

Understanding Your Statement

1 Contact Information
Your bill includes information on how to contact the City of Frisco.

2 Account Information
This section details your service address, City of Frisco account number and billing zone your property resides in. Also included is your billing date, service period, last payment date with amount paid and the due date for the current charges.

3 Account Activity
Section displays the last bill amount, payment amount and any account adjustments.

4 Meter Readings
This section lists your meter number at the property and the previous and current readings. Your usage is calculated by subtracting the current and previous readings. Additionally, the water rate tier information for the usage is displayed. Water usage is shown in gallons.

5 Current Charges
This section lists the charges associated with the current service period. The due date for the current charges is again provided.

6 Amount Due
This section provides the total for current charges, balance with penalty if current charges are paid after the due date, and information on past due charges. Current charges are due by the due date listed. Failure to pay current charges by the due date will result in a late fee. Past due balances are due immediately.


7 Water Usage History – Graph
The graph gives you a brief overview of your water consumption. Usage from the recent service period is displayed along with any other billed consumption in the current year - up to six months. Service period years are shown on the x-axis; usage, in hundreds of gallons, is on the y-axis. An expanded consumption history is available on the reverse of the bill.

8 Special Message
This section displays the City's special messages that might include: rate changes, upcoming events, and/or important information regarding your bill and services.


9 Coupon
A coupon is provided for your mailed payment. For timely and efficient posting of your payment, it is recommended that you return the payment coupon with your payment.




If you have questions about your statement, please call the City of Frisco at 972-292-5575 for further assistance.



CITY OF FRISCO
P.O. BOX 2730
FRISCO, TX 75034



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JOHN Q SAMPLE
123 MAIN STREET
FRISCO TX 75034-4892

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Automated Support: 855-427-9525
Customer Service: 972-292-5575
Utility Billing Fax: 972-292-5585
Office Hours: Mon - Fri 8:00 AM - 5:00 PM

E-mail: utilitybilling@friscotexas.gov
City Website: www.friscotexas.gov
Environmental Services: 972-292-5900
Public Works/After Hours: 972-292-5800

ACCOUNT INFORMATION

Account Name: JOHN Q SAMPLER
Account Number: 12-3456-78
Service Address: 123 MAIN STREET
Billing Date: 12/20/2023
Billing Days: 32
11/09/2023 to 12/11/2023
Due Date: 01/10/2024

ACCOUNT ACTIVITY

Last Bill Amount 596.35
Last Payment 12/11/23 -596.35
Balance Forward \$0.00

METER READINGS

Meter	Previous	Current	Usage
12345678	4762300	4801500	39200
Water Base Charge			\$20.47
Water Use Tier - One	130 @	\$0.4530	\$58.89
Water Use Tier - Two	100 @	\$0.5270	\$52.70
Water Use Tier - Three	142 @	\$0.5640	\$80.09
Total Water Charges:			\$212.15

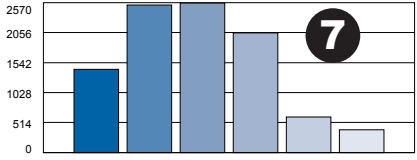
CURRENT CHARGES

Water	\$212.15
Stormwater	\$9.65
Sewer	\$190.90
Garbage	\$21.00
Garbage - Second Toter	\$18.00
Tax	\$3.22
Total New Charges Due 01/10/2024:	\$454.92

AMOUNT DUE

TOTAL AMOUNT DUE: \$454.92
Bank Draft - Do Not Pay

CONSUMPTION HISTORY FOR 2023 (100'S GALLONS)



Please see back for additional consumption history


IMPORTANT MESSAGE

The U.S. Postal Service delivered 2020 Census invitations to all homes in Frisco and the United States in mid-May. You are now able to respond online or by phone. If you need help completing your 2020 Census questionnaire, please call toll-free 1-844-330-2020 or visit census.gov. We need your help to count everyone in the United States by providing basic information about all adults, children, and babies living or staying at this address.

Utility Billing's Meet & Greet has been postponed.

FAILURE TO RECEIVE BILL DOES NOT WAIVE PAST DUE PENALTY. PAY BY DUE DATE TO AVOID PENALTY

*****BANK DRAFT - DO NOT PAY. PLEASE RETAIN THIS PAYMENT COUPON FOR YOUR RECORDS.*****



CITY OF FRISCO
P.O. BOX 2730
FRISCO, TX 75034


ACCOUNT INFORMATION

Account Name: JOHN Q SAMPLE
Cycle: 07
Service Address: 123 MAIN STREET
Service Period: 11/09/2023 to 12/11/2023

JOHN Q SAMPLE
123 MAIN STREET
FRISCO TX 75034-4892

ACCOUNT NUMBER 12-3456-78
DUE DATE 01/10/2024
AMOUNT DUE \$454.92

Bank Draft - Do Not Pay



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Understanding Your Statement

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Rates

This section provides the current water, sewer and stormwater rates.

