


BILLING AND PAYMENT INFORMATION

Arcadia has partnered with FATHOM to provide utility customer service and billing. This change is part of the city's ongoing effort to provide premier utility billing services to you, our customer.

Understanding Your Bill

Explore the image below to familiarize yourself with the common elements of your new bill.



Questions?
Call Customer Service:
M-F 8am - 5pm
(833) 764-5238
Pay Online: arcadia.u2you.gwfathom.com

UTILITY BILL

FIRSTNAME LASTNAME
Account Number: 000000000-000000000
Customer Number: 000000000
Location ID Number: 000000000
Bill Date: 05/08/2018
Due Date: 05/29/2018

Person responsible for making timely payments on this account
Identification based on the Customer Number and Location ID Number
Identification linked to the Customer Name
Identification linked to the property address
Last day in your billing cycle
Deadline to pay your bill to avoid penalties

Welcome to the new look of your City of Arcadia utility bill! If you have any questions, feel free to call us at (833) 764-5238 or go online for information and expanded services and to make a payment at <https://arcadia.u2you.gwfathom.com>.

Account Summary

Previous Balance:	\$386.14
Payments Received - THANK YOU:	\$-230.06
Balance Forward - PAY IMMEDIATELY:	\$156.08
Adjustments:	\$0.00
Current Charges - Past Due After 05/29/2018	\$147.99
TOTAL AMOUNT DUE:	\$304.07

Dollar amount of your previous bill
Total payments posted to your account since the previous bill cycle
Remaining amount due after applying Payments Received
Amount of credits or debits that can adjust your Total Amount Due
Amount you owe and the date that this amount will become past due
Total due on or before the due date
(If enrolled in Auto-Pay, this amount will be deducted from your bank account)

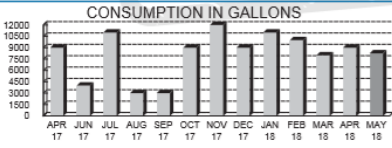
Firstname Lastname
Service Address: 123 MAIN ST
Service Period: 04/03/2018 - 05/01/2018

Meter Read Type	Meter Number	Previous Meter Read	Current Meter Read	Water Consumed in Gallons
AMR Read	22222222	04/18/2018	05/01/2018	4,262

Used to identify your meter
Service Period Begins
Service Period Ends

Compare Your Water Usage

Chart showing your water consumption over the past year



CONSUMPTION IN GALLONS


For Water Saving Tips visit arcadia.u2you.gwfathom.com

Current Charges and Adjustments

Water Consumption	\$62.24
Sewer Usage Charge	\$63.14
Garbage Service	\$16.39
Sales Tax	\$6.22
Total Current Charges and Adjustments	\$147.99
Past Due Amount	\$156.08

All Charges and Adjustments for this Billing Cycle
Total of All Charges and Adjustments due this Billing Cycle
For immediate payment For payment by indicated due date

This Remittance Slip needs to be returned with your payment. The Account Number is used by banks to apply your payment correctly.




C/O Fathom
21412 N 10th Ave.
Ste. 201
Phoenix, AZ 85027

00000000000000000000000000000000

615 1 AV 0.378 0092652-ARCS97693-ST.1GRP-000615
FIRSTNAME LASTNAME
123 MAIN ST ANYTOWN FL 33333-4444
T: 2

44009265200061500001000011000000000


Please return this portion with your payment. Please make checks payable to City of Arcadia. Please include customer account number on check.



0000000000-000000000
Due Date: 05/29/2018
Account Number: 000000000
Amount Due: \$304.07
Amount Due After 05/29/2018: \$304.07
Enter Amount Paid: \$
A Late Fee will be applied if payment is received after the due date.
Pay online at arcadia.u2you.gwfathom.com

100000000

SEND REMITTANCE TO:



CITY OF ARCADIA
PO BOX 52747
PHOENIX AZ 85072-2747

Customer Service

Phone: 1-833-764-5238 – Monday-Friday 8am-5pm
In-Person: 23 N Polk Ave. Arcadia, FL – Monday-Friday 8am-4:30pm
Customer Portal: <https://arcadiafl.gwfathom.com>

How do I pay my bill?

