



SSL-Sustainable Services Ltd.
957 Langford Parkway
Victoria, BC V9B 9A9

250-391-7260
www.SSL-BC.com
accounts@SSL-BC.com

Energy & Water Bill Guide

<p>SSL-Sustainable Services Ltd. 250-391-7260 957 Langford Parkway www.SSL-BC.com Victoria, BC V9B 0A5 accounts@SSL-BC.com</p>		<p>1</p> <table border="1"> <tr> <td>Billing Date: June 30, 2017</td> <td>Account Number: R00100999</td> </tr> <tr> <td>Pay by: July 30, 2017</td> <td>Please Pay: \$204.09</td> </tr> </table>		Billing Date: June 30, 2017	Account Number: R00100999	Pay by: July 30, 2017	Please Pay: \$204.09																																		
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1. Account Overview

Billing Date is the date the bill was prepared. **Account Number** is your SSL account number. **Pay By** is the payment due date. Pay your bill by this date to avoid a late charge of 2.5%. **Please Pay** is the total amount owing, which includes the current bill amount plus any outstanding balances from previous bills.

2. Payment Information

Includes the amount due from your previous bill, any payment(s) received within the previous month, and your balance carried forward onto the current bill.

3. Energy Meter Reading

Includes information pertaining to your energy meter, such as: current meter reading, previous billing period's meter reading, total usage this period, daily average comparison for the current and previous year's billing period and the next scheduled meter reading.

4. Energy Charges

Includes all charges associated with the energy service, including GST.

5. Water Meter Reading

Includes information pertaining to your water meter, such as: current meter reading, previous billing period's meter reading, total usage this period, daily average comparison for the current and previous year's billing period and the next scheduled meter reading.

6. Water Charges

Includes all charges associated with the water service.

7. Total Amount Owing

Includes the current bill amount, any late charges, any outstanding balance from previous bills and your total balance now due.

8. Billing Options

The letter on your bill denotes how you receive your bill from SSL. This can be by email (E), letter mail (L) or both (B).

9. Detachable Portion

Detach this section of your bill and return it with payment to our office at 957 Langford Pkwy, Victoria, BC V9B 0A5. Alternative payment options are listed on the back of your bill.

Knowing how to read your bill is a good way to monitor your energy and water usage.

If at any time you have questions or concerns about your SSL bill or account, please contact our office at (250) 391-7260 or email us at accounts@SSL-BC.com. Our office hours are Monday to Friday, 8:30 am – 5:00 pm.