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Past Consumption History

An expanded view of your consumption history is provided in this section. A 6-month overview from the prior 4 years is displayed.

12

Bill Description

This section provides background on the City's main service fees.

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General Information

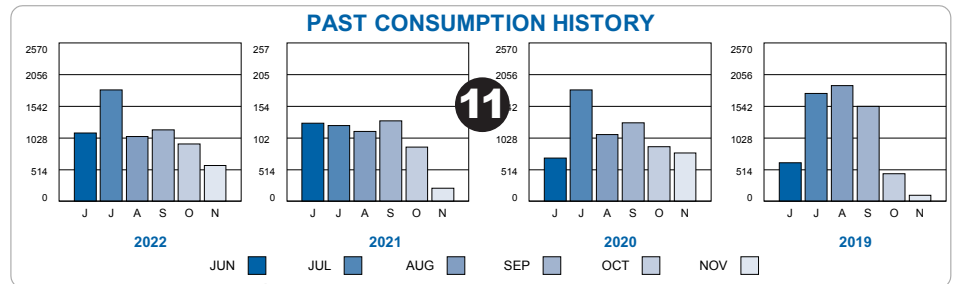
This area of the bill provides general information related to Utility Billing and Water Resources.

The Frisco City Council approved rate increases for water and sewer services on September 19, 2023 (see Ordinance No. 2023-09-45) and the stormwater rate increase on December 5, 2023 (see Ordinance No. 2023-12-56) for commercial and residential utility accounts.

RESIDENTIAL WATER FEES				COMMERCIAL WATER FEES				COMMERCIAL IRRIGATION FEES			
First 2,000 gallons \$22.52 per thousand gals				Meter Size	First 2,000 Gallons	Cost per Thousand Gallons		Meter Size	First 2,000 Gallons	2,001 - 40,000 Gallons	Over 40,000 Gallons
2,001 to 15,000 gallons \$4.98 per thousand gals				3/4"	\$24.55	\$5.15		3/4"	\$24.55	\$5.15	\$7.17
15,001 to 25,000 gallons \$5.80 per thousand gals				1"	\$36.44	\$5.15		1"	\$36.44	\$5.15	\$7.17
25,001 to 40,000 gallons \$6.20 per thousand gals				1.5"	\$73.03	\$5.15		1.5"	\$73.03	\$5.15	\$7.17
40,001 to 80,000 gallons \$7.17 per thousand gals				2"	\$6.14	\$5.15		2"	\$118.14	\$5.15	\$7.17
80,001 gallons and above \$8.62 per thousand gals				3"	\$215.73	\$5.15		3"	\$215.73	\$5.15	\$7.17
				4"	\$331.87	\$5.15		4"	\$331.87	\$5.15	\$7.17
				6"	\$696.97	\$5.15		6"	\$696.97	\$5.15	\$7.17

RESIDENTIAL SEWER				STORMWATER			
First 2,000 gallons \$30.28				Single-Family Residential Property Lot Size			
Over 2,000 gallons \$6.38 per thousand gals				Less than 5,000 square feet \$3.30			
				5,000 - 20,000 square feet \$5.50			
				More than 20,000 square feet \$10.62			

COMMERCIAL SEWER				Non-Residential			
First 2,000 gallons \$53.57				\$0.157 per 100 square feet of impervious surface.			
Over 2,000 gallons \$6.38 per thousand gals							



BILL DESCRIPTION

- Water Fee** - This fee covers the operation and maintenance of the City of Frisco's water infrastructure. The water fee is comprised of a base charge and a volumetric charge. The City of Frisco purchases its water from the North Texas Municipal Water District.
- Sewer Charge** - This fee covers the operation and maintenance of the City of Frisco's sewer infrastructure. Residential sewer rate is based on an average water consumption of the lowest three months of billed water usage from December through March. Commercial sewer is based on actual water consumption.
- Trash and Recycling** - This fee is for Residential Recycling and Trash services, Commercial and Construction recycling and waste services, Environmental Education and Outreach, and Household Hazardous Waste collection and disposal.
- Stormwater Fee** - The stormwater utility fee covers the cost to comply with the federal and state-mandated stormwater regulations.

GENERAL INFORMATION

- Did you know the City of Frisco offers e-billing?** To sign up, visit www.friscotexas.gov/utilitybilling.
- Setup your Utility Billing online account today!** Once started, you can pay your bill, view payment and usage histories and enter general service requests like change of addresses. Account number and last payment amount is required.
- The City of Frisco offers several different payment methods:** bill pay (check with your bank for availability), by phone, paying online through www.friscotexas.gov/utilitybilling by mail, bank draft, or paying in person at City Hall.
- Schedule a **FREE sprinkler system checkup** with a city's licensed irrigation expert to ensure your system is operating efficiently. Email waterwise@friscotexas.gov or call **972-292-5800** for your checkup.
- Subscribe to the WaterWise newsletter**, offering lawn watering advice, based on Frisco's weather station, landscape tips, native plant spotlights, plus early registration for workshops. Sign up at www.friscotexas.gov/water.



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