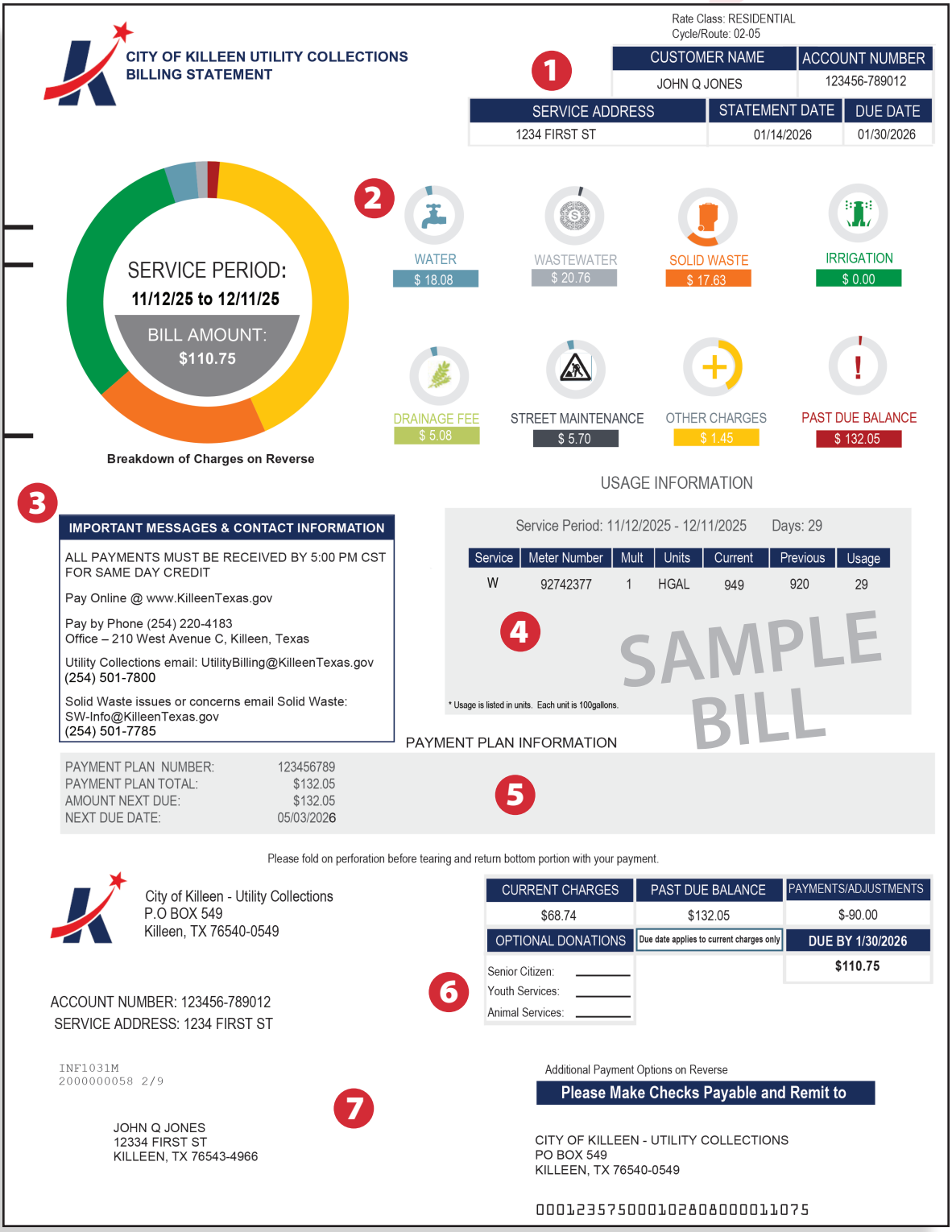
How To Read Your Utility Bill

Understanding Your New Water Bill: Quick Reference Guide

Each numbered section corresponds to important information about your account, usage, and charges.

1. **Account Information:** Includes the customer name, account number, service address, billing date, and due date for current charges.
2. **Charges Summary:** A summary of current charges, listed by service.
3. **Important Messages & Contact Information:** Messages from the City of Killeen related to your account or billing.
4. **Meter Reading Data:** Displays your meter number(s) with related service, current and previous readings, as well as current usage. All usage is shown in units, with each unit equal to 100 gallons.
5. **Payment Arrangements:** Details any active payment arrangements, including the payment amount and arrangement due date.
6. **Optional Donations:** Optional donations to City-sponsored programs may be indicated here when returning your payment coupon.
7. **Payment Coupon:** The detachable payment coupon may be removed and returned with your payment using the enclosed return envelope.



