The Garland Power & Light Customer Service Department is pleased to provide this quick reference guide to your combined utility bill. Your monthly bill is broken into seven key sections and the purpose of each section is explained below.

1. Account Information Section

Information that identifies your account number and service location.

2. Meter Information Section

Information about how we measure your electric and water usage, including type of service, meter number, meter readings, date read and consumption.*

3. Service Detail Section

Detail on your charges for the month. Charges for ***Electric, Sanitation, Water, Sewer*** and ***Storm Water Management*** services may be included. Each is billed at the applicable rate for that service.**

4. Billing Summary Section

This is a snapshot of your utility account activity. It includes the ***Beginning Balance***, ***Credits*** and ***Charges*** since the previous bill, including payments, adjustments, fees, penalties or Budget Billing charges. The ongoing ***Balance*** is indicated after each of the listed credits and charges. ***Total Amount Due*** is what is due to the City, including all current and past due charges. A message is included indicating that current charges will be subject to a 5% penalty if not paid by the stated due date.

5. Budget Billing Information

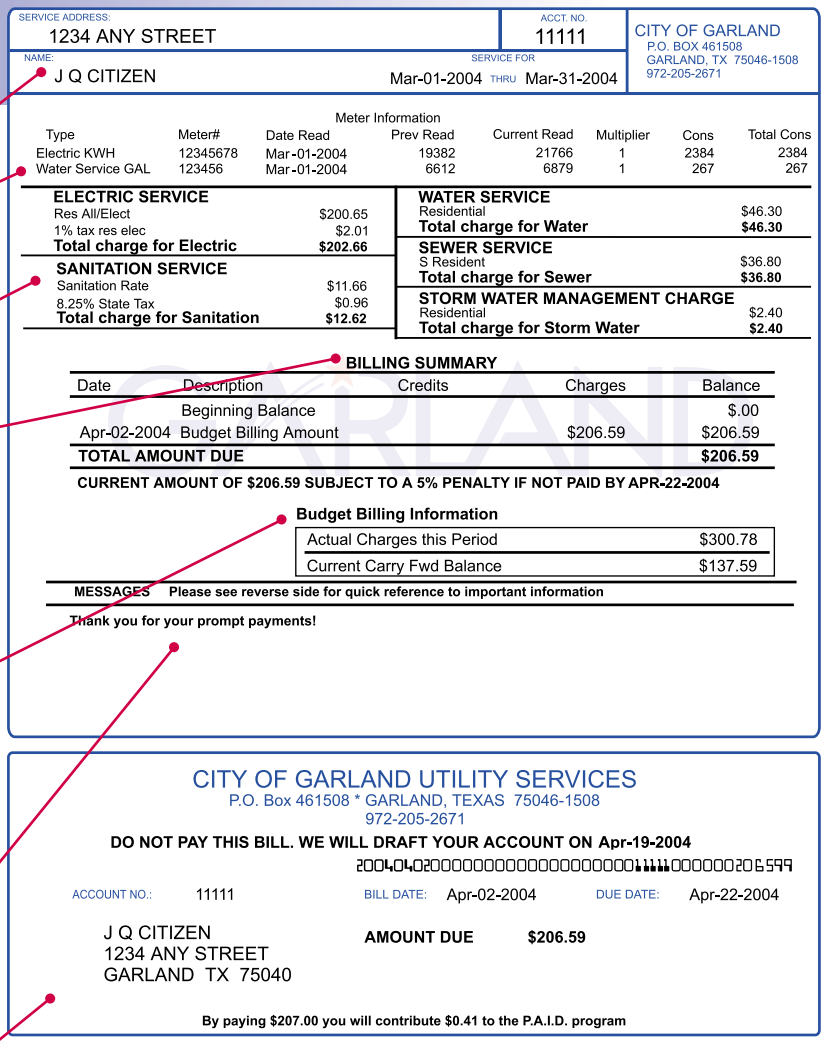
If you participate in the Budget Billing Program, this section provides the details of your charges. ***Actual Charges this Period*** indicates the total new charges for utility service used during the current billing period. ***Current Carry Fwd Balance*** is the cumulative difference in cost between what you have actually used and what you have been billed for. If the amount is enclosed in parentheses, you have a credit balance.

6. Message Section

Helpful hints and timely information are included here. If any portion of a previous bill has not been paid, a message will indicate the amount past due and provide notification that service is subject to immediate termination. The reverse side of the bill also includes important information regarding your account and utility services.

7. Your Payment Stub

Return this stub with your payment to ensure fast and efficient processing. The stub shows total ***Amount Due*** and ***Due Date*** in addition to other information relating to your utility account. If you are participating in the Automatic Bank Draft Program, a message indicates the date when your bank account will be drafted.



SERVICE ADDRESS: 1234 ANY STREET
ACCT. NO. 11111
CITY OF GARLAND
P.O. BOX 461508
GARLAND, TX 75046-1508
972-205-2671
NAME: J Q CITIZEN
SERVICE FOR Mar-01-2004 THRU Mar-31-2004

Meter Information

Type	Meter#	Date Read	Prev Read	Current Read	Multiplier	Cons	Total Cons
Electric KWH	12345678	Mar-01-2004	19382	21766	1	2384	2384
Water Service GAL	123456	Mar-01-2004	6612	6879	1	267	267

ELECTRIC SERVICE
Res All/Elect $200.65
1% tax res elec $2.01
Total charge for Electric $202.66

SANITATION SERVICE
Sanitation Rate $11.66
8.25% State Tax $0.96
Total charge for Sanitation $12.62

WATER SERVICE
Residential $46.30
Total charge for Water $46.30

SEWER SERVICE
S Resident $36.80
Total charge for Sewer $36.80

STORM WATER MANAGEMENT CHARGE
Residential $2.40
Total charge for Storm Water $2.40

BILLING SUMMARY

Date	Description	Credits	Charges	Balance
	Beginning Balance			$.00
Apr-02-2004	Budget Billing Amount		$206.59	$206.59
TOTAL AMOUNT DUE				**$206.59**

CURRENT AMOUNT OF $206.59 SUBJECT TO A 5% PENALTY IF NOT PAID BY APR-22-2004

Budget Billing Information

Actual Charges this Period	$300.78
Current Carry Fwd Balance	$137.59

MESSAGES Please see reverse side for quick reference to important information

Thank you for your prompt payments!

CITY OF GARLAND UTILITY SERVICES
P.O. Box 461508 * GARLAND, TEXAS 75046-1508
972-205-2671

DO NOT PAY THIS BILL. WE WILL DRAFT YOUR ACCOUNT ON Apr-19-2004

ACCOUNT NO.: 11111 BILL DATE: Apr-02-2004 DUE DATE: Apr-22-2004

J Q CITIZEN
1234 ANY STREET
GARLAND TX 75040

AMOUNT DUE $206.59

By paying $207.00 you will contribute $0.41 to the P.A.I.D. program

RETURN THIS STUB WITH YOUR PAYMENT

Note: Calculations shown above are for illustrative purposes only and are not intended for actual billing.

If you have any questions, please contact the GP&L Customer Service Department at 972-205-2671, e-mail custserv@garlandpower-light.org or visit www.garlandpower-light.org.

* The ***Multiplier*** is usually 1, but some meters are designed to register a fraction of actual service being used, requiring a larger multiplier.

** If an additional trash container has been requested, a monthly installment charge may be included in the ***Sanitation*** charge.