



OUR NEW UTILITY BILL WILL BE MODERNIZED AND STREAMLINED TO MAKE IT EASIER TO READ. IT WILL ALSO INCLUDE A BILLED USAGE GRAPH TO HELP YOU MANAGE YOUR WATER CONSUMPTION AND A QR IMAGE (QUICK RESPONSE CODE) TO ALLOW YOUR SMART PHONE TO QUICKLY ACCESS OUR NEW AND ENHANCED ONLINE PAYMENT SYSTEM.

EXISTING ACCOUNT INFORMATION

These improvements will be implemented in December 2015.

Your account number will remain the same, so if you have set up automatic payments through your banking institution, no changes will be needed. Please look at the messages on these new system enhancements.

ENHANCING THE BILLING PROCESS

Our Commitment:

For the Past several months, the Finance Department has been working hard to improve its utility billing process. Currently, we are working on implementing new billing technologies to enhance customer service.

For more Information:

We will provide additional information on billing and payment changes in the coming weeks. We will also post updates on our website at <http://www.cohb.org>.

Should you have any questions or concerns, please give us a call at 954-457-1360 or via e-mail at financeutilities@hallandalebeachfl.gov

CONTACT US

Visit www.cohb.org/css For more information.



DECEMBER 7.2015

NEW IMPROVED BILLING SYSTEM COMING ONLINE SOON

We would like to thank you in advance for your patience as we make this transition to improve our customer service.



**COMING SOON
NEW UTILITY
BILLING SYSTEM**



**DEC 2015
IMPROVED BILLING
SYSTEM**

Important Changes to your Utility Bill

In December, the City will transition to a new Utility Billing system. The new system will give customers new options for paying their bill:



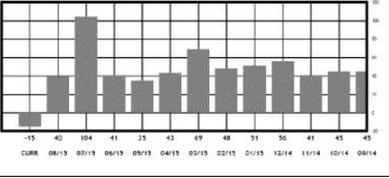
CITY OF HALLANDALE BEACH
400 S. Federal Highway
Hallandale Beach, FL 33009
(954) 457-1360

UTILITY BILL
Customer Copy
Please remit payment
by the due date to
avoid late penalties.

Customer Name				Service Address				
Bill Number 50101	Bill Date 09/28/2015	Account Number - Customer Number 832588 - 49294		Current Billing Due Date 10/19/2015				
Description	Meter	Previous Read Date	Current Read Date	Previous Meter Reading	Current Meter Reading	Read Code	Usage (100 gal.)	Charge
WATER BASE CHARGES								
WATER CONSUMPTION CHARGES	70948519	08/23/2015	09/23/2015	3505	3490	A	-15	-1.55
SEWER BASE CHARGES								17.00
SEWER CONSUMPTION CHARGES								-5.22
GARBAGE-RESIDENTIAL								18.87
RECYCLING-RESIDENTIAL								2.00
STORMWATER DRAINAGE								3.35
WATER UTILITY TAX								1.75

Streamlined description of charges

New Graphic to see your water use month to month

BILLED USAGE		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>READ CODE</td> <td>Total Current Billing</td> <td>55.20</td> </tr> <tr> <td>A - Actual</td> <td>Previous Balance</td> <td>107.51</td> </tr> <tr> <td>E - Estimate</td> <td>Adjustments</td> <td>.00</td> </tr> <tr> <td>F - Final</td> <td>Less Payments Received</td> <td>.00</td> </tr> <tr> <td></td> <td>Total Amount Due</td> <td>\$162.71</td> </tr> </table>	READ CODE	Total Current Billing	55.20	A - Actual	Previous Balance	107.51	E - Estimate	Adjustments	.00	F - Final	Less Payments Received	.00		Total Amount Due	\$162.71
READ CODE	Total Current Billing	55.20															
A - Actual	Previous Balance	107.51															
E - Estimate	Adjustments	.00															
F - Final	Less Payments Received	.00															
	Total Amount Due	\$162.71															

Detach and return the portion below with your payment



UTILITY BILL REMIT PORTION
Please remit payment by the due date to avoid late penalties.



QR Codes for Direct Access to the online payment system

Service Address	Bill Number	Account # - Customer #	Current Billing Due Date	Amount Due
			10/19/2015	\$162.71

New Bill Pay System

CONVENIENT AND EASY PAYMENT OPTIONS



ONLINE

Through the Citizen's Self Service Portal
www.cohb.org/css



MOBILE DEVICE

Download and access the MyHBeach Mobile app



YOUR CITY WORKING FOR YOU

We look forward to serving you better!

EASIER

New Invoice provides greater level of detail and allows you to review water consumption from month to month.

FASTER

Quickly pay your bill using our online Customer Self Service Program. QR Code links customer to this online payment module.

CONVENIENT

Register online, with Citizen Self Service. URL to site is: www.cohb.org/css