CITY OF KILLEEN UTILITY COLLECTIONS
BILLING STATEMENT

Rate Class: RESIDENTIAL
Cycle/Route: 02-05

1

CUSTOMER NAME	ACCOUNT NUMBER
JOHN Q JONES	123456-789012

SERVICE ADDRESS	STATEMENT DATE	DUE DATE
1234 FIRST ST	01/14/2026	01/30/2026

SERVICE PERIOD:
11/12/25 to 12/11/25
BILL AMOUNT:
$110.75

Breakdown of Charges on Reverse

2

WATER	WASTEWATER	SOLID WASTE	IRRIGATION
$ 18.08	$ 20.76	$ 17.63	$ 0.00

DRAINAGE FEE	STREET MAINTENANCE	OTHER CHARGES	PAST DUE BALANCE
$ 5.08	$ 5.70	$ 1.45	$ 132.05

3

IMPORTANT MESSAGES & CONTACT INFORMATION

ALL PAYMENTS MUST BE RECEIVED BY 5:00 PM CST FOR SAME DAY CREDIT

Pay Online @ www.KilleenTexas.gov

Pay by Phone (254) 220-4183
Office – 210 West Avenue C, Killeen, Texas

Utility Collections email: UtilityBilling@KilleenTexas.gov
(254) 501-7800

Solid Waste issues or concerns email Solid Waste:
SW-Info@KilleenTexas.gov
(254) 501-7785

USAGE INFORMATION

Service Period: 11/12/2025 - 12/11/2025 Days: 29

Service	Meter Number	Mult	Units	Current	Previous	Usage
W	92742377	1	HGAL	949	920	29

4

* Usage is listed in units. Each unit is 100gallons.

SAMPLE BILL

PAYMENT PLAN INFORMATION

5

PAYMENT PLAN NUMBER:	123456789
PAYMENT PLAN TOTAL:	$132.05
AMOUNT NEXT DUE:	$132.05
NEXT DUE DATE:	05/03/2026

Please fold on perforation before tearing and return bottom portion with your payment.

City of Killeen - Utility Collections
P.O BOX 549
Killeen, TX 76540-0549

CURRENT CHARGES	PAST DUE BALANCE	PAYMENTS/ADJUSTMENTS
$68.74	$132.05	$-90.00
OPTIONAL DONATIONS	Due date applies to current charges only	DUE BY 1/30/2026
		$110.75

6

Senior Citizen: _____
Youth Services: _____
Animal Services: _____

ACCOUNT NUMBER: 123456-789012
SERVICE ADDRESS: 1234 FIRST ST

INF1031M
2000000058 2/9

7

JOHN Q JONES
12334 FIRST ST
KILLEEN, TX 76543-4966

Additional Payment Options on Reverse

Please Make Checks Payable and Remit to

CITY OF KILLEEN - UTILITY COLLECTIONS
PO BOX 549
KILLEEN, TX 76540-0549

00012357500010280800011075

(continued on back)



Quick Reference Guide *(continued from front)*

8 Billing Detail:
Provides a detailed breakdown of charges for each service.

9 Previous Activity:
Lists previous charges, payments, and adjustments applied to your account.

10 Standard Billing Information:
Includes standard billing information. Special informational messages may appear here periodically.

11 Update/Change Your Information:
The backside of the payment coupon is available to update your contact information and provides payment options.

Billing Detail

Water		
Minimum Water Charge		$15.04
Consumption Charge: **Total**	29 GAL	$3.04
Water		**$18.08**
Wastewater		
Min Wastewater Chg:	29 GAL	$20.76
Total Wastewater		**$20.76**
Solid Waste		
Garbage Coll (64 Gal)	11/12/25 - 12/11/25	$17.63
Total Solid Waste		**$17.63**
Street Maintenance		
Street Maint Fee		$5.70
Total Wastewater		**$5.70**
Drainage Utility		
Drainage Utility Fee Total		$5.08
Drainage Utility Fee		**$5.08**
Other Charges		
Sales Tax		$1.45
Total Other Charges		**$1.45**

Current Charges	**$68.70**
Previous Charges	**$132.05**
Payments:	$0.00
Adjustments:	$-90.00
Total Amount Due	**$110.75**

* Includes Past Due Amount

UPDATE YOUR CONTACT INFORMATION

Submit in person or by mail

Mailing Address **Apt/Unit/Ste**

City **State** **Zip**

Cell Phone **Home Phone**

All bills are due a minimum of fifteen (15) days from the billing date.

A penalty will be assessed to accounts not paid by 5:00 pm (CST) on the due date .

If there is a past due balance shown on the bill your service may be subject to disconnection and additional fees.

Payment extensions are available by contacting our office at (254)501-7800 or utilitybilling@killeentexas.gov.

If service is disconnected for non-payment of charges a reconnection fee is required.

Fees and rates can be found online at www.killeentexas.gov.

Utility Collections email: UtilityBilling@KilleenTexas.gov
Solid Waste issues or concerns email Solid Waste at: SW-Info@KilleenTexas.gov

Important Message:

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