

Understanding your utility bill



Same bill, new look!

Your City of Spruce Grove utility bill has a new look to help make your bill easier to understand. Here's a quick overview of what it includes:

- A Invoice Date:** The date the bill was generated.
- B Account Number:** Your unique utility account identifier. Use this number (without the decimal) when making payments, setting up online banking, or contacting the City about your bill.
- C Customer Number:** Your personal customer ID with the City. You will need this number (along with your Web Access Code) to register for Online Services (sprucegrove.org/OnlineServices), where you can view your payment history and sign up for e-billing and auto-payments.
- D Web Access Code:** A secure code unique to your Customer Number that allows you to register your utility account with Online Services (If your Web Access Code is blank, it usually means you have already registered for an Online Services account).
- E Balance Forward:** The amount owing from your previous bill. If you submitted a payment after the Invoice Date, it will not be reflected on the current invoice.
- F Account Adjustment:** Any credits, corrections, or one-time charges applied to your account (e.g. a billing correction, refund, or miscellaneous fee).
- G Payment Received:** The total payment the City received, both online and in-person, and applied to your account since the last bill.
- H Penalty Applied:** Any late-payment penalty that has been added to your account. The City applies a 2.5 per cent monthly compounding penalty on overdue balances.
- I Total Past Due:** The total amount you owed after applying the Balance Forward, any Account Adjustments, Payments Received, and Penalties. This would show \$0.00 if you paid in full by the Invoice Date.
- J New Charges:** The total charge for the current billing period. Adding this to your Total Past Due gives the Total Payment Due.
- K Water Consumption:** The charge for the volume of water you used during the billing period. Water is billed per cubic metre (m^3). Your consumption is calculated from meter readings and shown in both volume and cost.
- L Sanitary Sewer Consumption:** The charge for wastewater (sewer) services. This is based on the volume of water you consumed, as most water used in your home eventually enters the sanitary sewer system. It is billed per cubic metre and helps fund the collection and treatment of wastewater.
- M Waste/Organic Recycling:** The flat monthly fee for garbage collection (black cart), recycling (blue bags), and organic waste (green cart) service. The amount depends on the size of your black cart (120 L or 240 L). This fee is charged in advance for the upcoming month.
- N Stormwater:** A flat monthly fee that helps maintain the City's stormwater management system (pipes, ponds, and facilities that handle rain and snowmelt to prevent flooding and protect the environment). All properties with City water service pay this fee. The rate depends on your meter size.
- O Total Payment Due:** The total amount you need to pay by the Penalty Date (see **P** below) to avoid a penalty. Please allow three business days to ensure payments are processed before penalties are applied.
- P Penalty Date:** This date indicates when a 2.5 per cent penalty will be applied to your Total Payment Due if the amount is not paid in full.
- Q Amount Due on Penalty Date:** The total amount you need to pay on or after the Penalty Date, with the 2.5 per cent penalty applied to your Total Payment Due.
- R Meter #:** The unique identification number of your water meter, which ensures the correct meter is being read for your property.
- S Reading:** The actual meter readings(s) taken at the beginning and end of the billing period, which are used to calculate your water consumption.
- T Total Consumption:** The total amount of water you consumed during this billing period, shown in cubic metres (m^3).
- U Total Consumption Days:** The number of days in the billing period covered by this meter reading.
- V Monthly Billing Message:** Indicates important customer messages, including information about payments and promotions.



Invoice Date: July 6, 2026
Account Number: 000000.01
Service Address: 2 PINE ST

Go paperless at www.sprucegrove.org/Paperless

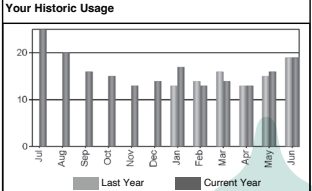
Customer Number	Web Access Code
LAST NAME, FIRST NAME 000000	ARCUMG

Utility Invoice

Online: www.sprucegrove.org
 Email: utinfo@sprucegrove.org
 Phone: 780-962-7597
 Monday to Friday 8:30 a.m. - 4:30 p.m.
 Closed Statutory Holidays

Consumption Details:
 Meter #: 1759881453
 Reading on 6/30/2026: 2948
 Reading on 5/31/2026: 2751
 Total Consumption: 19.7 m^3
 Total Consumption Days: 31

Your Historic Usage



An easy and effective way to ensure your utility bill payment is never late! Sign up for pre-authorized payments today!
sprucegrove.org/UtilityPayments

Account Summary

Balance Forward	\$192.33
Account Adjustment	\$0.00
Payments Received - Thank you	-\$192.33
Penalty Applied	\$0.00
Total Past Due:	\$0.00
New Charges	\$222.81
Water Consumption 19.70 m^3 @ \$5.13	\$101.06
Sanitary Sewer Consumption 19.70 m^3 @ \$3.99	\$78.60
240L Waste/Organics/Recycling - Jul	\$21.70
Stormwater - Jul	\$21.45
Total Payment due	\$222.81
Penalty of 2.5% will be applied on August 1, 2026	

Payment Return Slip

Please complete and return this slip with your payment. Make your payment payable to City of Spruce Grove. For other payment options, please see reverse.

Account Number	Total payment due	Amount due on penalty date
000000.01	\$222.81	\$228.38

LAST NAME, FIRST NAME
 2 PINE ST
 SPRUCE GROVE, AB T7X 0A0

The City of
SPRUCE GROVE

315 Jespersen Avenue
 Spruce Grove, AB T7X 3E8

Payment enclosed

\$

Payable at most financial institutions