



## May 2014 Newsletter

### Payments Due and Late Payments:

During the past few months, we have received calls and comments about when payments are due and when are late fees added. The payment of billed amount is due by the 15<sup>th</sup> of each month and a late fee is added to your account if there is an unpaid balance on the first day of following the month. Payments left in District Office Payment Box must be received by noon on the last business day of the month to avoid a late fee. Payments left in the District Office Payment Box after noon on the last business day of the month will be processed on the following business day which will result in a late charge being assessed to your account. We encourage you to either mail your payment early in the month, complete an ACH form to authorize your bill to be paid electronically, or make your payment at pbhmd.com and click "Pay Online" to avoid a late charge.

### Bill Tier:

This new rate tier structure is effective March 1, 2014 and will first appear in the April 2014 billing.

<u>USAGE</u> <i>(monthly billing basis)</i>	<u>COST</u> <i>(per gallon)</i>	-OR-	<u>COST</u> <i>(per 1,000 gallons)</i>
0 to 15,000 gallons	\$0.0050		\$5.00
15,001 to 25,000 gallons	\$0.0075		\$7.50
25,001 to 35,000 gallons	\$0.0125		\$12.50
35,001 to 40,000 gallons	\$0.0150		\$15.00
40,001 to 45,000 gallons	\$0.0200		\$20.00
Over 45,000 gallons	\$0.0250		\$25.00

### Billing questions or concerns:

If you have questions or concerns related to your PBHMD bill, please call Customer Billing at (800) 741-3254.

### Sign Up for the PBHMD Email Newsletter

The last printed Customer Newsletter will be published in July 2014. We are replacing it with a newsletter that will be sent to your email inbox. This newsletter will provide you with timely information, useful links to pbhmd.com, and upcoming community events. We will also be able to notify you of planned water outages, and provide you with quicker notifications of emergency water outages and updates on when you can expect to have water service restored. You may subscribe to the PBHMD Newsletter by scanning the QR code to the right from your mobile device or by texting **PBHMD to 22828** from your mobile phone (message & data rates may apply). It's just that easy. Give a try!



### Special Board of Directors Meeting:

Board of Directors will be holding a special meeting on Thursday, May 22, 2014 at 7 p.m. at the Districts office located at 9830 Liberty Grove Drive.

### Water or Sewer Emergency After Hours telephone number change:

If you have a water or sewer emergency after hours, please call (719) 351-7438.