

# Understanding Your New Utility Bill Format

Dear Oakland Park Utility Customers, this notice is to inform you that your utility bill has been changed as a result of an upgrade to our utility billing system. The most important change is that your account number now includes a customer number. Additionally, the format of the bill itemizes utility charges, provides the meter number, and shows important news and updates from the city. The back of the bill provides useful information related to payment options, city contact information and general rules concerning your utility service.



## City of Oakland Park Utility Customers

- The New Account Number Format includes a customer number. Please use the entire Account-Customer Number when paying bills using your bank's online bill pay system.**

### Other new features:

- Itemized listing of consumption and base charges for water and sewer to show how charges are calculated.
- Meter Number has been included for each metered service.
- The back of the bill contains information regarding payment options, explanation of charges and important phone numbers.
- Auto pay information will appear if active stating "do not pay bank draft."
- Important City news will appear in this area.
- Explanation of meter reading code to show if the bill was estimated.
- The total amount due upon receipt with the past due date and current due dates defined.
- Please update your records with our new Orlando mailing address to assure timely processing of your payment.

**CITY OF OAKLAND PARK**  
  
 Utility Billing & Services Division  
 3650 NE 12 AVENUE  
 OAKLAND PARK, FL 33334  
 (954) 630-4280 OFFICE  
 (954) 630-4285 FAX  
[ubs@oaklandparkfl.gov](mailto:ubs@oaklandparkfl.gov)  
[www.oaklandparkfl.gov](http://www.oaklandparkfl.gov)

**UTILITY STATEMENT**  
**BILL IS DUE WHEN RENDERED**  
 See reverse side for payment options, explanation of charges and general information

**Customer Name:** John Doe  
**Service Address:** 1234 Main St

Bill Number	Bill Date	Last Payment	Account Number - Customer Number		Current Billing Due Date			
11234	07/09/2015	//	2004102015 - 12345		08/03/2015			
Service	Meter	Previous Read Date	Current Read Date	Previous Reading	Current Reading	Usage (1,000 gal.)	Read Code	Charge
WATER COM BASE 1	0019994159	05/28/15	06/23/15	2234	2236	2	A	37.62
WATER COMML CONS								11.84
SEWER COM 1								54.52
WATER TAX 10%								4.95

Previous Balance	Past Due Balance	Payments	Penalties	Current Charges	Amount Due
\$0.00	\$0.00	\$0.00	\$0.00	\$108.93	\$108.93

**EFT MESSAGE:**  
**BILL MESSAGE:** THIS IS A SAMPLE BILL MESSAGE.....  
 UTILITY BILLING 954-630-4280.....  
 E BILLS COMING SOON.....  
 THIS IS THE END OF THE SAMPLE BILL MESSAGE.....

\*READ CODE:  
 A = Actual  
 E = Estimated

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Please Detach Bottom Portion with Your Payment - Retain Top Portion for Your Records

**CITY OF OAKLAND PARK**  
  
 Address Service Requested

John Doe  
 1234 Main St  
 Oakland Park, FL 33334

**Service Address:** 1234 Main St  
**Bill Number:** 16634  
**Account Number:** 2004102015 - 12345  
**Past Due Charges Due Date:** Due Now  
**Past Due Balance:** 0.00  
**Current Charges Due Date:** 08/03/2015  
**Total Current Charges:** 108.93  
**Total Amount Due:** \$108.93

**AMOUNT ENCLOSED \$** \_\_\_\_\_

Make check payable to: **City of Oakland Park**  
 City of Oakland Park - Utility Lockbox  
 PO Box 916002  
 Orlando, FL 32891-6002

391360420156001663480000108936

## Visit our website at [www.oaklandparkfl.gov](http://www.oaklandparkfl.gov) to use the following new options:

- English, Spanish or Creole language available on the website pages
- Sign up for Electronic Billing (e-bills)
- Sign up for Auto Pay electronically
- Use your VISA debit or credit card
- View your account payment, usage and billing history
- Make service requests for your account

