00	0.00	58.30	58.30
0215926-7	04535-04537 Alaska Ave.	unmetered	0.00	0.00	0.00	0.00	88.65	88.65
0249287-4	4600 Alaska Ave.	16	0.00	0.00	0.00	0.00	62.09	62.09
0249288-2	4601 Alaska Ave.	unmetered	0.00	0.00	0.00	0.00	52.81	52.81
0249289-0	4602 Alaska Ave.	6	0.00	0.00	0.00	0.00	33.41	33.41
0249290-8	4603 Alaska Ave.	8	0.00	0.00	0.00	0.00	39.05	39.05
Totals for 9 Accounts		71	0.00	0.00	0.00	0.00	500.84	500.84
TOTAL AMOUNT DUE								\$500.84

Please detach and return this coupon with your payment to ensure proper credit to your account.

Page 1 of 1



Metropolitan St. Louis
Sewer District

P.O. Box 771140
St. Louis, MO 63177-2140

TOTAL AMOUNT DUE \$500.84

DUE DATE 09/08/14

Delinquent After 09/14/14

AMOUNT ENCLOSED:

Please include your Invoice Number on your check.
Please make checks payable to:
Metropolitan St. Louis Sewer District

**Help MSD
Go Green**
View and Pay
Your Bill Online
for FREE!
SMARTPAY!!!
www.stlmsd.com

☐ For Billing Address Changes or to Sign Up for SmartPay,
Check Box and Complete Reverse.

PLEASE REMIT TO:

Metropolitan St. Louis Sewer District
P.O. Box 771140
St. Louis, MO 63177-2140

0000852963 3 000000000

On the back of the Payment Stub, you can now make Mailing Address Changes and sign up for SmartPay (MSD's **FREE** automatic monthly payment service).

For more information or questions:
Contact Customer Service at 1-866-281-5737.

FAQ's SEE REVERSE



FAQ's

for your new Metropolitan St. Louis Sewer District Summary Customer Invoice (formerly Group Bill)

Why are you changing the look of the Group Bill?

Feedback from our customers indicated that the bill was not meeting their needs and could use some updating.

Why are Group Bills now called Summary Customer Invoices?

After the Group Bills were revamped, it became apparent that the name needed to be updated as well. The name Summary Billing Invoice more accurately reflects the new billing statement our customers will be receiving in future. In addition, we are upgrading our Billing and Collection System and we wanted to be certain that we consistently use the same terminology.

How did you come up with the new design?

First, we talked with our customer service representatives to find out about the most common summary customer billing issues. We then conducted focus groups which consisted of residential, commercial, and summary bill customers. Using all of the feedback received, we were able to develop a new design that helped provide customers their summary customer billing information in a much clearer, sleek, and user friendly format.

Will I still use my Customer Number when paying my Summary Customer Invoice?

No, you will use the invoice number located on the top right hand corner of your billing summary statement when paying your bill. Your invoice number is also located on the payment stub which is located at the bottom of your Summary Customer Invoice.

Did you remove any features from the old Group Bill?

No, our all-new Summary Customer Invoice contains all the information that you have come to rely on. However, we streamlined the information, eliminated unnecessary pages, and we have added new information, and we put it in a format that is easier to view and understand.

Why don't I receive my individual sewer bills along with my Summary Customer Invoice anymore?

Based upon feedback from our focus groups and our summary customers, it was decided that MSD would no longer send out individual bills along with the Summary Customer Invoice. We were told by many of our summary customers that they only looked at the invoice and that they did not view or need the individual bills. As a result, we revamped the Summary Customer Invoice and included more in-depth information on the statement, thereby eliminating the need for our customers to receive the individual billing statements.

Our focus group's feedback showed that the newly redesigned format makes it quick and easy to find what you need. We listed key information under easy-to-see headings, we have highlighted the total amount due and the due date so that they are easy to locate.

Can I pay my bill the same way I've been paying it?

Yes, you may pay your bill the same way that you've paid in the past. However, the process has been simplified because your Summary Customer Invoice now contains a detachable bill payment stub to assure fast and accurate processing of your payment.