We recommend you sign up for our convenient portal where you can make one-time or recurring electronic payments and see detailed information about your usage history.

Visit the portal: <https://arcadiafl.gwfathom.com>

From the customer portal landing page, choose "\$ Billing" from the headlines to view and pay your water bill. You can also set up auto pay here.

The left screenshot shows the 'View Bill' page. The balance is \$0.00. The account number is 0000938211-002638229. The balance is as of Apr 28, 2018 at 9:47 AM. There are buttons for 'View bill' and 'Pay bill'. Below is a 'Billing History' table:

Date	Type	Amount	
Mar 27, 2018	Payment	-\$109.01	
Mar 9, 2018	Bill	\$109.01	View
Jan 12, 2018	Payment	-\$188.32	
Dec 29, 2017	Bill	\$188.32	View

The right screenshot shows the 'Evaluate Bill' page. It features a bar chart titled 'Compare Billed Water Use' with two tabs: 'PREVIOUS YEARS' and 'PREVIOUS PERIODS'. The chart shows three bars representing different periods: Dec 29, 2015 - Feb 26, 2016; Dec 24, 2016 - Feb 28, 2017; and Dec 23, 2017 - Feb 26, 2018. A text box states: 'Your use was about 91% higher than your typical use for this time of year.' Below the chart is a section titled 'Take Control of Your Bill' with two options: 'Set Personalized Use Notifications' (with a 'Set Alerts' button) and 'Ways to Save' (with a 'Take Action' button).

Pay by Mail

The address where you mail in your payment is pre-printed on the remittance coupon included on your bill. Simply complete the coupon and mail it back in the return envelope provided with your payment. For reference, the address is:

City of Arcadia
PO Box 52747
Phoenix, AZ 85072-2747

Payments by check, money order, or cashier's check will be accepted at this address.

Please Note: The bill remittance address is in Phoenix because this is where our check processing center provided by FATHOM is located.

Pay In Person

To make in-person bill payments please visit Arcadia's local payment office at 23 N Polk Ave. Arcadia, FL from 8am-4:30pm, except for holidays recognized by the city. There is also an after-hours drop box located at this location.

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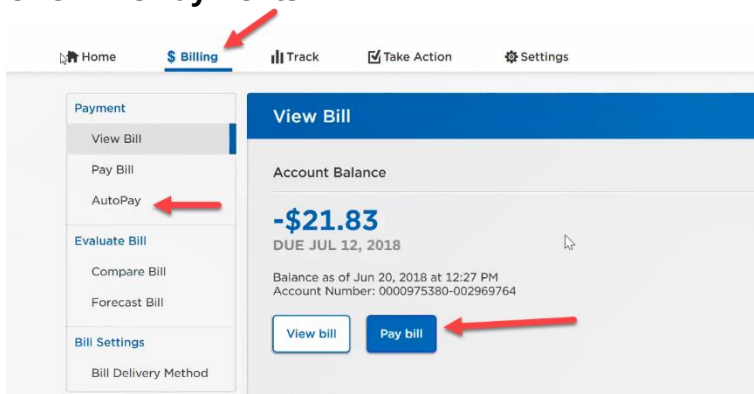


To make payments on weekends or after hours, visit the customer portal:
<https://arcadiafl.gwfathom.com>

How do I make automatic or online payments?

Visit the customer portal at <https://arcadiafl.gwfathom.com>

One-Time Payments



Click "Pay Bill" to make a one-time payment.

