



## OUR COMBINED SERVICES STATEMENTS ARE GOING “GREEN”

Our e-bill technology allows you to:

- Securely receive your utility bill in your regular email inbox
- Be more environmentally friendly because you reduce paper waste
- Have the option of returning to paper bills at any time

### What is an e-bill?

Your Combined Services Statement electronic bill, or “e-bill”, is a detailed and complete facsimile of the paper bill you currently receive. Instead of receiving a paper bill in the mail, your email will be delivered to your email inbox.

### How and when will I receive my Combined Services Statement e-bill?

You will receive your first e-bill approximately 20 days before your bill is due. After you send us your email address, you will receive a confirmation message telling you when to expect your first Combined Services Statement e-bill in your email inbox. The City of Asheville email will contain an attached PDF file. Your billing cycle will not change.

### Ready to go paperless?

Fill out the attached form below and mail to: Water Resources Dept., PO Box 733, Asheville, NC, 28802 or email us at [egovutility@ashevillenc.gov](mailto:egovutility@ashevillenc.gov) at least three weeks before your next bill date.

You will receive your bill notices from [combinedservicesstatement@ashevillenc.gov](mailto:combinedservicesstatement@ashevillenc.gov). Be sure to **add this to your email address book** (contacts) and/or **change your email spam filters** to allow the email to go through. After you sign up for e-billing, your next statement will be delivered to your email inbox and paper bills will stop. If you change your email address, be sure to inform us by email at [egovutility@ashevillenc.gov](mailto:egovutility@ashevillenc.gov) or phone 828-251-1122.

Yes, start delivering my Combined Services Statement electronically.

Customer Name	
Account Number	
Customer Number	
Email Address	
Contact Phone Number	

\*Visit <https://selfservice.ashevillenc.gov/MSS/citizens/default.aspx> to learn how to pay your bill on-line and eliminate all paper.\*