


# 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

**1** 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](mailto:utilitybilling@friscotexas.gov)  
City Website: [www.friscotexas.gov](http://www.friscotexas.gov)  
Environmental Services: 972-292-5900  
Public Works/After Hours: 972-292-5800

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\*\*\*AUT\*\*SCH 5-DIGIT 75035 1 P55 T-FTE-1228a-A-1  
6 3 AV 0-386

JOHN Q SAMPLE  
1234 MAIN STREET  
FRISCO TX 75035-2455

**ACCOUNT INFORMATION**

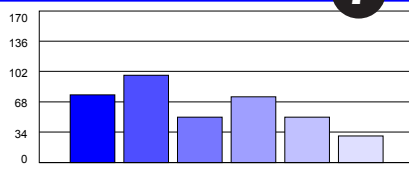
Account Name: JOHN Q SAMPLE  
Account Number: 01-3456-78  
Service Address: 1234 MAIN STREET  
Billing Date: 12/23/2020  
Service Period: 11/16/2020 to 12/15/2020  
Billing Date: 12/23/2020

**ACCOUNT ACTIVITY**

Last Bill Amount: 77.68  
Last Payment: 12/01/20: -77.68  
Balance Forward: 0.00

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**CONSUMPTION HISTORY FOR 2020 (100'S GALLON)**



Please see back for additional consumption history

**METER READINGS**

Meter	Previous	Current	Usage
11111111	338500	341500	3000
Water Base Charge			\$18.40
Water Use Tier - One	10 @	\$0.4000	\$4.00
<b>Total Water Charges:</b>			<b>\$22.40</b>

**CURRENT CHARGES**

Water	\$22.40
Stormwater	\$4.14
Sewer	\$26.50
Garbage	\$15.00
Tax	\$1.24
<b>Total New Charges Due 01/14/2021:</b>	<b>\$69.28</b>

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**IMPORTANT MESSAGE**

The U.S. Postal Service delivered 2020 Census invitations to all homes in Frisco and the United States in mid-March. You are now asked 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 [my2020census.gov](http://my2020census.gov) and 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.

**AMOUNT DUE**

**TOTAL AMOUNT DUE:** \$69.28

Total Amount Due if Paid After 01/14/2021: \$76.08

**FAILURE TO RECEIVE BILL DOES NOT WAIVE PAST DUE PENALTY.**

**PAY BY DUE DATE TO AVOID PENALTY**

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

**ACCOUNT INFORMATION**

Account Name: JOHN Q SAMPLE  
Cycle: 09  
Service Address: 1234 MAIN STREET  
Service Period: 11/16/2020 to 12/15/2020  
JOHN Q SAMPLE  
1234 MAIN STREET  
FRISCO TX 75035-2455

Keep the above portion for your records and return this portion along with your payment  
**PLEASE MAKE CHECK PAYABLE TO CITY OF FRISCO**

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
12-3456-78	01/14/2021	\$69.28


Total Amount Due if Paid After 01/14/2021: \$76.08

**AMOUNT ENCLOSED** \$

Please write account number on check and remit payment to:

FRISCO  
CITY OF FRISCO  
PO BOX 2730  
FRISCO TX 75034

052242010000069280000076085



# Understanding Your Statement

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

**11 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.

**13 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 stormwater services on December 1st, 2020 (see Ordinance No. 20-12-86) for commercial and residential utility accounts.

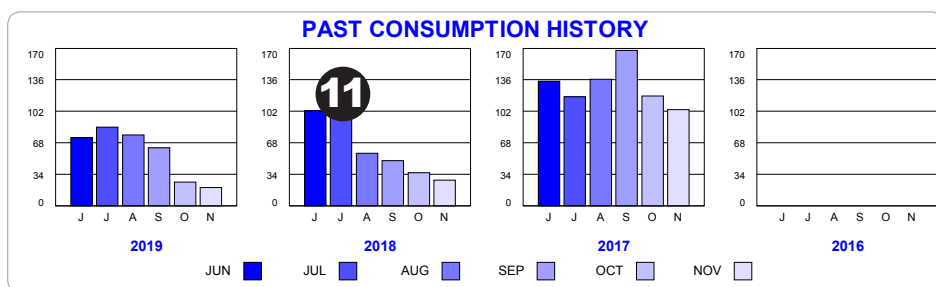
RESIDENTIAL WATER FEES		COMMERCIAL WATER FEES			COMMERCIAL IRRIGATION FEES			
First 2,000 gallons	\$18.40 per thousand gals	Meter Size	First 2,000 Gallons	Cost per Thousand Gallons	Meter Size	First 2,000 Gallons	2,001 - 40,000 Gallons	Over 40,000 Gallons
2,001 to 15,000 gallons	\$4.00 per thousand gals	3/4"	\$20.07	\$4.13	3/4"	\$20.07	\$4.13	\$5.76
15,001 to 25,000 gallons	\$4.65 per thousand gals	1"	\$29.79	\$4.13	1"	\$29.79	\$4.13	\$5.76
25,001 to 40,000 gallons	\$4.98 per thousand gals	1.5"	\$59.68	\$4.13	1.5"	\$59.68	\$4.13	\$5.76
40,001 to 80,000 gallons	\$5.76 per thousand gals	2"	\$94.91	\$4.13	2"	\$94.91	\$4.13	\$5.76
80,001 gallons and above	\$6.92 per thousand gals	3"	\$176.30	\$4.13	3"	\$176.30	\$4.13	\$5.76
		4"	\$271.21	\$4.13	4"	\$271.21	\$4.13	\$5.76
		6"	\$569.59	\$4.13	6"	\$569.59	\$4.13	\$5.76

RESIDENTIAL SEWER		STORMWATER		
First 2,000 gallons	\$25.95	<b>Single-Family Residential Property Lot Size</b>		
Over 2,000 gallons	\$5.47 per thousand gals	Less than 5,000 square feet	\$3.00	<b>Non-Residential</b>
		5,000 - 20,000 square feet	\$5.00	\$0.143 per 100 square feet of impervious surface.
		More than 20,000 square feet	\$9.65	

COMMERCIAL SEWER	
First 2,000 gallons	\$45.90
Over 2,000 gallons	\$5.47 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. 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 online utility billing?** To sign up, visit [www.friscotexas.gov/utilitybilling](http://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.frisco.gov/utilitybilling](http://www.frisco.gov/utilitybilling), returning your payment and coupon 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](mailto: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](http://www.friscotexas.gov/water).



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