Customer Service

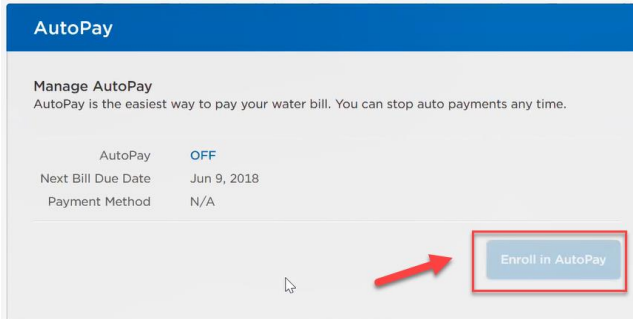
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Auto Pay

To establish recurring payments, click on “Billing,” then “Auto Pay,” then “Enroll in Auto Pay.”



Ways to Auto Pay:

- **Pay by Check (ACH):** If you would like to sign up for payments to be made directly from your bank account, select [insert] under the Auto Pay section and input the details required. Please monitor your account for at least a month to ensure auto-pay has been accepted by your financial institution.
- **Pay by Credit Card**
- **Use Bill Pay:** If you are currently signed up with your bank for electronic bill payments, it is very important that you have the correct **remittance address in your bank's online bill pay**. If you do not select the correct address, receipt of your payment will be delayed and you may incur late fees or have your services interrupted. The correct remittance address is
City of Arcadia
PO Box 52747
Phoenix, AZ 85072-2747

Customers are assessed a convenience/processing fee of 2.8% by the credit card processor if choosing to pay your bill by credit/debit card (both one-time and recurring). This is not a fee charged by Arcadia or our partner FATHOM. It is passed through DIRECTLY from the credit card processor to the customer at the time of the transaction.

Why is my bill higher than usual?

Water meters become less accurate over time. If your meter was defective (and therefore, not billing based on your actual usage), you may see an increase in your bill due to the accuracy and precision of your new meter.

Like any mechanical device, they are prone to wear, sediment accumulation, and corrosion. Meter age, temperature, water quality, and other seasonal weather patterns can impact meter accuracy.

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The process of modernizing metering infrastructure and gaining access to more accurate data often uncovers other issues and inadvertent errors including

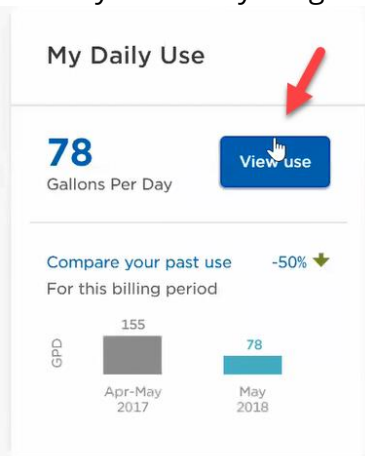
- Intermittent or pre-existing leaks
- Unauthorized connections
- Meters missing from the billing inventory
- Damaged meters
- Installation/programming errors
- Improperly sized or specified meters
- Incorrect mapping to customer information
- Human error

In any of the cases above, your bill may be impacted. Additionally, keep in mind that seasonal increases in water usage and other pattern-based usage will impact your bill.

Fortunately, Arcadia's partnership with FATHOM puts timely and highly accurate information at your fingertips. We encourage users to drill into the usage charts, including the hourly data to understand when the spikes in usage are occurring. Customers are regularly surprised to see how much water is used for certain activities, particularly for irrigation.

We recommend you visit the following section of the portal to review your usage and investigate possible leaks:

To see your hourly usage:



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To check for leaks:

I Want To...

- 
Check if I have a leak
- 
Sign up for unusual use alerts
- 
Learn where I use the most water

Your use is 50% below typical for May

Your current use pattern is not necessarily indicative of a significant leak. However, about 10% of U.S. homes have leaks of 3 gallons or more per hour.

[Start checking for leaks](#)

Already Found a Leak?

Let us know what it was.

[Found a leak](#)

Protect Your Property

Not all leaks are easily visible. We'll contact you when we spot irregular water use.

[Set alerts](#)

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